

15 Scalp Care, Shampooing, and Conditioning

Chapter Outline

Why Study Scalp Care,
Shampooing, and Conditioning?

Scalp Care and Massage

Hair Brushing

Understanding Shampoo

Understanding Conditioner

Draping

Three-Part Procedure

Procedures

Learning Objectives

After completing this chapter, you will be able to:

- ✓ **L01** Explain the two most important requirements for scalp care.
- ✓ **L02** Describe the benefits of scalp massage.
- ✓ **L03** Treat scalp and hair that are dry, oily, or dandruff ridden.
- ✓ **L04** Explain the role of hair brushing to a healthy scalp.
- ✓ **L05** Discuss the uses and benefits of the various types of shampoo.
- ✓ **L06** Discuss the uses and benefits of the various types of conditioner.
- ✓ **L07** Demonstrate the appropriate draping for a basic shampooing and conditioning, and draping for a chemical service.
- ✓ **L08** Identify the Three-Part Procedure and explain why it is useful.

Key Terms

Page number indicates where in the chapter the term is used.

balancing shampoo
pg. 317

clarifying shampoo
pg. 317

color-enhancing shampoo
pg. 318

conditioner
pg. 318

conditioning shampoo (moisturizing shampoo)
pg. 317

contraindicated
pg. 309

deep-conditioning treatment (hair mask, conditioning pack)
pg. 320

deionized water
pg. 314

dry shampoo (powder shampoo)
pg. 318

hard water
pg. 314

humectants
pg. 319

medicated scalp lotion
pg. 319

medicated shampoo
pg. 317

moisturizer
pg. 315

nonstripping
pg. 317

pH-balanced shampoo
pg. 316

protein conditioner
pg. 319

scalp astringent lotion
pg. 319

scalp conditioner
pg. 319

soft water
pg. 314

spray-on thermal protector
pg. 319

When clients visit a salon for the first time, they immediately begin making judgments about the surroundings. How does the salon look? What kind of music is playing? Does the receptionist greet them with a smile and call them by name? While all of these factors are part of a good salon experience, it is what happens when the client moves into the service area that can make or break you. One of the most important experiences that a stylist provides is the shampoo, which can be heavenly, forgettable, or even a nightmare.

Often called simply “the shampoo,” this first step of the service actually encompasses three different processes: scalp care and massage, shampooing, and conditioning. The shampoo can and should be a soothing, pleasurable experience that sets the mood for the entire visit.

The shampoo is an opportunity to provide the client with quality relaxation time that is free from the stresses of the day. It can be nurturing and, when done well, feel as good as a full-body massage.

Remember: If clients are happy with the shampoo experience, they are far more likely to be happy with the entire service.

WHY STUDY SCALP CARE, SHAMPOOING, AND CONDITIONING?

Cosmetologists should study and have a thorough understanding of scalp care, shampooing, and conditioning because:

- The shampoo service is the first opportunity to reinforce your position as a professional who attends to the specific, individual needs of your client.
- You will be able to examine, identify, and address hair and scalp conditions that do not require a physician’s care and be able to refer clients to a physician if a more serious issue is identified.
- A thorough knowledge of hair care products will assist you in determining the best preparation for other services to be performed.
- A successful home-care regimen recommendation will keep your work looking its best for all to see.

Scalp Care and Massage

The two basic requirements for a healthy scalp are cleanliness and stimulation. Since similar manipulations are given with all scalp treatments, scalp massage is a procedure you will perform often and one that you should learn to do well. **LO1**



Scalp treatments should be given with a continuous, even motion that will stimulate the scalp and help to relax the client. Do not massage or manipulate a client's scalp if abrasions are present.

Scalp treatments and massage may be performed either:

1. Before a shampoo if a scalp condition is apparent, or
2. During the shampoo (once conditioner has been applied to the hair) for relaxation.

Procedure 15-11, Scalp Massage, explains the procedure and massage manipulations that are used in all scalp massage. The difference between a *relaxation* and *treatment* massage are the products you use. Be sure to follow all of the manufacturer's directions whenever a special scalp treatment product is used. For simple relaxation, most any conditioner may be used to create a very enjoyable experience for your client.

It is this extra service that will keep your clients coming back to you. Knowing the muscles, the location of blood vessels, and the nerve points of the scalp and neck will help guide you to those areas most likely to benefit from massage movements. For details on this information, see Chapter 6, General Anatomy and Physiology.  **LO2**

PROCEDURE
15-11 Scalp Massage SEE PAGE 338

Normal Hair and Scalp Treatment

The purpose of a general scalp treatment is to maintain the scalp and hair in a clean and healthy condition. A hair or scalp treatment should be recommended only after a hair and scalp examination. If the client does not have the time to sit for a treatment, recommend scheduling the treatment at a later, more convenient time. If the client does request a treatment at that time, it should be given either before or after the shampoo, depending on which treatment is given.

PROCEDURE
15-3 Normal Hair and Scalp Treatment SEE PAGE 328

Dry Hair and Scalp Treatment

A dry hair and scalp treatment should be used when there is a deficiency of natural oil on the scalp and hair. Select scalp preparations containing

 Before performing a service that includes a scalp massage consult the client's intake or health screening form. During the consultation acknowledge and discuss any medical condition your client listed that may be **contraindicated**, avoiding a procedure or condition that may produce undesirable side effects, for a scalp massage. Ask the client if they have discussed massage with their physician and if they have not already done so, encourage them to seek their physician's advice as to whether or not a scalp massage is advisable before performing the service.

Many clients that have high blood pressure (hypertension), diabetes, or circulatory conditions may still have massage without concern, especially if their condition is being treated and carefully looked after by a physician. Massage is, however, contraindicated for clients with severe, uncontrolled hypertension.

If your client expresses a concern about having a scalp massage and has a medical condition, have the client get a note from their physician.

If your client has any scalp sensitivity avoid using vigorous or strong massage techniques. Do not talk to your client during the scalp massage except to ask once whether your touch should be more or less firm. Talking eliminates the relaxation therapy of the scalp massage.

When making decisions about whether to perform a scalp massage on a person who has a medical condition, be conservative. When in doubt, don't include massage as part of your service.

moisturizing and emollient ingredients. Avoid the use of strong soaps, preparations containing a mineral- or sulfonated-oil base, greasy preparations, or lotions with high alcohol content. During a dry hair and scalp treatment, a scalp steamer, which resembles a hooded dryer, is used.

PROCEDURE
15-4 Dry Hair and Scalp Treatment SEE PAGE 329

Oily Hair and Scalp Treatment

Excessive oiliness is caused by overactive sebaceous glands. Manipulate the scalp and knead it to increase blood circulation to the surface. Any hardened sebum in the pores of the scalp will be removed with gentle pressing or squeezing. To normalize the function of these glands, excess sebum should be flushed out with each treatment.

PROCEDURE
15-5 Oily Hair and Scalp Treatment SEE PAGE 330

Antidandruff Treatment

Dandruff is the result of a fungus called malassezia (māl-ə-SĒ-zē-ə). Antidandruff shampoos, conditioners, and topical lotions contain antifungal agents that control dandruff by suppressing the growth of malassezia. Moisturizing salon treatments also soften and loosen scalp scales that stick to the scalp in crusts. Because of the ability of fungus to resist treatment, additional salon treatments and the frequent use of antidandruff home care should be recommended. **LO3**

PROCEDURE
15-6 Antidandruff Treatment SEE PAGE 331



▲ **Figure 15-1**
Include a thorough hair brushing as part of every shampoo and scalp treatment.

Hair Brushing

Correct hair brushing stimulates the blood circulation to the scalp; brushing helps remove dust, dirt, and hair-spray buildup from the hair and gives hair added shine. You should include a thorough hair brushing as part of every shampoo and scalp treatment, regardless of whether your client's hair and scalp are dry or oily (**Figure 15-1**). Brushing also allows the stylist to examine the scalp for abrasions and infections.

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The two exceptions to hair brushing are as follows:

- Do not brush or irritate the scalp before giving a chemical service.
- Do not brush if the scalp is irritated.

Brushing, massaging, or shampooing the scalp before a service is not recommended for:

- Single-process and double-process haircolor.
- Highlighting.
- Most chemical relaxers (follow manufacturer's directions).
- Some temporary and semipermanent haircolor (follow manufacturer's directions).



If shampooing is recommended, shampoo gently to avoid scalp irritation.

The most highly recommended hairbrushes are those made from natural bristles. Natural bristles have many tiny overlapping layers or scales, which clean and add luster to the hair. Hairbrushes with nylon bristles are shiny and smooth and are more suitable for hairstyling. **LO4**

PROCEDURE
15-7 Hair Brushing SEE PAGE 332

Understanding Shampoo

The shampoo provides a good opportunity to analyze the client's hair and scalp. Always check for these conditions:

- Dry, dehydrated hair
- Thinning of the hair
- Excessive hair left in the sink trap after shampooing
- Dry, tight scalp
- Oily scalp
- Abnormal flaking on the scalp
- Open wounds or scalp irritations
- Scalp disorders or diseases
- Tick or lice infestation

In salons where shampoos are performed by salon assistants, these assistants should always alert the stylist about any hair or scalp conditions, including suspected diseases or disorders. A client with

did you know?

Maintaining good posture will protect you against the muscle aches, back strain, discomfort, fatigue, and other physical problems that can result from performing shampoos. The most important rule regarding posture is to always keep your shoulders back while performing the shampoo. This way, you will avoid slumping over the client. Remember, too, to hold your abdomen in, thereby lifting your upper body. Free-standing shampoo bowls allow for healthier body alignment and help reduce strain on the back and shoulders.

an infectious disease is never to be treated in the salon and should be referred to a physician.

Naturally, the primary purpose of a shampoo is to cleanse the hair and scalp prior to a service. This is also the time when you need to educate your client about the importance of home care and of using quality hair care products at home.

To be effective, a shampoo must remove all dirt, oils, cosmetics, and skin debris without adversely affecting either the scalp or hair. The scalp and hair need to be cleansed regularly to combat the accumulation of oils and perspiration that mix with the natural scales and dirt to create a breeding ground for disease-producing bacteria. Hair should only be shampooed as often as necessary. Excessive shampooing strips the hair of its protective oil (sebum) that, in small amounts, seals and protects the hair's cuticle. As a general rule, oily hair needs to be shampooed more often than normal or dry hair.

PROCEDURE

15-10

Basic Shampooing and Conditioning

SEE PAGE 335

Selecting the Proper Shampoo

There are many types of shampoo available on the market. As a professional cosmetologist, you should become skilled at selecting shampoos that support the health of the hair, whether the hair is natural, color treated, fine and limp, or coarse and wiry. Always read labels and accompanying literature carefully so that you can make informed decisions about the use of various shampoos. A thorough knowledge of your products will help you recommend them as home-care items for purchase by your clients.

Select a shampoo according to the condition of the client's hair and scalp. Hair can usually be characterized as oily, dry, normal, or chemically treated. Your client might even have an oily scalp with dry hair, possibly due to overprocessing.

When selecting the shampoo product to be used, be aware of whether or not the hair has been chemically treated. Chemically treated hair (hair that has been lightened, colored, permed, chemically relaxed) and hair that has been abused by the use of harsh shampoos, or damaged by improper care and exposure to the elements such as wind, sun, cold, or heat, may require a product that is less harsh and more conditioning than virgin hair (hair that has not been chemically treated).

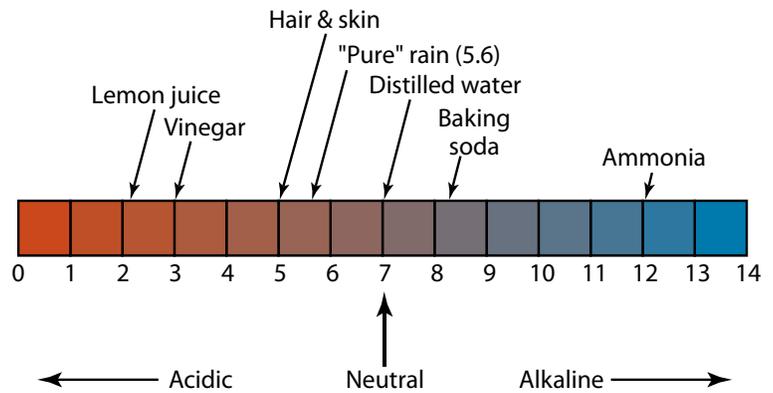
Using the right home-care products can make all the difference in how your clients' hair looks, feels, and behaves. It is your job to recommend and educate clients about which products they should be using, as well as how and why. Otherwise, they



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will make their own uninformed decisions, perhaps buying inferior products at the drugstore or supermarket. The wrong product choice can make a good haircut look bad, can negatively affect the client's opinion of your work, and can affect the outcome of a chemical service.

Remember: You want your clients to look their best so that they become good advertising for you.



▲ **Figure 15-2**
A review of pH as it applies to shampoo.

The pH Scale

Chapter 12, Basics of Chemistry, provides you with an overview of important chemistry basics, including pH and surfactants. Refer to that chapter as necessary. The following is a brief review of pH as it applies to shampoo (**Figure 15-2**).

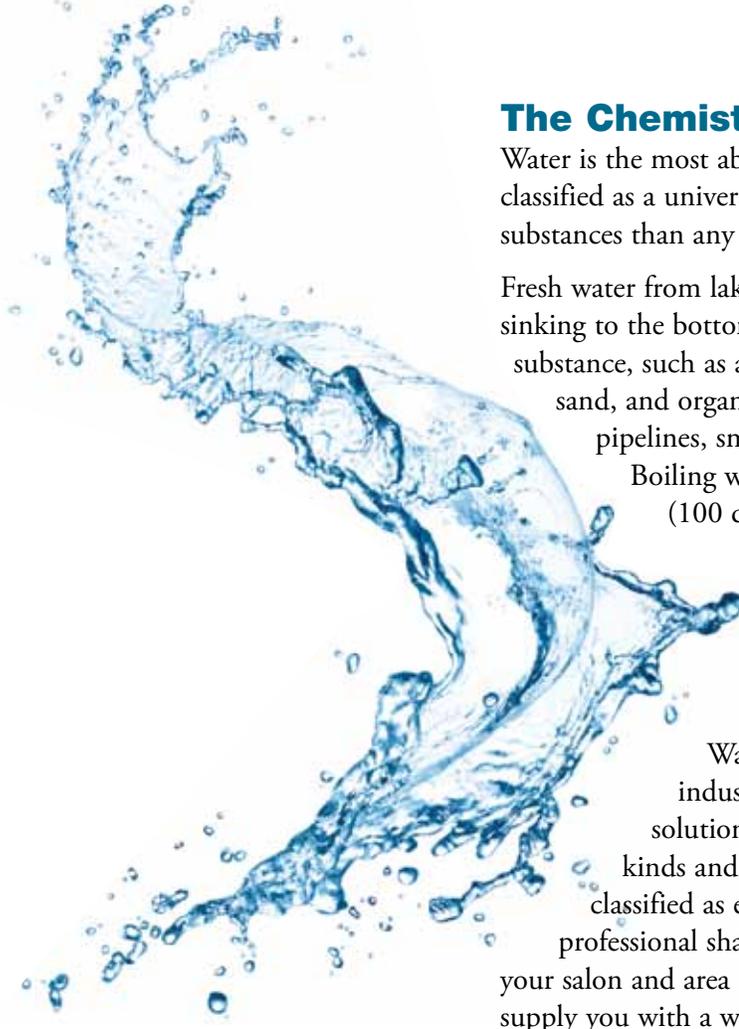
Understanding pH levels will help you select the proper shampoo for your client. The amount of hydrogen in a solution, which determines whether it is alkaline or acid, is measured on a pH scale that has a range from 0 to 14. The pH of a neutral solution, one which is neither acidic nor alkaline, is 7. A shampoo that is acidic will have a pH ranging from 0 to 6.9; a shampoo that is alkaline will have a pH rating of 7.1 or higher. The more alkaline the shampoo, the stronger and harsher it is. A high-pH shampoo can leave the hair dry, brittle, and porous. A high-pH shampoo can cause fading in color treated hair. A slightly acidic shampoo more closely matches the ideal pH of hair.



FOCUS ON

SEVEN WAYS TO MAKE A GOOD SHAMPOO EXPERIENCE GREAT!

1. The scalp is always massaged according to the preference of the client. Some clients have a sensitive scalp and want a very light massage, while others want a firm massage. In order to service every client to the best of your ability, ask about massage preferences before beginning the procedure.
2. Always ask the client if the water feels too warm, too cool, or just right; adjust the temperature accordingly.
3. Do not allow the water or your hands to touch a woman's face during the shampoo. Allowing the client's face to get wet may remove part of her base makeup and can turn an otherwise great shampoo into an unpleasant experience.
4. It is easy to miss the nape of the neck when shampooing and rinsing, so you should always double-check this area before escorting the client to your station.
5. Throughout the shampoo, be very careful not to drench the towel that is draped around the client's neck. If the towel becomes damp, replace it with a clean, dry towel before leaving the shampoo area.
6. When blotting the hair after the shampoo, be careful once again not to touch the face. If you remove part of your client's makeup, she may feel self-conscious during her entire visit.
7. As you learn to give a great shampoo, you should also learn how to give a great relaxation massage. You may hear your clients say, "Don't stop, you can do that for hours," every time they come to you. Even though you may hear this five times a day, it is always satisfying to know that you are making your clients feel good!



The Chemistry of Water

Water is the most abundant and important element on Earth. It is classified as a universal solvent because it is capable of dissolving more substances than any other solvent known to science.

Fresh water from lakes and streams is purified by sedimentation (matter sinking to the bottom) and filtration (water passing through a porous substance, such as a filter paper or charcoal) to remove suspended clay, sand, and organic material. Before the water enters public water pipelines, small amounts of chlorine are added to kill bacteria.

Boiling water at a temperature of 212 degrees Fahrenheit (100 degrees Celsius) will also destroy most microbes.

Water can be further treated by distillation, a process of heating water so that it becomes a vapor, and then condensing the purified vapor so that it collects as a liquid. Distillation is often used in the manufacturing of cosmetics.

Water is of crucial importance in the cosmetology industry because it is used for shampooing, mixing solutions, and many other functions. Depending on the kinds and amounts of minerals present in water, water can be classified as either hard or soft. You will be able to make a more professional shampoo selection if you know whether the water in your salon and area is hard or soft. Most water-softener companies can supply you with a water-testing kit to determine how hard or soft your water is (soft, slightly hard, moderately hard, hard, or extremely hard).

Soft water is rainwater or chemically softened water that contains only small amounts of minerals and, therefore, allows soap and shampoo to lather freely. For this reason, it is preferred for shampooing. **Hard water** is often in well-water and contains minerals that reduce the ability of soap or shampoo to lather. Hard water may also change the results of the haircoloring service. However, a water treatment process can soften hard water.

The Chemistry of Shampoo

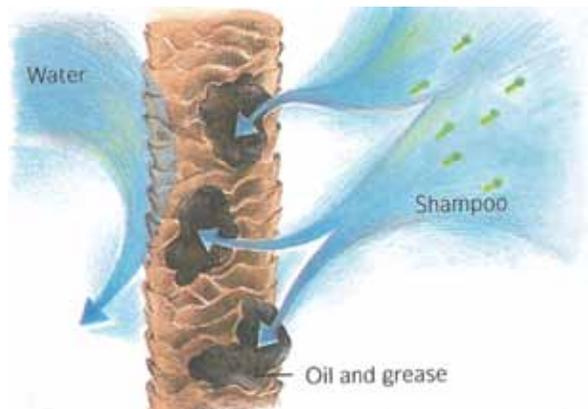
To determine which shampoo will leave your client's hair in the best condition for the intended service, you need to understand the chemical and botanical ingredients regularly found in shampoos. Many shampoos have ingredients in common. It is often the small differences in formulation that make one shampoo better than another for a particular hair texture or condition.

Water is the main ingredient in most shampoos. Generally it is not just plain water, but purified or **deionized water**, water that has had impurities, such as calcium and magnesium and other metal ions that would make a product unstable, removed. Water is usually the first ingredient listed, which indicates that the shampoo contains more water than anything else. From there on, ingredients are listed in descending order, according to the percentage of each ingredient in the shampoo.

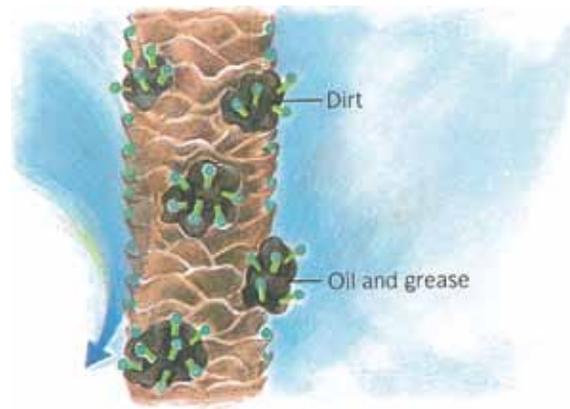
Surfactants

The second ingredient that most shampoos have in common is the primary surfactant (or base detergent). Surfactants are cleansing or surface active agents. A surfactant molecule has two ends: a hydrophilic or water attracting head, and a lipophilic or oil attracting tail. During the shampooing process, the hydrophilic head attracts water, and the lipophilic tail attracts oil. This creates a push/pull process that causes the oils, dirt, and deposits to roll up into little balls that can be lifted off in the water and rinsed from the hair (Figures 15-3, 15-4, 15-5, and 15-6).

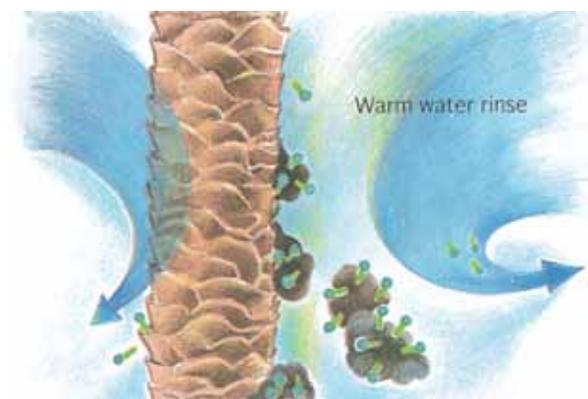
Other ingredients are added to the base surfactants to create a wide variety of shampoo formulas. **Moisturizer**, which is a product formulated to add moisture to dry hair or promote the retention of moisture, is a common additive along with oil, protein, preservative, foam enhancer, and perfume.



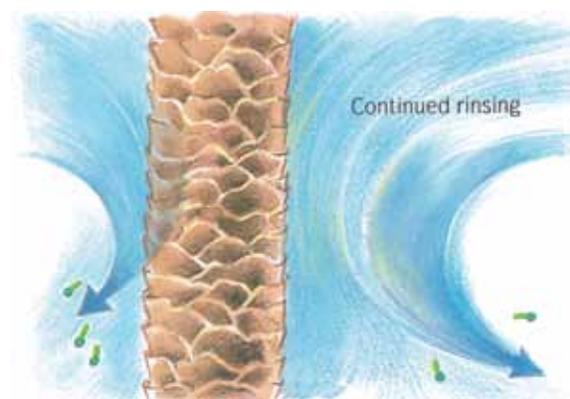
▲ Figure 15-3
The tail of the shampoo molecule is attracted to oil and dirt.



▲ Figure 15-4
Shampoo causes oils to roll up into small globules.



▲ Figure 15-5
The heads of the shampoo molecules attach to water molecules.



▲ Figure 15-6
Thorough rinsing washes away debris and excess shampoo.

ACTivity

List all the hair products used in your school, along with the hair types appropriate for each. Analyze the hair of one or two classmates and recommend a particular shampoo and conditioner. List the benefits of each product for that particular “client.” With your instructor’s guidance, you might even try using your recommended choices on your classmates. Keep a record of what products you use, how the hair feels and behaves afterward, and your classmates’ own opinions about the products.

WEB RESOURCES

To learn about the latest products and more in hair care, check out <http://www.totalbeauty.com>, or search the keywords *hair care products*.



Types of Shampoo

Shampoo products are the most widely purchased of all hair care products. Consumer studies show that the fastest growth items in the shampoo market are products that are retailed through professional salons. This is good news for salon professionals, but don’t allow yourself to be overconfident if you want to succeed at sales. You will have to be as knowledgeable and sophisticated as possible about the products you are selling and as skilled as you can be in demonstrating their use.

Clients are increasingly well informed about beauty products from reading about them in beauty magazines and other consumer reports. Your credibility as a professional will be in question if your client is better informed than you are.

Many good shampoos exist for every type of hair and/or scalp condition. There are shampoos for dry, oily, fine, coarse, limp, lightened, permed, relaxed, or color-treated and chemically treated hair. There are shampoos that deposit a slight amount of color to color treated hair and those that cleanse hair of styling product buildup, mineral deposits, and so forth.

The list of ingredients is your key to determining which shampoo will leave a client’s hair shiny and manageable, which will treat a scalp or hair condition, and which will prepare the hair for a chemical treatment. Now that you are familiar with pH and the chemistry of water and shampoo, here are some of the different types of shampoos.

pH-Balanced Shampoo

A **pH-balanced shampoo** is balanced to the pH of skin and hair (4.5 to 5.5). Many shampoos are pH balanced by the addition of citric, lactic, or phosphoric acid. Most experts believe that an acid pH of 4.5 to 5.5 is essential to preventing excessive dryness and hair damage during the cleansing process. Shampoos that are pH balanced help to close the hair cuticle and are recommended for hair that has been color treated or lightened.

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did you know?

In the 1960s, beauty pioneer Jheri Redding revolutionized the salon industry by being the first to market pH-balanced shampoos. He went around the country staging demonstrations that showed how acidic shampoos (pH below 7) outperformed alkaline shampoos. When Redding dipped a piece of litmus paper into his shampoo, it would come up a glowing orange, pink, or gold. The litmus test on his competitors' products would come up a murky purple or black. Most cosmetic chemists today agree that a low pH is good for all hair, especially chemically treated hair.

Conditioning Shampoo

Conditioning shampoo, also known as **moisturizing shampoo**, is designed to make the hair appear smooth and shiny and to improve the manageability of the hair. Protein and biotin are just two examples of conditioning agents that boost shampoos so that they can meet current grooming needs. These conditioning agents restore moisture and elasticity, strengthen the hair shaft, and add volume. They also are **nonstripping**, meaning that they do not remove artificial color from the hair.

Medicated Shampoo

Medicated shampoo contains special ingredients that are very effective in reducing dandruff or relieving other scalp conditions. Some medicated shampoos have to be prescribed by a physician. They can be quite strong and could affect the color of color-treated or lightened hair. In some cases, the shampoo must remain on the scalp for a longer period of time than other shampoos in order for the active ingredient to work. Always read and follow the manufacturer's instructions carefully.

Clarifying Shampoo

Clarifying shampoo contains an active chelating agent that binds to metals (such as iron and copper) and removes them from the hair, as well as an equalizing agent that enriches hair, helps retain moisture, and makes hair more manageable. Clarifying shampoo should be used when a buildup is evident, after swimming, and prior to all chemical services (**Figure 15-7**).

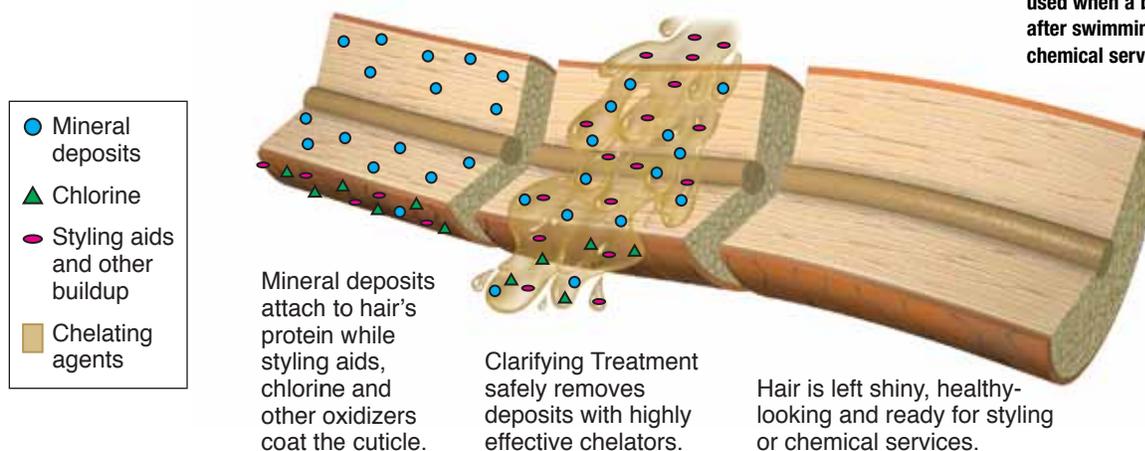
Balancing Shampoo

For oily hair and scalp, **balancing shampoo** will wash away excess oiliness, while preventing the hair from drying out.

Dry Shampoo

Sometimes, the state of a client's health makes a wet shampoo uncomfortable or hard to manage. For instance, an elderly client may experience some discomfort at the shampoo bowl due to pressure on the

▼ **Figure 15-7**
Clarifying shampoos should be used when a buildup is evident, after swimming, and prior to all chemical services.





▲ **Figure 15–8**
Apply the dry shampoo directly onto the scalp and out to the hair ends, then brush through with a natural-bristle brush to remove oil and dirt.

FOCUS ON

RETAILING

Some stylists view the shampoo as down time and use it to talk about what they did the night before. It is important to remember that your time, and your clients' time, is valuable and can be better spent. You can begin to establish your professional relationship during the shampoo by giving clients information about what you are doing and why. Let clients know what shampoo you are using and why you have selected it especially for their hair. Mention that these products are available for purchase, and emphasize their benefits. There is no need to be pushy or to worry about appearing overly assertive. Just be who you are and always be honest. When clients are concerned about the health and appearance of their hair, or when they have been unhappy with products they have been using at home, they will often make a purchase based on your advice and will thank you for your professional recommendation. You will often find that the stylist with the highest client retention also has the highest retail/home-care sales in the salon. This stylist has gained the clients' trust and professional respect.

back of the neck. In such a case, it is advisable to use a **dry shampoo**, also known as **powder shampoo**, which cleanses the hair without the use of soap and water. The powder picks up dirt and oils as you brush or comb it through the hair. It also adds volume to the hair. Follow the manufacturer's instructions. Never give a dry shampoo before performing a chemical service.

A dry shampoo can be applied at the stylist's station, with the client draped as for a chemical service. Follow the manufacturer's directions, as they will vary. For the most part, you will be applying the powder directly to the hair from scalp to the ends, and then brushing through with a natural-bristle brush to remove oil and dirt (**Figure 15–8**).

Color-Enhancing Shampoo

Color-enhancing shampoo is created by combining the surfactant base with basic color pigment. It is similar to a temporary color rinse because it is attracted to porous hair and result in only slight color changes that are removed with plain shampooing. Color-enhancing shampoos are used to brighten, to add a slight hint of color, and to eliminate unwanted color tones, such as gold or brassiness and overly cool strands.

Shampoo for Hairpieces and Wigs

Prepared wig-cleaning solution is available for these hair enhancements (for more information on wigs and their care, see Chapter 19, Wigs and Hair Additions). **LO5**

Shampooing Clients with Special Needs

Clients with disabilities or those who are wheelchair bound will usually tell you how they prefer to be shampooed. Some clients in wheelchairs will allow you to shampoo their hair while they remain seated in their wheelchair, facing the shampoo bowl and bending forward, with a towel to protect their face. If the wheelchair is the correct height in relation to the shampoo bowl, shampoo as normal while the client remains in the wheelchair.

Sometimes a client will arrive in the salon with their hair freshly shampooed from home, and other times a dry shampoo is appropriate. The same goes for clients with other special needs. Always ask about their preferences and make their comfort and safety a priority.

Understanding Conditioner

Conditioner is a special chemical agent applied to the hair to deposit protein or moisturizer to help restore the hair's strength, to give hair body, and to protect hair against possible breakage. Conditioners are a temporary remedy or cosmetic fix for hair that feels dry or appears damaged. They can only repair hair to a certain extent; conditioners cannot improve the quality of new hair growth.

Conditioning treatments can restore luster, shine, manageability, and strength while the damaged hair grows long enough to be cut off and replaced by new, healthier hair. Because of frequent shampooing, the use of thermal styling tools and chemical services, conditioning is a must for clients who care about their hair.

Conditioners are available in the following three basic types:

- **Rinse-out conditioner.** Finishing rinses or cream rinses that are rinsed out after they are worked through the hair for detangling.
- **Treatment or repair conditioner.** Deep, penetrating conditioners that restore protein and moisture and sometimes require longer processing time or the application of heat.
- **Leave-in conditioner.** Applied to the hair and not rinsed out.

Most conditioners contain silicone along with moisture-binding **humectants** (hew-MECK-tents), substances that absorb moisture or promote the retention of moisture. Silicone reflects light and makes the hair appear shiny. Other ingredients reduce frizz or bulk up the hair. Most treatments and leave-ins contain proteins, which penetrate the cortex and reinforce the hair shaft from within.

Since the hair's cuticle is made up of overlapping scales, a healthy cuticle lies down smoothly and reflects light, giving the appearance of shiny hair. Conditioners, detangling rinses, and cream rinses, smooth the cuticle and coat the hair shaft to achieve healthier looking hair.

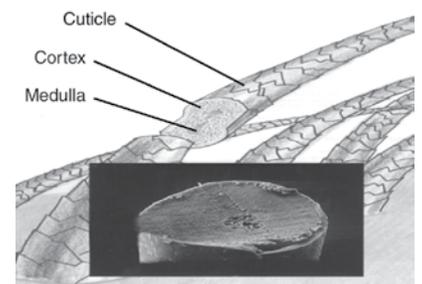
The cortex makes up 90 percent of the hair strand. The cortex can be penetrated with **protein conditioner**, products designed to penetrate the cortex and reinforce the hair shaft from within, to temporarily reconstruct the hair. Moisturizing conditioners also contain humectants that attract moisture from the air and are absorbed into the cortex (Figure 15–9).

Other Conditioning Agents

Other conditioning agents that you need to be familiar with include the following:

- **Spray-on thermal protector** is applied to hair prior to any thermal service to protect the hair from the harmful effects of blowdrying, thermal irons, or electric rollers.
- **Scalp conditioner**, usually found in a cream base, is used to soften and improve the health of the scalp. It contains moisturizing and emollient (ee-MAHL-yunt) ingredients.
- **Medicated scalp lotion** is a conditioner that promotes healing of the scalp.
- **Scalp astringent lotion** removes oil accumulation from the scalp and are used after a scalp treatment and before styling.

Table 15–1 lists the types of products suitable for various hair types.



▲ **Figure 15–9**
Moisturizing conditioners contain humectants that attract moisture from the air and are absorbed into the cortex.

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MATCHING PRODUCTS TO HAIR TYPES

HAIR TYPE	FINE	MEDIUM	COARSE
STRAIGHT	<ul style="list-style-type: none"> • volumizing shampoo • detangler, if necessary • protein treatments 	<ul style="list-style-type: none"> • ph/acid-balanced shampoo • finishing rinse • protein treatments 	<ul style="list-style-type: none"> • moisturizing shampoo • leave-in conditioner • moisturizing treatments
WAVE, CURLY, EXTREMELY CURLY	<ul style="list-style-type: none"> • fine hair shampoo • light leave-in conditioner • protein • spray-on thermal protectors treatments 	<ul style="list-style-type: none"> • ph/acid-balanced shampoo • leave-in conditioner • moisturizing treatment 	<ul style="list-style-type: none"> • moisturizing shampoo • leave-in conditioner • protein and moisturizing treatments
DRY & DAMAGED (perms, color, relaxers, blowdrying, sun, hot irons)	<ul style="list-style-type: none"> • gentle cleansing shampoo • light leave-in conditioner • protein and moisturizing repair treatments • spray-on thermal protection 	<ul style="list-style-type: none"> • shampoo for chemically treated hair • moisturizing conditioner • protein and moisturizing repair treatments 	<ul style="list-style-type: none"> • deep-moisturizing shampoo for damaged hair • leave-in conditioner • deep-conditioning treatments and hair masks

Table 15-1 Matching Products to Hair Types.

Deep-Conditioning Treatment

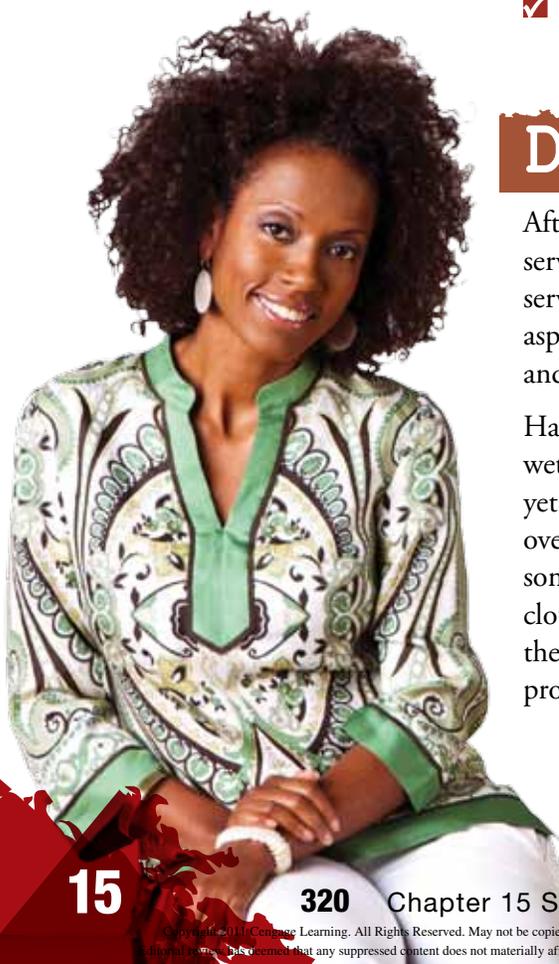
Deep-conditioning treatment, also known as **hair mask** or **conditioning pack**, is a chemical mixture of concentrated protein and intensive moisturizer. It penetrates the cuticle layer and is the chosen therapy when a moisturizing and/or protein treatment is desired.

✔ **LO6**

Draping

After the client consultation and before any professional cosmetology service can begin, the client must be appropriately draped for the service or services they are to receive. Client draping is an important aspect of every overall service because it contributes to the client's safety and comfort.

Have you ever been in a salon for a haircut and had your clothing get wet during a shampoo, because you weren't properly draped? Or worse yet, have you ever had a haircolor service and then once the service was over, realized that the haircolor was all over the collar of your shirt or somewhere else on your clothing, because the stylist didn't protect your clothing properly? Not only are these incidences annoying to the client, they are completely avoidable when the stylist takes the time to ensure a professional draping.



There are two types of drapings that are used in the salon. They are:

1. Shampoo draping
2. Chemical service draping

A shampoo draping, sometimes called a wet draping, is a draping used when a client is in the salon for a shampoo and styling or a shampoo and haircutting service. Two terry towels are used to protect the client, one under the shampoo cape and one over the cape. Once the shampoo service is completed and before the haircutting or hairstyling service begins, the terry towels are removed and replaced with a paper neck strip, and secured with a haircutting or styling cape.

PROCEDURE
15-8 Draping for a Basic Shampoo and Conditioning SEE PAGE 333

A chemical draping is used for clients who will have a chemical service or treatment and who will not have a shampoo before the service, such as with a haircoloring, permanent wave, and chemical hair relaxing service.

In a chemical drape, the client is draped with two terry cloth towels, one under the cape and one over the cape. The towels remain as a part of the drape until the service is completed and are regularly checked for dryness and replaced by the stylist.

ACTIVITY

Role playing is a good way to practice recommending retail products to clients. Pair off with a classmate. One student should take the role of the stylist and the other should play a client. Your scene might go like this:

Stylist: Have you encountered any problems with your scalp or hair since your last salon visit, Mrs. Benson? Any itchiness or flaking?

Mrs. Benson: No. I don't usually have scalp problems this time of year. But in the winter I do.

Stylist: Any dryness?

Mrs. Benson: Well, ever since I started having my hair highlighted, it does feel a little drier.

Stylist: Chemical services often dry the hair. I'm going to use this shampoo for color-treated hair and finish with this moisturizing conditioner. (Show shampoo and conditioner bottles to the client and place them in her hands.)

Mrs. Benson: That sounds good. But won't the conditioner make my hair feel limp?

Stylist: I'll be using a light-weight conditioner only on your ends where you need it. It will leave your hair silky and shiny and not weigh it down. If you like it, you can purchase some before you leave. You know, using the right shampoo and conditioner will help keep your hair healthy between visits to the salon.

Mrs. Benson: Great! Let's do it!

PROCEDURE
15-9 Draping for a
Chemical Service

SEE PAGE 334

Be sure to read and follow the manufacturer's directions regarding whether or not a shampoo is required before using a particular chemical product such as haircolor. If the manufacturer requires that the client be shampooed before the color product is applied, then follow the procedure for the shampoo draping, shampoo the client gently and, before the chemical service is to begin, redrape her for a chemical service. **LO7**

Three-Part Procedure

It is easier to keep track of what you are doing, to remain organized, and to give consistent service if you break your hair care procedures into three individual parts. The Three-Part Procedure consists of: 1) pre-service, 2) actual service, and 3) post-service.

Part One: Pre-Service Procedure

The pre-service procedure is an organized step-by-step plan for the cleaning and disinfecting of your tools, implements, and materials; for setting up your station; and for meeting, greeting, and escorting your client to your service area.

PROCEDURE
15-1 Pre-Service
Procedure

SEE PAGE 323

Part Two: Service Procedure

The service procedure is an organized, step-by-step plan for accomplishing the actual service the client has requested such as a shampoo, haircut or haircoloring.

Part Three: Post-Service Procedure

The post-service procedure is an organized step-by-step plan for caring for your client after the procedure has been completed. It details helping your client through the scheduling and payment process of the salon and provides information for you on how to prepare for the next client. **LO8**

PROCEDURE
15-2 Post-Service
Procedure

SEE PAGE 326



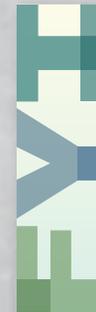
Pre-Service Procedure

A. Cleaning and Disinfecting



1

1 Put on a fresh pair of gloves while performing this pre-service to prevent possible contamination of the implements by your hands and to protect your hands from the powerful chemicals in the disinfectant solution.



Remember: Do not clean and disinfect your tools at the workstation. There should be an area near a sink that is set aside for cleaning and disinfecting tools.



2

2 Clean all tools and implements such as combs, brushes, rollers, clips, scissors, and any other reusable, nonelectrical items by first rinsing them in warm running water, and then thoroughly washing them with soap, a small nylon brush, and warm water. Brush grooved items, if necessary, and open hinged tools to scrub the revealed area.



3

3 Rinse away all traces of soap with warm running water. The presence of soap in most disinfectants can cause them to become inactive. Dry the items thoroughly with a clean fabric or disposable towel, or allow them to air dry on a clean towel. Your implements are now properly cleaned and ready to be disinfected.



4

4 Immerse cleaned implements in an appropriate disinfection container holding an EPA-registered disinfectant for the required time (usually ten minutes). Remember to open hinged implements before immersing them in disinfectant solution. If the disinfectant solution is visibly dirty, the solution has been contaminated and must be replaced.

5 Remove implements, avoiding skin contact, and rinse and dry tools thoroughly.

6 Store disinfected implements in a clean, dry container until needed.

15-1 Pre-Service Procedure continued

Service Tip

Take a moment and sit in your styling chair and take a good look around. Based on what you see, hear, and feel, ask yourself this question—what kind of an experience will my client have while she's here?

Asking yourself the following questions will ensure that you have done everything you can to prepare your client for a positive experience:

1. Is my station clean and organized or cluttered and messy?
2. Will the music and the temperature be comfortable for the client?
3. Am I wearing too much perfume/cologne? Am I carrying an unpleasant food or tobacco odor? Is my breath pleasant-smelling?
4. Do I see the professional I want to be when I look at myself in the mirror? Do my hair, clothing, and personal grooming look professional?
5. Do I look like I am happy and enjoying my work?
6. Is there some problem bothering me today that is affecting my ability to concentrate on the needs of my client?

Remember the old adage—*You only get one chance to make a good first impression.* Take the opportunity to stack the odds in your favor!



- 7** Remove gloves and thoroughly wash your hands with liquid soap. Then rinse and dry them with a clean fabric or disposable towel.

B. Basic Station Setup



- 8** Put on a fresh pair of gloves and clean and disinfect your station and client chair with an approved disinfectant cleaner.



- 9** Ensure that your disinfection container is filled with clean disinfectant solution at least twenty minutes before your first service of the day. Use any disinfectant solution approved by your state board regulations, but make sure that you use it exactly as directed by the manufacturer. Also make sure that you change the disinfectant every day or when the solution is visibly contaminated with debris.



- 10** Collect all implements and professional products that you will use during the service, along with any electrical equipment such as a blowdryer or clippers, and bring them to your station.

C. Stylist Preparation

- 11** Review your appointment schedule for the day and resolve any potential time conflicts or challenges you perceive.
- 12** Retrieve the client's intake form and consultation card and review them. If the appointment is for a new client, be sure to either have a blank intake form at your station, or ensure that the receptionist will provide one to the client.
- 13** Organize yourself by taking care of your personal needs before the client arrives—use the restroom, get a drink of water, return a personal call—complete whatever you need to so that when your client arrives, your full attention is focused on her needs.
- 14** Turn off your cell phone, pager, or PDA. Be sure that you eliminate anything that can distract you from your client while she is in the salon.
- 15** Take a moment to clear your head of all personal concerns and issues. Take a couple of deep breaths and remind yourself that you are committed to providing your client with fantastic service and your full attention.
- 16** Wash your hands thoroughly before going to greet your client.

D. Greet Client



- 17** Greet the client in the reception area with a warm smile and in a professional manner. Introduce yourself if you have never met, and shake hands. The handshake is very important because it is your first physical contact. If the client is new, ask her for the intake form she filled out in the reception area.



- 18** Escort the client to your station and invite her to take a seat. Make sure your client is comfortable before beginning the service. Remember, the client is not just a haircut, haircolor, or whatever service is scheduled, but a person with whom you want to build a relationship. By showing a client respect, you lay the foundation that establishes trust in you as a professional. An open, honest, and sincere approach is always the most effective in winning the client's trust, respect, and, ultimately, loyalty.



- 19** Perform a consultation before beginning the service. Discuss the information on the intake form and determine a course of action for the service.

Post-Service Procedure

A. Advise Clients and Promote Products



1 Before your client leaves your styling chair, show her all angles of the completed service. Determine if the client is satisfied with the outcome of your service by asking if she (or he) is pleased or has any questions or concerns to discuss. Be receptive and listen. Never be defensive. If possible, make any adjustments for total satisfaction or give an explanation as to what adjustments are achievable. Determine a plan for future visits. Give the client ideas to think over for next time.



2 Advise the client about proper at-home maintenance for the service received and explain how using the recommended professional products will ensure that the hair service maintains its beauty and performance until your client returns for another visit. This is the time to discuss your retail product recommendations. Explain why the recommended products are important and how to use them.

B. Schedule Next Appointment and Thank Client



3 Escort the client to the reception desk, write up a service ticket that describes the service provided, and recommend home care and scheduling for the next visit/service. Place all the recommended professional retail home-care products on the counter for the client. Review the service ticket and the product recommendations with your client.



4

4 After the client has paid for her service and take-home products, ask her if you can schedule her next appointment for her. Set up the date, time, and services for this next appointment. Write the information on your business card and give it to the client.



5

5 Thank the client for the opportunity to work with her. Express an interest in working with her again in the near future. Invite her to contact you should she have any questions or concerns about the service provided. If the client seems apprehensive, offer to call her in a day or two in order to check in with her about any issues she may encounter. Genuinely wish her well, shake her hand, and wish her a great day.



6

6 Once you return to your station, be sure to record service information, observations, and product recommendations on the intake form or consultation card. Be sure you return the intake form or consultation card to the proper place for filing.

C. Prepare Work Area and Implements for Next Client



7

7 Put on a fresh pair of gloves and clean, then disinfect and reorganize your station, sweep and dispose of hair properly in a covered trash receptacle. Place all used towels and capes in the laundry. Close and remove any styling products or aids you used.



9

9 Reset your station with disinfected tools and the proper styling products and prepare to greet your next client.

PROCEDURE 15-3

Normal Hair and Scalp Treatment

Implements and Materials

You will need all of the following implements, materials, and supplies:

- Disposable or linen towels
- Hairbrush
- Hooded dryer
- Scalp lotion or conditioner
- Shampoo
- Shampoo cape

Preparation

- Perform **PROCEDURE 15-1 Pre-Service Procedure** SEE PAGE 323

Procedure

- 1** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2** Drape your client for a shampoo. (See Procedure 15–8, Draping for a Basic Shampooing and Conditioning.)
- 3** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4** Have client remove jewelry and glasses.
- 5** Examine condition of scalp to be sure there are no abrasions.
- 6** Brush hair for five minutes. (See Procedure 15–7, Hair Brushing.)
- 7** Apply scalp lotion or conditioner.
- 8** Apply heat for about five minutes.
- 9** Massage scalp for ten to twenty minutes. (See Procedure 15–11, Scalp Massage.)
- 10** Shampoo the hair. (See Procedure 15–10, Basic Shampooing and Conditioning.)
- 11** Towel dry the hair.
- 12** Move on to the next step of the service or apply styling aids and finish the hair.

Post-Service

- Complete **PROCEDURE 15-2 Post-Service Procedure** SEE PAGE 326

Dry Hair and Scalp Treatment

Implements and Materials

You will need all of the following implements, materials, and supplies:

- Direct high-frequency current with glass rake electrode
- Disposable or linen towels
- Hairbrush
- Moisturizing scalp cream
- Scalp preparation
- Shampoo
- Shampoo cape
- Scalp Steamer

CAUTION

Do not use high-frequency current on hair treated with tonics or lotions that contain alcohol.

Preparation

PROCEDURE 15-1 Pre-Service Procedure

- Perform

SEE PAGE 323

Procedure

- 1 Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2 Drape your client for a shampoo. (See Procedure 15–8, Draping for a Basic Shampooing and Conditioning.)
- 3 Ask the client to remove all hair ornaments, hairpins, and so on.
- 4 Have client remove jewelry and glasses.
- 5 Examine condition of scalp to be sure there are no abrasions.
- 6 Brush hair for five minutes. (See Procedure 15–7, Hair Brushing.)
- 7 Apply the scalp preparation for this condition.
- 8 Apply the scalp steamer for seven to ten minutes, or wrap the head in warm steam towels for seven to ten minutes.
- 9 Shampoo with a corrective shampoo for dry hair.
- 10 Towel dry the hair and scalp thoroughly.
- 11 Apply moisturizing scalp cream sparingly with a rotary, frictional motion.
- 12 Stimulate the scalp with direct high-frequency current, using the glass rake electrode, for about five minutes.
- 13 Rinse the hair thoroughly.
- 14 Towel dry.
- 15 Move on to the next step of the service.

Post-Service

PROCEDURE 15-2 Post-Service Procedure

- Complete

SEE PAGE 326

Oily Hair and Scalp Treatment

Implements and Materials

You will need all of the following implements, materials, and supplies:

- Corrective shampoo for oily hair
- Cotton pledget
- Disposable or linen towels
- Hairbrush
- Hooded dryer
- Infrared lamp
- Medicated scalp lotion
- Moisturizing scalp cream
- Scalp astringent
- Shampoo cape

Preparation

PROCEDURE 15-1 Pre-Service Procedure

- Perform

SEE PAGE 323

Procedure

- 1** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2** Drape your client for a shampoo. (See Procedure 15–8, *Draping for a Basic Shampooing and Conditioning.*)
- 3** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4** Have client remove jewelry and glasses.
- 5** Examine condition of scalp to be sure there are no abrasions.
- 6** Brush hair for five minutes. (See Procedure 15–7, *Hair Brushing.*)
- 7** Apply scalp lotion. Using a cotton pledget (a tuft of cotton), apply a medicated scalp lotion to the scalp only.
- 8** Apply infrared lamp or heated dryer for about five minutes.
- 9** Massage the scalp. (See Procedure 15–11, *Scalp Massage.*)
- 10** Shampoo with a corrective shampoo for oily hair. (See Procedure 15–10, *Basic Shampooing and Conditioning.*)
- 11** Towel dry the hair.
- 12** Apply direct high-frequency current for three to five minutes.
- 13** Apply a scalp astringent and/or suitable styling aids.

Post-Service

PROCEDURE 15-2 Post-Service Procedure

- Complete

SEE PAGE 326

Antidandruff Treatment

Implements and Materials

You will need all of the following implements, materials, and supplies:

- Antidandruff shampoo
- Disposable or linen towels
- Hairbrush
- Infrared lamp
- Scalp steamer
- Shampoo cape

Preparation

- Perform **PROCEDURE 15-1 Pre-Service Procedure** **SEE PAGE 323**

Procedure

- 1** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2** Drape your client for a shampoo. (See Procedure 15–8, Draping for a Basic Shampooing and Conditioning.)
- 3** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4** Have client remove jewelry and glasses.
- 5** Examine condition of scalp to be sure there are no abrasions.
- 6** Brush hair for five minutes. (See Procedure 15–7, Hair Brushing.)
- 7** Apply an antidandruff conditioner or lotion.
- 8** Apply heat with an infrared lamp or scalp steamer for about five minutes (optional).
- 9** Shampoo with an antidandruff shampoo.
- 10** Towel dry the hair.

Service Tip

Some antidandruff treatments are alcohol-based and should not be used in conjunction with infrared lamps.

Post-Service

- Complete **PROCEDURE 15-2 Post-Service Procedure** **SEE PAGE 326**

Hair Brushing

Implements and Materials

You will need all of the following implements, materials, and supplies:

- Comb
- Disposable or linen towels
- Hairbrush
- Shampoo cape

Preparation

- Perform **PROCEDURE 15-1 Pre-Service Procedure** **SEE PAGE 323**

Procedure

- 1** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2** Drape your client for a shampoo. (See Procedure 15–8, Draping for a Basic Shampooing and Conditioning.)
- 3** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4** Have client remove jewelry and glasses.
- 5** Examine condition of scalp to be sure there are no abrasions.
- 6** Part the hair using a half-head parting.
- 7** Further subsection the hair 1 inch from the front hairline to crown.
- 8** Hold hair in nondominant hand between thumb and fingers.
- 9** Lay brush (held in dominant hand) with bristles down on hair close to scalp.
- 10** Rotate brush by turning wrist slightly and sweeping bristles full length of hair shaft.
- 11** Repeat brushing three times on each strand.
- 12** Continue brushing until entire head has been brushed.
- 13** Now, move on to the next portion of the service.

Post-Service

- Complete **PROCEDURE 15-2 Post-Service Procedure** **SEE PAGE 326**

Draping for a Basic Shampooing and Conditioning

Implements and Materials

- Shampoo cape
- Two terry cloth towels
- Neck Strip

Procedure

- 1** Once the client is comfortably seated in the shampoo chair, turn their collar to the inside of their shirt, if needed.
- 2** Place a terry cloth towel, folded lengthwise and diagonally, across the client's shoulders and cross the ends under the client's chin.
- 3** Place a shampoo cape over the towel, and fasten in the back securely, making sure it does not touch the client's skin.
- 4** Place another terry towel over the cape and secure it in the front.
- 5** Proceed with the shampoo procedure. (See Procedure 15–10, Basic Shampooing and Conditioning.)
- 6** Once the shampoo is completed, escort the client back to your work station.
- 7** Help the client to get comfortably seated and using towel two of the original draping, completely towel dry the hair. Once towel dried, pin long hair up, out of the way.
- 8** Remove the shampoo cape and towel one. Dispose of towels one and two properly.
- 9** Secure a neck strip around the client's neck. Place and fasten a cutting or styling cape over the neck strip. Fold the neck strip down over the cape so that no part of the cape touches the client's skin.
- 10** Proceed with the scheduled service.

Draping for a Chemical Service

Implements and Materials

- Shampoo cape
- Two terry cloth towels

Procedure

- 1** Once the client is comfortably seated in the shampoo or styling chair, turn their collar to the inside of their shirt, if needed.
- 2** Place a terry cloth towel, folded lengthwise and diagonally, across the client's shoulders and cross the ends under the client's chin.
- 3** Place a chemical cape over the towel, and fasten in the back securely, making sure it does not touch the client's skin.
- 4** Place another terry towel over the cape and secure it in the front.
- 5** Proceed with the chemical service. Be sure to check both towels used in the draping. If either towel becomes wet or soiled with chemicals or other product, replace it promptly.

Basic Shampooing and Conditioning

Implements and Materials

You will need all of the following implements, materials, and supplies:

- Comb and hairbrush
- Conditioner
- Hooded dryer
- Plastic cap
- Shampoo
- Shampoo cape
- Three towels

Preparation

PROCEDURE 15-1 Pre-Service Procedure

- Perform **SEE PAGE 323**

Procedure

- 1** Show your client to the shampoo chair and assist him or her in becoming comfortable.
- 2** Drape your client for a shampoo. (See Procedure 15–8, *Draping for a Basic Shampooing and Conditioning*.)
- 3** Ask the client to remove all hair ornaments, hairpins, and so on.
- 4** Have client remove jewelry and glasses.
- 5** Examine condition of scalp to be sure there are no abrasions.
- 6** Brush hair thoroughly. (See Procedure 15–7, *Hair Brushing*.)
- 7** Assist the client in leaning back, into the shampoo bowl, making sure that her neck fits properly into the neck rest.



- 8** Turn on the water and adjust volume and temperature of water spray. Test water temperature on inner wrist; monitor by keeping fingers under spray. Saturate the hair with warm water. Lift hair and work it with free hand; protect the client's face, ears, and neck from spray.

15-10 Basic Shampooing and Conditioning continued

9



9 Apply a small amount of shampoo. Begin at the hairline, and work back and into lather using the cushions (pads) of fingertips.

Do not use firm pressure if you will follow the shampoo with a chemical service, if the client's scalp is tender or sensitive, or if the client requests less pressure.

10



10 Begin at front hairline and work in back and forth movements until top of head is reached.

11 Continue to back of head, shifting fingers back about 1 inch at a time.

12



12 Lift head with either hand depending on whether you are right- or left-handed; with the nondominant hand start at top of right ear, using back and forth movement, and work to back of the head.

13 Drop fingers down about 1 inch and repeat the process until right side of head has been shampooed.

14 Beginning at the left ear, repeat the prior two steps on the left side of head.

15 Allow client's head to relax and work around hairline with thumbs in a rotary movement.

16 Repeat all steps until scalp has been thoroughly shampooed. Remove excess lather by squeezing hair gently.

17 Rinse hair thoroughly, using a strong spray of water.

18



18 Lift hair at crown and back to permit spray to rinse hair until water runs clear.

19 Cup your hand along nape line and pat the hair, forcing spray against base scalp area.

20 Shampoo and rinse again if needed.

21 Gently squeeze excess water from hair.

22 Apply conditioner only where needed, avoiding base of hair near scalp.



23 Gently comb conditioner through, distributing it with a wide-tooth comb.

24 Massage scalp, if applicable. (See Procedure 15–11, Scalp Massage.)



25 If conditioner is to remain on hair more than one minute, as in a deep-conditioning treatment, place a plastic cap on the client's head and sit the client upright for recommended time. If heat is required, follow manufacturer's directions.



26 Rinse hair thoroughly.

27 Remove excess moisture from hair at the shampoo bowl, before the client sits up, by partially towel drying the hair and wiping excess moisture from around client's face and ears with ends of towel.



28 Lift towel and drape over client's head by placing your hands on top of towel and massaging until hair is partially dry. Ask the client to sit up.

29 Clean out shampoo bowl, removing any loose hair.

30 Escort the client back to your work station.

31 Once the client is comfortably seated, completely towel dry the hair and if needed, pin it up, out of the way. Change the drape to keep the client's clothing dry, and then comb client's hair, beginning with the ends at the nape of the neck.

32 Now you are ready to proceed with the rest of the service.

Post-Service

- Complete **PROCEDURE 15-2 Post-Service Procedure** SEE PAGE 326

Scalp Massage

Preparation

- Perform **PROCEDURE 15-1 Pre-Service Procedure** **SEE PAGE 323**
- Perform **PROCEDURE 15-10 Basic Shampooing and Conditioning** **SEE PAGE 335** through step 23.

Procedure



1 To begin the scalp massage cup the client's chin in your left hand. Place your right hand at the base of the skull and rotate the head gently. Reverse position of your hands and repeat.



2 Place your fingertips on each side of the client's head; slide your hands firmly upward, spreading the fingertips until they meet at the top of the head. Repeat four times.



3 Place your fingertips again on each side of the client's head, this time 1 inch (2.5 cm) back from where you placed your fingertips in step 2. Slide your hands firmly upward, spreading the fingertips until they meet at the top of the head, rotate and move the client's scalp. Repeat four times.



4 Hold the back of the client's head with your left hand. Place your stretched thumb and the fingers of your right hand on the client's forehead. Move your hand slowly and firmly upward to 1 inch past the hairline. Repeat four times.



5 Place the palms of your hands firmly against the client's scalp. Lift the scalp in a rotary movement, first with your hands placed above the client's ears, and second with your hands placed at the front and back of the client's head.



6 Place the fingers of both hands at the client's forehead. Massage around the hairline by lifting and rotating.



7 Dropping back 1 inch, repeat the preceding movement over entire front and top of the scalp.



8 Place the fingers of each hand on the sides of the client's head. Starting below the ears, manipulate the scalp with your thumbs, working upward to the crown. Repeat four times. Repeat thumb manipulations, working toward the center-back of the head.



9 Place your right hand on the client's forehead. Massage from ear to ear along the base of the skull with the heel of your left hand, using a rotary movement.

10 Resume Basic Shampooing Service with step 25.

Post-Service

PROCEDURE
15-2 Post-Service
Procedure

• Complete

SEE PAGE 326

Review Questions

1. What are the two most important requirements for scalp care?
2. What are the benefits of scalp massage?
3. How should scalp and hair be treated if they are dry? Oily? What if dandruff is present?
4. Why is hair brushing important to maintaining a healthy scalp and hair?
5. What shampoo is appropriate for use on dandruff? On product buildup? On damaged hair?
6. What is the action of conditioner on the hair?
7. Describe the correct draping for a basic shampooing and conditioning, and for a chemical service.
8. What is the Three-Part Procedure and why is it useful?

Chapter Glossary

balancing shampoo	Shampoo that washes away excess oiliness from hair and scalp, while preventing the hair from drying out.
clarifying shampoo	Shampoo containing an active chelating agent that binds to metals (such as iron and copper) and removes them from the hair; contains an equalizing agent that enriches hair, helps retain moisture, and makes hair more manageable.
color-enhancing shampoo	Shampoo created by combining the surfactant base with basic color pigments.
conditioner	Special chemical agent applied to the hair to deposit protein or moisturizer to help restore hair strength, give hair body, or to protect hair against possible breakage.
conditioning shampoo	Also known as <i>moisturizing shampoo</i> ; shampoo designed to make the hair appear smooth and shiny and to improve the manageability of the hair.
contraindicated	Avoiding a procedure or condition that may produce undesirable side effects.
deep-conditioning treatment	Also known as <i>hair mask</i> or <i>conditioning pack</i> ; chemical mixture of concentrated protein and intensive moisturizer.
deionized water	Water that has had impurities, such as calcium and magnesium and other metal ions that would make a product unstable, removed.
dry shampoo	Also known as <i>powder shampoo</i> ; shampoo that cleanses the hair without the use of soap and water.
hard water	Water that contains minerals that reduce the ability of soap or shampoo to lather.
humectants	Substances that absorb moisture or promote the retention of moisture.

Chapter Glossary

medicated scalp lotion	Conditioner that promotes healing of the scalp.
medicated shampoo	Shampoo containing special chemicals or drugs that are very effective in reducing dandruff or relieving other scalp conditions.
moisturizer	Product formulated to add moisture to dry hair or promote the retention of moisture.
nonstripping	Product that does not remove artificial color from the hair.
pH-balanced shampoo	Shampoo that is balanced to the pH of skin and hair (4.5 to 5.5).
protein conditioner	Product designed to penetrate the cortex and reinforce the hair shaft from within.
scalp astringent lotion	Product used to remove oil accumulation from the scalp; used after a scalp treatment and before styling.
scalp conditioner	Product, usually in a cream base, used to soften and improve the health of the scalp.
soft water	Rainwater or chemically softened water that contains only small amounts of minerals and, therefore, allows soap and shampoo to lather freely.
spray-on thermal protector	Product applied to hair prior to any thermal service to protect the hair from the harmful effects of blowdrying, thermal irons, or electric rollers.