Basic
Manicure and Pedicure Skills

A Flexible Learning Course



Acknowledgements

Course Team

This Manicure & Pedicure course was drafted at a COL workshop on Rapid Course Development lead by Professor Fred Lockwood in Nairobi in October 2013. The course team writers were:

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Manicure and Pedicure Skills

Introduction

Welcome to the manicure and pedicure course! You are about to begin an interesting journey that will develop your knowledge and skills in the application of manicure (say: MAN-ik-ure) and pedicure (say: PED-ik-ure) beauty treatments. Manicure and pedicure treatments are one of the fastest growing services in beauty therapy. Both men and women regularly go to salons to have these treatments applied to their hands and feet. This course will introduce you to the practice of manicure and pedicure and how to provide a full consultation for your clients. You will also learn how to maintain good hygiene and safety in all your procedures, and how to perform a professional manicure, pedicure and special treatments.



Course Outcomes

Upon completion of this course you should be able to:

- Describe the structure of the hand and foot
- Identify conditions of the nail and skin
- Describe basic hygiene and safety measures to maintain a healthy environment in the beauty clinic;
- Conduct a comprehensive client consultation;
- Demonstrate skills in manicure and pedicure treatments.



Course Content

This course is divided into the following 5 units, all of which are designed to help you achieve the outcomes we have just stated. These are

- Unit 1: Introduction to manicure and pedicure
- Unit 2: Nail and skin conditions
- Unit 3: Hygiene and safety
- Unit 4: Customer care
- Unit 5: Manicure and pedicure treatments

Icons Used in the Units

In the margin of these units, you will find the following icons which tell you what to do:



Read the objectives of the unit.



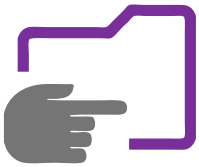
Complete the Activity. Activities help you to process and apply what you are learning.



Read the summary of what you have covered in the unit.



Give feedback/ Take Note



Read the scenario and complete the related activity.

Unit 1

Introduction to Manicure and Pedicure

Welcome to the first unit in our course on manicure and pedicure skills. In this unit we will start by looking at the meaning of the terms 'manicure' and 'pedicure'. Then you will learn about the structure of the nail. It is very important for you to have a good understanding of the structure of the nail, so that you can give the best service to your clients and be able to answer their questions.

Let's start by reviewing our objectives for this unit.

Unit Objectives

By the end of this unit you should be able to:

- explain the terms manicure and pedicure
- describe the structure of the nail

Section 1.1: What is Manicure and Pedicure?

A manicure is a beauty treatment that is specifically geared towards improving the condition and appearance of the hands and nails. A typical manicure involves shaping the nails, cuticle treatment, removal of dead skin cells (exfoliation), application of polish and possibly a hand massage.

A pedicure is a beauty treatment for improving the condition and appearance of the feet and toenails. A standard pedicure starts with sanitizing the feet. This is followed by filing and/or cutting the toenails, and soaking the feet in warm, soapy water to which an antiseptic is added. Once the feet are softened, the therapist then proceeds to scrub any areas of the foot which has hardened, rough skin. Under the nail is cleaned and cuticles are gently pushed back. Nail polish is then applied to the toenails.

Manicure and pedicure offer many benefits, including improving the texture and appearance of hands and feet, prevention of hangnails, ingrown nails and nail breakage. Treatments that include massage also help preserve the firmness and elasticity of the skin on the hands and feet as well as aid circulation and improve flexibility of joints.

You now know the meaning of manicure and pedicure. Next, let us consider their main similarities and differences.

Similarities and Differences between Manicure and Pedicure

Before you read the next section, complete the following activity.



Activity 1.1

Differences between manicure and pedicure
(*Allow up to 5 minutes for this activity)*
Write down the differences between a manicure & pedicure treatment in the space provided below.

_____

_____

_____

_____

Well done! Now compare what you have written with what you read in the following section.

A manicure is a beauty treatment given to the hands. In manicure, nails are filed and given an attractive shape.

A pedicure is a beauty treatment given to the feet. It involves the care of the soles of the feet to make them softer and free from dead skin cells. During a pedicure, toenails are cut straight across in order to prevent them from becoming ingrown and to make them attractive.

You now know the differences between manicure and pedicure. How about their similarities? Think about them and then complete the following activity.



Activity 1.2

Similarities between manicure and pedicure
(*Allow up to 5 minutes for this activity)*
Write down the similarities of manicure & pedicure in the space provided below.

_____

_____

_____

_____

_____

We hope your answers included the following similarities of manicure and pedicure:

- hands and feet are soaked in a sanitising solution
- both finger and toe nails are filed and shaped,
- cuticles are pushed back,
- dead skin cells are removed from the hands and feet,
- a massage is given to both the hands and feet,
- polish is applied to the nails of hands and feet.

We hope the similarities of, and differences between, manicure and pedicure are now clear to you. Let us now move on to the second section of this unit which looks at the structure of the nail.

Section 1.2: Structure of the Nail

If you ask clients to show you their nail, they will probably show you the nail plate. However, as you can see in Figure 1, the nail plate is only one of the many parts that make up the nail. Each part has a specific function which contributes to the normal growth, health and appearance of the nail.

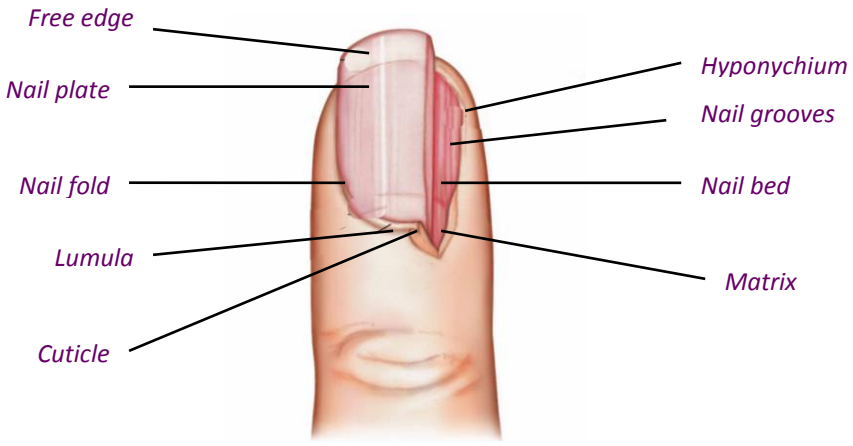


Figure 1: Structure of the nail.

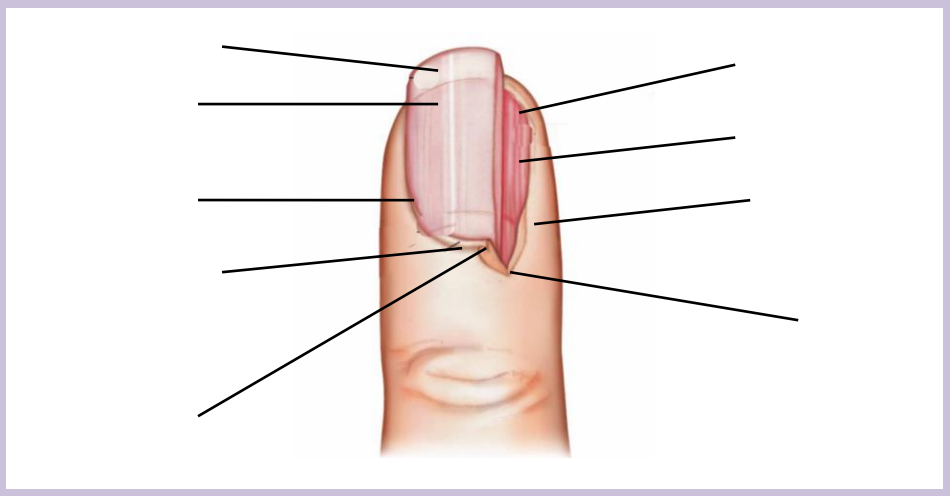
Let us discuss each part in detail.

1. Nail plate	The part of the nail that you see. It is made of KERATIN (dead) cells. The pink appearance of the nail comes from the blood vessels underneath the nail.
2. Nail bed	The skin upon which the nail plate rests.
3. Matrix	Situated directly below the cuticle. Its main function is to produce cells that become the nail plate If the matrix is damaged the nail will become deformed.
4. Lunula	The whitish, half-moon shape at the base of the nail. It can best be seen in the thumb.
5. Cuticle	An outgrowth of skin cells that adhere to the nail plate. It protects the nail bed.
6. Hyponychium	The area between the nail plate and the fingertip.
7. Nail fold	Folds of skin that overlap the sides of the nail. It holds the nail in place and protects the edges of the nail plate.
8. Nail grooves	Tracks on which the nail grows.
9. Free edge	The area of the nail plate which extends over the finger.

That brings us to the end of this section. To reinforce what you have learnt about the parts of the nail. Complete the following activities.

Activity 1.3 (a)

Label the parts of the nail



Activity 1.3 (b)

Match the numbers in column 1 to the description of the nail in column 2. The first one is done as an example.

Column 1	Column 2
1. Nail plate	The skin upon which the nail plate rests **(3)**
2. Nail fold	The part of the nail that you see. It is made of dead cells.
3. Nail bed	Folds of skin that overlap the sides of the nail.
4. Hyponychium	Its main function is to produce cells that become the nail plate.
5. Cuticle	The whitish, half-moon shape at the base of the nail.
6. Lunula	An outgrowth of skin cells that adhere to the nail plate. It protects the nail bed.
7. Matrix	The area between the nail plate and the fingertip.
8. Nail grooves	The part of the nail that overlaps the tip of the finger.
9. Free edge	Tracks on which the nail grows.

Feedback:
Compare your answers with those at the end of the unit. How did you do? If you didn't get all the answers right, review the material and try again. This basic knowledge of the structure of the nail is important.

Unit Summary

In this unit you covered the following main points:

- Manicure and pedicure are beauty treatments performed to improve the appearance of the skin and nails of the hands and feet.
- The nail is made up of layers. The nail plate is made up of a tough protective protein known as keratin. The main parts of the nail include the: nail plate, nail bed, matrix, lunula, cuticle, hyponychium, nail fold, nail groove and free edge.

Go back to the objectives at the beginning of this unit and review them again. Check if you have achieved them both. If you are confident that you have learnt the work of this unit well, you can proceed to Unit 2. In the next Unit you will learn about healthy skin and nails, as well as conditions that indicate that you should not perform a manicure or pedicure.

Unit 2
Nail and Skin Conditions

Introduction

Welcome to this unit which discusses nail and skin conditions. We will start by discussing the characteristics of a healthy nail. Next you will learn about non-contagious conditions of the skin and nail that require special attention. In the last section we will discuss contagious conditions which contra-indicate manicure and pedicure. Contra-indication means that you cannot proceed with manicure or pedicure if these conditions are present. It is very important for you to have a basic understanding of conditions of the skin and nails, so that you can refer clients for medical attention and provide the best service to your clients.

Let's start by reviewing our objectives for this unit.



Unit Objectives

By the end of this unit you should be able to:

- describe the characteristics of a healthy skin and nail
- describe non-contagious skin and nail disorders
- describe contagious conditions that contraindicate manicure and pedicure

Section 2.1 Healthy Skin and Nails

How would you describe a healthy skin? List 3 characteristics of a healthy skin.

A healthy skin is slightly moist, soft, and pliable (elastic). It has an acid mantle or reaction; it is free from disease and disorder and has a glow. The acid mantle protects the skin from disease.

The acid mantle of a healthy skin is said to have a pH of 5.5-5.6, which should be maintained. Acidity and alkalinity are measured by a number called the pH (potential Hydrogen). Products used in manicuring are categorised as alkaline or acid.

Manicurists must be aware of the acidity and alkalinity of the products they use during and after manicuring. Alkaline products disturb the acid mantle of the skin causing it to become sensitive, irritated and exposed to bacteria.

A product is considered to have an acid balance when it has a pH of 0-7; a product is alkaline when it has a pH of 7-14. Soap is alkaline having a pH of 9. Therefore, manicurists should avoid over exposure of client's hands and nails to soap or any other alkaline product.

A healthy nail is also firm and flexible and appears slightly pink in colour. It has a smooth surface which is slightly curved. The average nail growth is .3125 cm per month. It takes 4 to 6 months for a fingernail to grow from the matrix to the free edge.

That brings you to the end of this section on characteristics of a healthy nail. We hope you have seen that in order to keep the nail healthy the acid mantle must be maintained. Over exposure to alkaline products such as soap will damage the skin and nail.

If you think you understand the characteristics of a healthy nail, attempt Activity: 2.1.shows a picture of a single mould motorized soil compacting machine.



Activity 2.1

1. List 3 characteristics of a healthy skin.
   a.
   b.
   c.

2. A healthy skin has an alkaline pH of 7-14. True or False?

3. When the acid mantle of the skin is disturbed the skin becomes sensitive. True or False?

4. A product with an acid balance has a pH of 0-7. True or False?

5. The acid mantle protects the skin True or False?

6. A healthy nail is inflexible. True or False?

7. Hands should be soaked for a long time in soapy water. True or False?

8. A manicure maybe given to clients with skin disorders, if there is infection. True or False?

9. Healthy nails are slightly pink in colour and are slightly curved. True or False?

Check your answers with those at the end of the course. How did you do? If you didn't get all the answers correct, revise the material and re-try the activity. In section 2.2 you will learn about non-contagious disorders of the skin and nail.

Section 2.2 Non-Contagious Disorders

Disorders of the skin

As a manicurist you must be able to identify disorders of the skin which prevent giving a manicure or which require special care.

The following disorders of the skin are not INFECTIOUS and may not CONTRAINDICATE a manicure. However, if there are blisters or the skin is weeping, do not proceed with manicure. Clients must be advised to seek medical attention.



Dermatitis

Dermatitis is an inflammatory skin disorder. The skin appears red and becomes swollen with possible appearance of blisters.

Contagious? No

Manicure? Yes



Eczema

Eczema is also caused by the skin's reaction to an IRRITANT. Skin appears reddened and swollen with blisters in severe cases. Manicure could be given if there are no blisters.

Contagious? No

Manicure? Yes



Psoriasis

Psoriasis appears as red dull PAPULES, and develops into red PLAQUES with white silvery scales. The nail appears pitted. The nail fold is affected with a build up of cells under the free edge.

Contagious? No

Manicure? Yes

Non-contagious disorders of the nail

The term disorders of the nail refer to any irregular condition of the nail which is not contagious. There are many irregularities of the nail but we will only identify the most commonly seen ones.



White spots

A common nail irregularity. As the nail continues to grow they will disappear.

Manicure? Yes



Overgrown nail

Thickened nail plate. . If there is no infection, proceed with manicure: gently buff the nail with pumice powder.

Manicure? Yes



Corrugations

Wavy ridges caused by uneven growth of nails. These are usually a sign of illness or injury. Carefully buff nails with pumice powder.

Manicure? Yes



Bitten nails

This may be caused by a nervous habit. Regular oil manicures will soften cuticles and assist in breaking the habit.

Manicure? Yes



Split or brittle nails.

This condition may have several causes. These include: injury, careless filing, ill health, excessive use of alkaline products or a vitamin deficiency. An oil manicure is recommended.

Manicure? Yes



Bruised nails

Nails have dark, purplish spots due to injury. Avoid pressure during manicure.

Manicure? Yes

In this section the most important outcome is your ability to: identify irregular conditions of the skin and nail; know when to refer clients for medical attention; to known which conditions require special care and which conditions are contra-indicated to manicure.

If you are sure you have understood the information in this section then you are ready to test your knowledge by completing Activity 2.2.



Activity 2.2

Disorders of skin and nails.

In the table below indicate whether manicure and pedicure are possible by placing ✓or × in column B.

Nail Conditions	**Proceed with manicure Yes (✓) or No (×)**
Overgrown nail	
Corrugations	
Bitten nails	
Split or brittle nails	
Eczema that has become infected	
Open cuts	
White spots	
Weeping psoriasis	
Bruised nails	

Check your answers with those at the back of the course material. Did you get them all right? Well done. If not, then review the material and, redo the activity. In Section 2.3 you will learn about contagious disorders of the skin and nails.

Section 2.3: Contagious Disorders

In the previous section we learned about non-contagious disorders of the skin and nail. In this section we will learn about contagious disorders of the skin and nail. What do you think is the difference between contagious and non-contagious disorders?

When the term disorder is used, we refer to conditions that may or may not be infectious and which may or may not allow manicure. When we refer to **contagious**, they are conditions that are infectious, i.e. they could be spread from one person to another or from one area to another.

For this reason these conditions are absolutely contra-indicated for manicure and pedicure**.** It is important for you, as a manicurist, to recognise infectious and contagious conditions, since they must be attended to by a doctor. To prevent infection and spreading contagious diseases, you must protect yourself, clients and colleagues, by sanitising hands, wearing protective clothing, sterilising instruments after every client and sanitising implements during the treatment.

Causes of infection

Infection of skin and nail can occur in two different ways – by **direct** or **indirect contamination.**

Direct contamination is when infection passes straight from one person to another. Can you think of some examples? Write in this space.

Direct contamination can be caused by touching the skin, sneezing, breathing and coughing.

Indirect contamination is caused when the infection passes from one person to another through unclean objects. Can you think of some examples?

Used towels, soiled linen and dirty tools are things found in the salon that can cause indirect contamination if not kept clean.

If you think you've understood direct and indirect contamination, you should attempt Activities 2.3 and 2.4.



Activity 2.3

Direct Contamination (Allow 5 minutes for this activity)
Write down 2 causes of direct contamination in this space provided below.

1. _____

2. _____

We hope that your answer included the following causes of direct contamination:

- touching infected skin, or
- being in close contact with a person who is infected or who is sneezing, and/or coughing.



Activity 2.4

Indirect Contamination *(Allow 5 minutes for this activity)*
Write down at least 3 causes of indirect contamination.

1. _____

2. _____

3. _____

Indirect contamination can be caused by:

- the use of soiled towels and linen,
- use of dirty tools, and
- dirty and wet floors**.**

Next we will discuss three types of pathogens: bacteria, fungi, and viruses.

We all carry micro–organisms in our bodies, on our skin and nails. Most of these micro–organisms are harmless. Those that are harmful to us are called **pathogens** which are types of **fungi, bacteria, and viruses.** Let us look at what each of these terms mean and how they are different.

Fungi
Fungi are plant forms which are made up of a mass of tiny threads and are parasites on the human body. Fungal diseases of the skin feed off the waste products of the skin and grow well in warm, damp places, for example between the toes.

Bacteria
There are hundreds of different types of bacteria. They are present almost everywhere around us, in the air, in soil, in water and on most surfaces including the surface of the skin. Most bacteria are harmless or non-disease producing. You learned earlier that some bacteria cause disease and are called pathogens.

Viruses
Viruses are different from bacteria as they penetrate into the cells of the body to survive while bacteria can live on their own. Viruses are considered to be parasites as they need living tissue to survive. Viruses invade healthy cells and grow inside the cell. Then the cell wall breaks down and the infection spreads. They survive only in living cells and so cannot live for very long outside the human body. Viral disease cannot be treated with antibiotics. Do you know any examples of a virus? Write down your ideas here.

We are sure you have all written down HIV – human immuno-deficiency virus – which is the virus which causes AIDS. But viruses cause other diseases, an example, is Verruca, the technical term for warts on the feet. It is caused by a virus and is infectious.

Study the information below to gain a better understanding of fungal, bacteria and virus infections.

Fungal Infections

Ringworm



It is a fungal infection that affects the nails, feet and hands. Ringworm is highly contagious. For that reason manicurists must refer a client showing symptoms of ringworm to the doctor.

Manicure? NO

Athlete's foot



This is a condition that affects the feet, particularly between the toes.

Pedicure? NO

Bacterial Infections



Infectious and inflammatory condition of the tissues surrounding the nails. This can occur when the nail is exposed for long periods to alkaline products such soap.

Manicure? NO

Viral Infections



Infectious condition of hands and feet.

Plantar Warts grow on the feet. They are contagious and usually gotten from walking barefooted in changing rooms.

Hand warts are contracted from contact with persons, for example shaking hands. Warts are also contracted from infected towels and surfaces.

Manicure/pedicure? NO

In this section you learned about contagious conditions of the skin and nail which contra-indicate manicure and pedicure. If you are sure you have understood the information in this section then you are ready to test knowledge by doing Activity 2:5



Activity 2.5

Contagious diseases.

1. Name three types of infection and give an example of each.

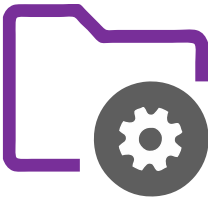
   a.
   b.
   c.

2. Disease causing bacteria are called pathogens. True or False
3. Give 2 examples of infections caused by fungi.

   a.
   b.
   c.

4. Plantar warts occur on hands only. True or False
5. Athlete's foot is contagious. True or False
6. Ringworm affects the skin and nail. True or False

Well done. Check your answers with those at the end of the unit. If you haven't gotten all answers correct, review the material and try again. In the next unit you will learn about hygiene and safety.



Unit Summary

The characteristics of healthy skin and different disorders of the skin and nails were discussed in this Unit. You learned that a healthy skin is slightly moist, soft, and pliable (elastic). It has an acid mantle or reaction; it is free from disease and disorder.

You also learned that the acid mantle of a healthy skin is said to have a pH of 5.5-5.6, which must be maintained through consistently adhering to safe and hygienic practices. Acidity and alkalinity are measured by a number called the pH (potential Hydrogen). The **acid mantle** protects the skin from disease. Products used in manicuring are categorised as alkaline or acid.

To protect the skin and nails avoid exposing them to excessive water and harsh chemicals. These elements dry the skin and nails. Prolonged dryness may cause the skin and nails to break and become infected. To protect the skin and nails from the effects of drying elements, gloves should be worn and moisturiser applied to the skin and nails regularly.

You also learned about disorders of the skin that were **non-infectious,** these are: **Dermatitis, Eczema** and **Psoriasis**

We discussed nail disorders which require special attention when applying manicure. These are: **white spots, overgrown nails, corrugations, bitten nails, split or brittle nails and bruised nails.**

You also learned that **contagious conditions** are infectious, i.e. they could be spread from one person to another or from one area to another.

For this reason these conditions are absolutely contra-indicated for manicure and pedicure. To prevent infection and spreading contagious diseases, you must protect yourself, clients and colleagues by sanitising hands, wearing protective clothing, sterilising instruments after every client and sanitising implements during the treatment.

You also learned about causes of infection and that they can occur in two different ways – by **direct** or **indirect contamination**. This section also covered the three types of disease causing organisms. These are: **Fungi, Bacteria** and **Viruses.**

The most important outcome of this Unit is your ability to identify skin and nail conditions. In so doing, you will know when to proceed with a manicure/pedicure and when not to. In cases of infection you must refer clients to a doctor.

In Unit 3 you will learn about maintaining hygiene and safety.

Unit 3
Hygiene and Safety

Introduction

In this unit we shall look at hygiene and safety in the salon. Every day, clients and staff enter the salon and bring with them billions of germs. It is therefore very important to ensure that the environment in the salon is kept clean and decontaminated.

Let's start by reviewing the objectives for this unit.



Specific Unit Objectives

By the end of this unit you should be able to:

- describe the three levels of decontamination and their application in the beauty salon.
- explain the activities that you should adopt to ensure high standards of personal hygiene.
- describe waste disposal methods in the salon.
- describe the potential hazards in the salon and their management.

Section 3.1: Decontamination

What does the term 'decontamination' mean?

In Section 2.3 you learned about three types of pathogens and two main causes of contamination**,** direct or indirect contamination. In this section you will learn about **decontamination**.

What do you think is meant by **decontamination?**

Decontamination is the removal of disease causing microorganisms
In this section you will learn about three levels of decontamination.

These are:

- sanitisation,
- disinfection,
- sterilisation.

Let us look at each in further detail starting with sanitization.

Sanitization

Sanitization is the lowest level of decontamination. This method does not remove all the bacteria. It entails wiping, washing, sweeping or dusting, in order to reduce the amount of germs and bacteria on tools and surfaces. Before disinfection or sterilization, it is essential to first sanitize tools, and equipment using the appropriate method. Hand washing is a form of sanitization.

Disinfection

Disinfection is the second level of decontamination. Disinfectants are made of chemicals which destroy most bacteria and viruses. The most commonly used disinfectants are Savlon and Dettol. Surgical spirits is commonly used to disinfect manicure tools. .All the items used on a client should be disinfected after use or thrown away if they are disposable. All tools and equipment used in a salon should also be disinfected.

Table below will help you to understand the different methods used to decontaminate tools and equipment in the salon.

Table 1 : Methods of decontamination

Tool	Method	Special Points
Nail brushes	Wash with hot soapy water. Spray with disinfectant	Pre-clean by removing debris
Nippers ,scissors, small tools	Place in disinfectant jar (can be sterilized in autoclave)	Remove debris before placing them in solution
Towels	Machine wash at high temperature with soap and disinfectant	Use once-on one client only –then wash
Electrical equipment	Wipe or spray with disinfectant	Avoid wetting
Work surface	Wipe with a clean cloth and disinfectant	Before and after every client

So far we have looked at the first two levels of decontamination, namely **sanitization** and **disinfection.** Let us now discuss the third and highest level of decontamination, that is, sterilisation.

Sterilization

Sterilization is the highest level of decontamination. It completely destroys all the living organisms on an object. In the salon, we sterilise small sized tools. The tools are placed in an autoclave with water and sterilised at very high temperature, in order to kill **all** germs and bacteria

If you think that you have understood the three methods of decontamination. You should attempt Activities 3.1 and 3.2.



Activity 3.1

Decontamination: *(It will take you 5 minutes to complete this activity)*

Briefly describe the three levels of decontamination used in a beauty salon to prevent the spread of pathogens.



Activity 3.2

Fill in column 2 by describing the method of decontamination for each item in column 1.

Tool/surface/linen/hands	Method of decontamination:
metal nail clippers and scissors	
uniforms	
nail brushes	
sinks and basins	
electrical equipment	
work surfaces	
towels	
orange sticks, plastic tools	
emery boards and foot files	

We hope you were able to describe the three levels of decontamination, namely, **sanitization, disinfection and sterilization,** and when they are used. Check your answers at the end of the course material. How did you do? If you didn't get all answers correct, review the material and try to answer the questions again.

Another important aspect of Salon hygiene and safety is Waste disposal which will be briefly discussed.

Waste Disposal

What is your idea of waste disposal?

Waste disposal refers to the method used in handling refuse .It is important that waste matter is disposed of correctly in the salon. To maintain high standards of sanitation and environmental awareness all waste must be separated, for example, separate plastics from glass and biodegradable material (e.g. 100% cotton wool). Separating waste is an efficient way of identifying material that could be recycled, for example plastic bags.

Empty bottles and cans should be disinfected, as they can be re-used for storage. Some items, such as blades, must be disposed of in special containers for **sharp items**. Empty chemical containers should be wrapped in plastic before putting them in the dustbin to ensure there are no leakages. All waste bins should have a self-closing lid.

This brings us to the end of the topic of waste disposal. If you think you understand the procedures for proper waste disposal, you should attempt Activity 3.3.



Activity 3.3

Waste Disposal *(Allow 10 minutes for this activity)*

Write down five important points to consider when disposing of waste in the salon.

1. _____

2. _____

3. _____

4. _____

5. _____

Check your answers with those at the end of the course. How did you do? If you haven't gotten all the items correct, review the material and redo the activity.

In the next section we shall discuss how to maintain good personal hygiene.

Section 3.2: Personal Hygiene

Clients often judge your professionalism by the way you present yourself. Therefore, you should always maintain a high standard of personal hygiene and cleanliness. Before you read on, do the following activity.



Activity 3.4

Personal Hygiene *(Allow 10 minutes for this activity)*

List the activities that you should undertake to maintain good personal hygiene.

1. _____

2. _____

3. _____

4. _____

Well done! We believe your list included the following activities necessary for good personal hygiene and cleanliness:

- taking a bath and brushing your teeth every day to remove dirt and avoid body odour
- maintaining well-trimmed nails and keep your hands and feet clean;
- protecting your nails from strong chemicals by wearing gloves and keep jewellery at a minimum;
- wearing clean, well-fitting uniforms or aprons with short sleeves. Long sleeves can become contaminated, causing cross-infection when touching the client;
- wearing comfortable and well-fitting shoes that allow your feet to breathe. Your shoes should also be low heeled;

Remember, it's not enough to know about personal hygiene, you must practise it daily. That brings us to the end of this section on personal hygiene. In the next section we shall look at the issue of safety in the nail salon.

Section 3.3: Safety in the Nail Salon

The nail salon is a potentially dangerous place because of the tools and products we use and the nature of the treatments. It is very important for everyone who works in the salon to be aware of possible risks and how to maintain safety for themselves, the customers and co-workers. Maintaining safety in the salon is the duty and responsibility of everyone who works there. The law requires every employee and employer to behave safely and responsibly.

Types of Hazards in the Salon

In the salon, there are many potential hazards that can cause accidents, injury or illness.

What is a hazard?

A hazard is anything that has the potential to cause harm. You should report all hazards to the person in charge in the salon.

Types of Hazards

There are different types of hazards found in a beauty salon. How many do you know? Find out by completing the following activity.



Activity 3.5

Physical Hazards (Allow 3 minutes for this activity)

List down at least 4 hazards found in the nail salon.

1. _____

2. _____

3. _____

4. _____

Well done! Your list may have included the following hazards commonly found in

beauty salons:

- exposure to chemicals, such as, glues, polishes, removers, and other salon products;
- hot water;
- electrical equipment;
- risk of infection from contact with clients' skin, nails, or blood.

While these are potential hazards, they need not cause harm if you take care to manage them. In the following section we will explore some of the most common safety hazards and how you can avoid or manage them.

Scenario 3.1

Safety in the Salon





This scenario has discussed a number of salon hazards. How many did you identify? Write them down in the following activity.



Activity 3.6

Hazards (Allow 5 minutes for this activity)

List down all the hazards that Mueni mentioned. There are about 7 of them, try to get them all.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

We are sure you managed to identify all 7 hazards in the salon. We hope that by now you are beginning to realise the potential hazards found in a nail salon. The following is a list of potential hazards mentioned in the case study:

1. Liquid bottles without caps
2. Boxes of products in front of the fire exit door
3. Basins and pedicure machines on the pathway
4. Water on the floor
5. Electrical cords on the floor still plugged on the wall
6. Dirty scissors cuticle knives and brush
7. Used razor blades lying on the counter top

Table below gives you a list of the different types of hazards found in a beauty salon, the potential harm they might cause and the preventive action you should take to avoid the risk.

Table 2: Hazards and their Prevention

Hazard	Potential Harm	Preventive Action
Spilled liquid on the floor, such as, soap, coffee, water	People can slip on them and fall	Clean up spillages immediately they happen.
Faulty electrical equipment	Can cause an electric shock or even a fire	Make sure the plugs are fitted properly and never overload a socket with too many plugs. Make sure plugs, sockets and cables are not cracked or worn out.
Trailing cables of electrical equipment	Can cause someone to trip and fall or the hot tool can fall on them and burn them	Make sure all electrical equipment is unplugged when not in use and cables are safely put away. Be careful with hot tools so they do not touch your customers face or fall on them.
Electrical equipment	Over Heating	Can cause burns
Waste bins	People can trip over them	Keep them near you if you need them or safely put away.
Smoking	Can cause fire if smokers are careless	Make sure people use ashtrays properly or better still, have a no smoking policy in the nail salon.
Boxes of products and other stock	Can block fire exits or cause people to fall if not stored in the correct place	Ensure deliveries are taken to the store room as soon as they arrive and never leave them in the salon
Razors, scissors and other sharp tools	Can cut people	Hold scissors, razors correctly when carrying them. Never store them in the same drawer with other items. Store them separately.
Hot water or hot steam	Can cause burns and scalds to staff and customers	Ensure you regulate the taps properly and do not put your hands in hot water unless you know it is the right temperature.
Waste products	Can spread bacteria or harm people if not disposed of correctly	Sharp objects like razor blades should be put in the sharp box. All other waste should go into lined waste bin which should be emptied every day.
Chemicals: acetone, Artificial nail products are made up of various chemicals	Irritate the skin, cause breathing problems	Store in labelled containers which are tightly covered. Store according to manufacturer's instructions.

To eliminate a hazard in a nail salon, either remove the hazardous substance or process, or substitute the hazardous product with a less hazardous or non-hazardous product.

If you think you understand how to maintain hygiene and safety in the salon, proceed to Activity 3.7. We hope you are now able to identify and manage chemical hazards.



Activity 3.7

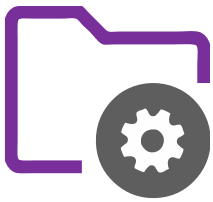
Negligence (Allow 15 minutes for this activity)

Fill in the table below by describing negligent behaviour and potential injury for items in column 1. The first one has been filled for you.

Salon item/task	Negligent behaviour	Potential injury
Chemicals like bleach, hydrogen peroxide	Being careless and splashing the chemical on a client's cloths or skin	Ruin a client's clothes or burn their skin
Electrical equipment		
Hot water		
Sterilising equipment		
Sharp tools like razors and scissors		
Cuts to manicurist' hands		

We hope you were able to identify negligent behaviour and the potential injury it can cause to the client. Now compare your answers against ours at the end of the course material. How did you do? If you didn't get all answers correct, review the material and try again.

Congratulations! You have now come to the end of this unit on hygiene and safety in the salon. Let us now review what you have learnt.



Unit Summary

In this unit we discussed the three levels of decontamination**, sanitation, disinfection and sterilisation**, and how to apply them in the beauty salon. We noted that a beauty therapist should observe a high standard of personal hygiene and cleanliness at all times. We also discussed the three types of disease causing microorganisms, **bacteria, fungi and viruses.** Also discussed were proper methods of waste disposal in the salon these included separation of waste, special care in disposing of chemicals and sharps. In addition, we described the hazards found in the beauty salon, and how to prevent them.

This brings us to the end of this unit on hygiene and safety in the beauty salon. To check how you have got on, look back at the learning objectives at the beginning of this unit and see if you have achieved all of them. If there is any you are not sure about, go back and read the relevant section. In the next unit you will learn how to provide good customer care.

Unit 4
Customer Care

Introduction

Welcome to the third unit on customer care. In the last unit you learnt about hygiene and safety. In this unit you will learn how to communicate with your client before, during and after treatment. It is important to make sure that your clients enjoy their visits to the beauty clinic. After all, they pay for the treatments. You should therefore make them feel comfortable, relaxed and appreciated.



Unit Objectives

Upon completion of this unit you should be able to:

- Explain the meaning and importance of effective communication
- Conduct a comprehensive client consultation.

Section 4.1: Effective Communication

What do you think are important points to remember about effective communication? List three of them in the space below:

There are certain things that you should do or avoid when communicating with clients. Table below, lists the basic do's and don'ts of effective communication.

Table 4. Do's and Don'ts of effective communication

DOS	DON'TS
show interest be understanding of the other person listen for the cause of the problem encourage the speaker believe that the client can solve problems know when to remain silent demonstrate positive body language	argue interpret finish sentences pass judgment too quickly give unsolicited advice jump to conclusions let the client's emotions influence your own feelings show negative body language

How does your list compare with the items in the table? It is not enough to memorise

these do's and don'ts, you must practise them on a daily basis with everyone and especially with your clients.

Before you come to the end of this section, complete the following activity to remind yourself what you have just learnt.



Activity 4.1

Do's and Don'ts of effective communication
(*Allow 5 minutes for this activity)*

List 3 do's for effective communication
a.
b.
c.

List 3 don'ts of effective communication
a.
b.
c.

Does your list include these?
Do's

- show interest
- be understanding of the other person
- listen for the cause of the problem
- encourage the speaker
- believe that the client can solve problems
- know when to remain silent
- demonstrate positive body language

Don'ts

- argue
- interpret
- finish sentences
- pass judgment too quickly
- give unsolicited advice
- jump to conclusions
- let the client's emotions influence your own feelings
- show negative body language

Let us now consider another important topic in customer care, namely client consultation.

Section 4.2: Client Consultation

Consultation is a discussion or talk between you and the client. The aim is to find out important information. Client consultation is divided into three parts. These are:

- Pre-treatment consultation
- Communication during treatment
- Post-treatment consultation

Let us discuss each in turn starting with pre-treatment consultation.

Pre-treatment Consultation

Before you carry out a manicure and pedicure treatment, it is necessary to conduct a thorough consultation with a client. This helps you to assess the condition of the client's skin, nails and cuticles and also to choose the appropriate tools and products.



Activity 4.1

Client assessment
(*Allow 5 minutes for this activity)*

Write down at least 3 areas you should assess during a manicure consultation.

1

2

3

We hope your answer included the following areas:

- *Cuticle*: are they dry, tight or cracked, or are they soft and supple
- *Nails:* are they strong or weak, brittle or flaking? Are they discoloured or stained? What shape is the nail: square, round, or oval? Are they long or short? Are they bitten?
- *Hand:* is the skin dry, rough, and chapped, or is it soft and smooth? Is the colour even?
- *Signs of inflammation or infection*: look out for skin infections such as a boils or ringworm.

While assessing the client's hands for treatment, you should also be looking for

contra-indications. It is important to look out for infections such as boils or ringworm as they either allow you to carry on with the treatment or stop you from performing the treatment.

After completing the assessment of a client's hands, nails and skin it is advisable to work out a treatment plan and agree on the expected outcome.

Treatment Plan

Your treatment plan should cover the following steps:

1. Explaining:
   - what is involved in the manicure and pedicure treatment?
   - how long it will take?
   - What are the expected treatment benefits and outcomes?
   - relevant home care advice requirements.

2. Welcoming any questions to ensure that the client has understood.
3. Advising the client on the best cause of action and frequency of the treatment.

Communication During the Treatment

While performing manicure and pedicure treatment it is important to keep the conversation going. During treatment remind the client what you have already discussed and show them how things are done.

Here is a list of things to talk about while doing the treatments

- Explain the use of each product and tools used during the treatment
- Explain the procedure as you go along
- Talk about the shape of the nails
- Talk about the condition of the nails
- Identify contraindications and disorders if any
- Check clients' comfort.

Post Treatment Consultation

When you complete the treatment you should enquire from your client if they are satisfied. You should record the following:

- the outcome of the treatment,
- recommended future treatments
- the products you used and those recommended for home care.

Table 3.1 shows you an example of a client card.

Client's name: Date:	
Skin condition	
Nail condition	
Cuticle condition	
Medical history	
Nail shape	Pointed ☐ Square ☐ Oval ☐ Round ☐
Contra-indications	NO YES If yes, describe.
Products being used	
Manicure plan	
Client advice	

Figure/Table 3.1: Sample Client Card

If you think you understand the principles of client care, then attempt to do Activity 4.3



Activity 4.3

1. List 3 don't's that will impact negatively when communicating with your client.

   _____

   _____

   _____

2. List 3 areas to assess before giving a manicure/pedicure.

   _____

   _____

   _____

3. List the three stages of a consultation.

   _____

   _____

   _____

Well done! Check your answers with those at the end of the course. How did you do? If you didn't get all the answers correct, review the material and retry the exercise.

You have now come to the end of this unit on customer care. Use the client record card to build a database of clients and to establish a history of the condition of the client's hands and nails. This approach will enhance your professional image. Your clients will have more confidence in you when you are able to refer to your records.

We hope you found it interesting and informative. Let us now review what you have learnt.

Unit Summary

In this unit we have seen that communication is the exchange of information between two or more persons through verbal messages, the written word or non-verbal signals. We have also discussed the meaning of effective communication, its key elements and importance. We saw that it involves establishing rapport with a client, and finding out their needs and state of health. Lastly, we have considered the three steps of client consultation, namely, **pre-treatment consultation**, t**reatment plan,** and **post-treatment consultation**.

You have come to the end of this unit. You should go back and review the objectives at the beginning of this unit. If you feel confident that you have achieved them, take a well-deserved break before you continue to the last unit of this course. In the next unit you will learn how to carry out manicure and pedicure treatment.

Unit 5
Manicure and Pedicure Treatments

Introduction

Welcome to the fifth and final unit in our course on basic manicure and pedicure skills. In the last unit you learnt about the types of communication, the elements and importance of effective communication and how to conduct a client consultation. In this unit you will learn how to carry out manicure and pedicure treatments. As you go through this unit, you will be expected to apply the knowledge that you have gained in the previous units. You should also take time to complete the activities found in each section. The activities will help you to engage with ideas and check your understanding.

This unit is divided into 5 sections. Sections 1 and 2, you will discuss the types of tools and products used in manicure and pedicure treatments. In sections 3, 4 and 5 you will learn how to perform manicure, pedicure and special treatments. Let us now review our objectives for this unit.

Unit Objectives

By the end of this unit you should be able to:

- identify manicure and pedicure tools and their uses
- outline the products used in manicure and pedicure treatments
- perform a basic manicure treatment
- perform a basic pedicure treatment

Section 5.1: Manicure and Pedicure Tools

In this section, we are going to look at the tools that you need to carry out manicure and pedicure treatments. You will notice that some tools are used for both treatments while others are used strictly for either manicure or pedicure. Before you use any of these tools, make sure that they are thoroughly disinfected and/or sterilised. Some of the tools should be used with extreme caution in order to avoid cutting the skin, removing too much of the cuticle or thinning the nail plate. Before we discuss the tools, complete the following activity.



Activity 5.1

Manicure and pedicure tools (*Allow 5 minutes for this activity*)

List ten tools, that you think are used during manicure and pedicure treatment.

We hope that your list included some of the following tools, which are used during manicure and pedicure treatments:

We hope that your list included some of the following tools, which are used during manicure and pedicure treatments:

- Nail files
- Cuticle nipper
- Toenail clipper
- Nail brush
- Tweezers
- Finger bowl
- Toe separators
- Nail buffer Orange wood stick
- Cuticle knife
- Cuticle pusher
- Nail clippers
- Credo /corn blades
- Foot file and foot rasp
- Mittens
- Pedicure slippers
- Cotton towels
- Sanitizer for tools
- Paper towels
- Nail dryer
- Pumice Scrub
- Footbath/spa

Let's discuss each tool in turn.

Nail Files

Nail files are used for filing and shaping nails. Nail files are made from metal or non-metal material and come in different grit levels. Metal nail files are now discouraged to use in this treatment. The grit level refers to the coarseness or fineness of the file. Never use a coarse file on thin, weak nails. The rule of thumb is to start with a fine grit if you are uncertain about the condition of the nail. Figure 4.1 shows a variety of nail files.



Figure 4.1 Nail files

Note that the lower the number of the nail file the coarser the grit. The following are the different grit levels found in nail files:

- ***80 grit**:* this is very coarse and should never be used on natural nails. Some therapists use it on artificial nails but even then it's still a little too rough.
- ***100 grit*:** this is still a coarse file for natural nails, but it can safely be used on artificial nails only.
- ***180 grit:*** this is the lowest grit that is often used on natural nails. However, if the nails are damaged or prone to damage, you should use a finer grit.
- ***240 grit*:** this is a softer grit found in nail files which are used for buffing the nails to a smooth finish or buffing away stains.
- ***500 grit:*** a file with this grit is very soft and is only used for polishing the nail.

Having understood grit levels, let's now discuss the different types of nail files that are available for manicure and pedicure treatments.

Types of Nail Files

There are four types of nail files. These are:

- Double-sided emery board.
- Emery board
- Crystal file
- Metal file

Let us look at each in turn.

Double-sided emery board.
This is an ideal nail file as it is not too bulky and it has a fine and coarse side. Also the grits are stated.

Emery board
This is a disposable nail file and is not for professional use. The grit is also not stated on the file.

Crystal file
This nail file is ideal for fragile nails. It has the highest grit number making it very fine.

Metal file
This type of file must be avoided. It is very hard on nails and causes damage to nails, especially if it is not used properly.

We hope you are now able to choose the right nail file for the condition of the nails. Let's now look at the other tools.

Other Nail Tools

Cuticle Knife
This tool has a small, straight and sharp cutting blade which is used to remove cuticles or dead skin on the nail plate. It must be used with care. Figure 4.2 below shows a picture of a cuticle knife.



Figure 4.2 Cuticle knife

Cuticle Nipper
A cuticle nipper is a small tool that is used to trim or cut back the cuticles on the fingernails or toenails, see figure 4.3.



Figure 4.3 Cuticle nipper

Cuticle Pusher

A cuticle pusher is a simple nail tool used to push the skin back and away from the nails to help them grow stronger. See Figure 4.4 below for a picture of a cuticle pusher.



Figure 4.4: Cuticle pusher

Toenail Clipper

This is a large clipper used to reduce the length of toe nails and filing time. To avoid infection, it is essential to keep fingernail and toenail clippers clean and separate from each other.



Figure 4.5: Toenail clipper

Nail Clippers

These are used to shorten nails. Clipping nails reduces the time spent filing them. A large clipper is used for clipping toenails. Figure 4.6 shows a variety of nail clippers.



Figure 4.6 Nail clippers

Orange wood stick

This is a disposable stick used to loosen the cuticle around the base of the nail or to clean under the free edge.



Figure 4.7: Orange wood sticks

Nail brush

A nail brush is used for cleaning under and around the nails, with the aid of warm water and soap. Figure 4.8 below shows a picture of a nail brush.



Figure 4.8: Nail brush

Nail buffer

A nail buffer is used to polish the nail in order to make it look more consistent and shiny.



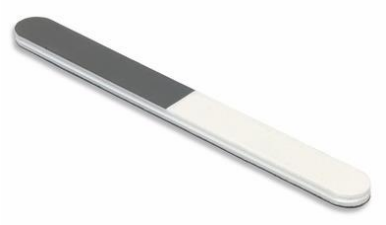


Figure 4.9: Nail buffers.

There are 3 types of nail buffers, namely:

- *Chamois buffer*: this is covered with chamois or leather and is used with a buffing paste or powder to polish the nails to a high sheen.
- *Block buffer*: this is a four-sided block which has all rough sides. It is used directly on the nail plate to smooth corrugated lines or to reduce thickness of the nail plate.
- *3-4 sided buffer*: this one is like the block buffer. The coarse sides of the buffer are used to eliminate ridges and smooth the nail surface ready for the application of nail polish. The finer sides are used to polish the nails and create a natural-looking shine.

Tweezers

This is used to pick up silk when repairing the nail. Figure 4.10 below shows a picture of tweezers.



Figure 4.10: Tweezers.

Finger bowl

A finger bowl is used for soaking nails during a manicure treatment. It is filled with warm soapy water and an antiseptic. Figure 4.11 below shows different types of finger bowls.



Figure 4.11: Finger bowls.

Credo/Corn Blade

The credo or corn blade is used for removing calluses or hard skin under the feet. The use of this tool is illegal in some countries and so you should avoid using it. It is better

to use a foot file to remove tough thickened skin. Figure 4.12 shows a picture of a credo.

Figure 4.12: Credo or Corn blade.

Foot File

This is used to remove dead skin on the soles of the feet. It is used immediately after sanitising the feet and before soaking them in the foot spa. It is used again after using the foot rasp in order to smoothen roughness, see Figure 4.13.



Figure 4.13: Foot files.

Foot Rasp

The foot rasp is designed to reduce corns and smooth away the rough, hardened skin from the feet. It comes in many different grits and shapes as shown in Figure 4.14.

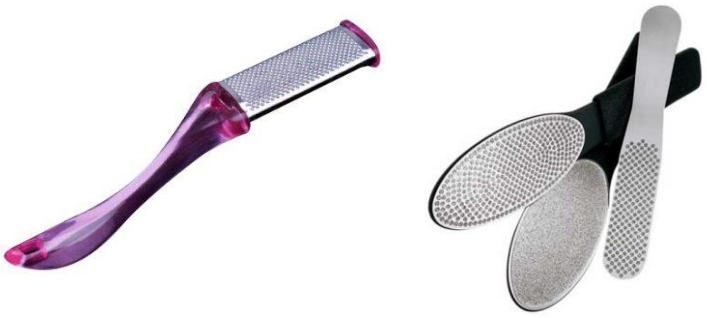


Figure 4.14: Foot rasps.

Footbath/Spa

This is a bath which is used to soak the feet during a pedicure treatment, see Figure 4.15. It is filled with warm water, an antiseptic and a soaking solution. Sometimes



essential oils, such as, tea-tree, peppermint, eucalyptus and menthol are added because of they have a cooling and invigorating effect.



Figure 4.15 Footbath/Spa

Pumice Scrub or stone

The pumice scrub is used to remove tough, dry skin and dead skin cells from the feet.



Figure 4.16: Pumice stone

Toe Separators

These are used to separate toes while painting the nails, see Figure 4.17.



Figure 4.17 Toe separators

Nail dryer

This is an electric apparatus used to dry nail polish faster, see Figure 4.19.





Figure 4.19: Nail dryers

Pedicure Slippers

These are worn by a client after painting nails, to avoid smudging the nail polish that has just been applied. Figure 4.20 below shows a picture of pedicure slippers.



Figure 4.20: Pedicure slippers

Paper Towels

These are used for lining up the area where you set up the products you use for manicure and pedicure treatments.



Figure 4.21: Paper towels.

Cotton Towels

These towels are used for resting the client's hands during manicure treatments and for drying the hands, see Figure 4.21.



Figure 4.22: Cotton towels

Sanitizer for tools

This is a container which is used for holding tools during a manicure treatment. It is filled with a disinfecting solution.



Figure 4.22: Cotton towels

You have now come to the end of this section on manicure and pedicure tools. If you think that you have understood all about the tolls used in manicure, you should attempt Activity 5.2. It will remind you of the various tools used in manicure and pedicure treatments and their functions.



Activity 5.2

Tools used in Manicure and pedicure treatment
(Allow 10 minutes for this activity)

Match the items listed in the table with their correct usage. We have completed no. 1 for you.

Item	Functions
1. Cuticle knife	to gentle push back cuticles **(7)**
2. Nail files	used to file nails
3. Orange wood stick	used to remove build-up of dead cells on the soles of feet**.**
4. Foot file	an electric apparatus used to dry nail polish faster
5. Nail dryer	used to soak nails
6. Lamp	used to pick up silk when repairing the nail
7.Cuticle pusher	a disposable stick used to loosen the cuticle around the base of the nail or to clean under the free edge.
8.Pedi spa	gives good lighting essential to enable work on cuticles and polish application
9.Pumice Scrub	used to brush away dead cells)
10. Nail brush	gently buff on heels and calluses removing the dead cells
11. Finger bowl	used to soak the feet
12. Tweezers	used to loosen and push back cuticles around the nail**.**

Check your answers with those at the end of the course material. How did you do? If you haven't gotten all correct, review the material and try again.

This activity was intended to help you recall the various tools and their uses. The best way to learn these tools is to have them in front of you. In the next section we shall look at the products used in manicure and pedicure treatments.

Section 5.2: Manicure and Pedicure Products

Manicures and pedicures keep the hands and feet in good condition and make the skin soft and smooth. They improve blood circulation, nourish the skin of the hands and feet and relax tense muscles. In section you learnt about maintaining healthy nails and skin by not over exposing them to harsh chemicals and alkaline products such as soap. Go back to this section and refresh your memory about the importance of maintaining the pH balance of the skin through the use of products. Then proceed to learn about the following products used during manicure and pedicure:

- **Nail varnish remover:** Acetone is used to remove nail polish. It has a drying effect on nails and skin. It should not be used on acrylic nails.

- **Non-acetone:** this is used on acrylic nails to remove varnish.

- **Antiseptic:** used to prevent the multiplication of microorganism. It is used for sanitising hands before treatment, as well as soaking client's hands and feet during the treatment.

- **Basecoat:** this is a **c**olourless liquid which is applied on the nail before applying coloured nail polish. It helps to prevent staining of the nail plate and also it allows the nail polish to readily adhere to the nail surface. Some base coats have nail strengtheners.

- **Buffing paste**: used to smooth out ridges on the nail plate and remove surface stains. It creates a high lustre, which is sometimes preferred to coloured nail polish, especially by male clients.

- **Cuticle cream**: used to make the cuticles pliable so that they can be pushed back without causing damage or discomfort. Cuticle oil is also used as an alternative.

- **Cuticle oil:** a special oil used to soften and lubricate cuticles around the fingernails and toe nails. Cuticle cream can be used as an alternative

- **Cuticle remover**: a solution mixed with an alkaline, glycerine and water. It is used to soften and remove dead cuticles from around the nail. It also works by breaking down the cuticle so that it can be scraped away gently from the nail plate with a cuticle knife.

- **Cuticle exfoliant**: This is a gentle grainy substance used after a cuticle trimmer to sweep away dull, dead cells. It leaves the nails and cuticles soft, smooth and neat.

- **Hand creams**: used to soften the skin on the hands and cuticles. It provides a 'slip' for massage; in other words, it allows the therapist's hands to glide smoothly over the skin without causing friction and discomfort. Hand creams have an oil base whereas hand lotions are water based.

- **Exfoliant**: this product is used for removing dead skin cells, cleansing, conditioning, softening and refreshing the skin. It is applied with a deep circular massage movement and used on both hands and feet to improve blood circulation. It is also called a scrub.

- **Foot cream**: this is a rich cream used to massage the feet leaving them soft and supple. Essential oils can be added to take away tiredness and puffiness of the feet.

- **Foot powder**: used to sprinkle on client's feet to absorb moisture and before wearing closed shoes.

- **Hygienic liquid soap**: used with warm water to soak hands and feet in preparation for pushing back cuticles.

- **Nail hardener/strengthener**: there are many different types of nail hardeners. They are used for strengthening damaged and brittle nails and protecting them from breaking, splitting and peeling.

- **Nail polish/varnish:** this is a nail colour or paint used on the nail plate to beautify and protect nails. It is available in assorted colours.

- **Nail polish remover**: used to remove nail polish and to remove oil from the nail plate before applying nail polish.

- **Nail polish thinner:** used to thin nail polish that has thickened.

- **Nail white pencil:** used to whiten a free edge which has become discoloured or to create a 'French' manicure. A nail bleach can also be used to whiten stained nails.

- **Top coat:** a liquid colourless sealer, which is applied over polish in order to protect it from chipping and to impart a high gloss finish.

- **Nail polish dryers:** there are different types of nail polish dryers that can be used to speed up the drying process, for example, quick-dry sprays, a liquid dropped directly to the nail polish, top drying coats and ultra violet lamps.

You have come to the end of section 3 on products used in manicure and pedicure treatment. Find out how much you still remember by completing Activity 5.3.



Activity 5.2

Product used in manicure and pedicure treatments
(Allow 15 minutes for this activity)

Match the items listed in the table with their correct usage. We have completed no. 1 for you.
Circle either True or False to indicate the correct answer.

1. Acetone remover could be used on natural nails and artificial nails. True or False
2. Either cuticle oil or cuticle cream may be used to soften the cuticle. True or false
3. Cuticle remover breaks down cuticle so they could be easily removed. True or False
4. Exfoliator refers to a grainy substance that removes dead skin cells. True or false
5. Hand creams are rich substances used to moisturise the skin and apply massage. True or False.
6. Any soap may be used to soak hands and feet. True or false
7. Some base coats are also nail strengtheners. True or false
8. There is no need to use cotton towels during a manicure, paper towels are sufficient. True or false
9. Nail polish dryers are used after soaking the hands. True or false
10. There's no way to thin nail polish; if it hardens, it must be thrown away. True or False
11. Nail white pencil is use for whitening the free edge. True or false
12. Buffing paste is used to remove cuticles. True or false
13. Buffing paste is used with a buffer to give nails a shine. True or false
14. An antiseptic is used to sterilise hands. True or False.

This activity was intended to help you recall the products used in manicure and pedicure treatments. Compare your answers with those provided at the end of this unit. In the next section you will learn how to perform a manicure treatment.

Section 5.3: The Manicure Treatment

In order to develop your skills as a manicurist, you must practise regularly.
You should carry out at least 10 manicures before attempting your final assessment. You should also keep a log of the treatments you have carried out. The log will assist you to reflect on your progress and could also be used as evidence for your assessment. Remember, practice makes perfect! Before we learn how to manicure, let us start by looking at how to prepare the manicure table.

Preparing the Manicure Table

It is always important to follow the rules of sanitation. Ensure that all implements have been sterilized or disinfected and that your workstation is orderly and has been wiped with a hospital grade disinfectant. You should also cultivate a disciplined and systematic approach to the storage of manicure and pedicure tools. Each tool should be kept in its place. Below is an example of a manicure set up.

Table 4.4: Manicure set up.

Item	Placement on Table	Item	Placement
1. Towel wrapped arm rest	Centre	6 Finger bowl and brush	Slightly to the left of client
2. Nail files (different grits)	On the right next to arm rest	7. Disinfecting tray	Left of manicurist/pedicurist
3. Cuticle Implements	Next to the nail files On the right	8.Creams, lotions, cuticle remover/oil, nail varnish	In a tray to the left of Manicurist/pedicurist
4. Sanitizer	Next to cuticle implements	9. Plastic bag for waste	Suck with adhesive tape to either side of the table
5. Cotton wool container	Next to the sanitizer	10. nail whitener, pumice stone, buffer etc.	In the drawer

Before you continue reading, complete the following activity to remind yourself how to set up the manicure table.



Activity 5.2

Manicure setup
(Allow 15 minutes for this activity)

Using the numbers in Table 4.4, illustrate with a drawing how you would set up your manicure table. Be sure to include all the tools listed in Table 4.4.

Now compare your drawing with the picture in Figure 14.22 below.
Do not worry if you placed some items incorrectly. Continue to practise every time you prepare for a manicure and develop a mental picture of the way a professional setup should look like.



Figure 5.1: Setup of a Manicure tray.

Once you set up the manicure table or tray, you are ready to start performing a manicure treatment. So let us consider the procedure for a plain manicure treatment.

Procedure for a Plain Manicure

It is good practice for clients to settle payment for their manicure or pedicure before the treatment or before polish application. This helps to prevent nail polish from being smudged.

It is very important that you file your client's nails correctly in order to prevent damage. Always file nails from outside to centre and avoid filing into the corners of the nail. This will weaken the nail and cause ingrown nails especially on the toes.



Activity 5.3

Nail shapes

Have you noticed that there are different shapes of nails? How many different nail shapes can you identify?

Nail shapes

Nails naturally vary in shape, but are usually classified into four general shapes: square, round, oval and pointed.

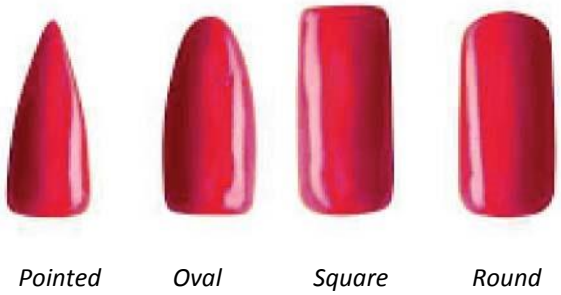


Figure 5.2: Nail shapes

One of the first activities when doing a manicure is to identify the natural shape of your client's nail. The rule is: the shape of the nail should conform to the finger tips for a more natural effect. Of the four shapes, the oval -shaped nail, rounded at the base and slightly pointed at the top, is suitable for most hands. Some clients' nails could be naturally squared-shape. This shape is very popular with a younger clientele and suited for a French manicure. However, unless kept short, this shape is not advisable for clients who work with their hands as it is prone to breakage and injury

The following is the procedure for a plan manicure.

1. Prepare the manicure table and seat your client comfortably.
2. Wash your hands.
3. Sanitise the client's hands.

4. Examine the client's hands to determine:
   - condition of hands and nails,
   - contraindications
   - the natural shape of the finger tips and nails.



Assess client's hands

5. Remove the nail varnish beginning with the little finger on the left hand as follows:
   - wrap cotton pads between the second, middle and index fingers
   - moisten cotton pad with nail varnish remover
   - hold each finger individually and firmly press the moistened cotton wool unto the nail plate
   - remove nail varnish from the base of the nail to the tip by firmly pulling the cotton pad off the nail; this will avoid smearing old polish into the cuticle.



Remove nail varnish

6. Shape the nails as follows:
   - Agree with client the desired shape.
   - Select the file with appropriate grit.
   - Begin with the little finger on the left hand and move towards the thumb
   - Hold the client's finger between your thumb and your first two fingers of your left hand
   - Hold the file in your right hand; tilt the file slightly so that filing is mainly on the underside of the free edge between 30 to 45 degrees
   - File from outside to centre; going from right to left and left to right; use two short strokes and one long stroke on either side of the nail; gently taper the sides to remove a sharp edge
   - Only file nails that are 0.3cm long and longer.



File nails

Take Note
Avoid using a sawing motion and filing deep into the sides of the nail. Nails will appear longer and grow stronger if permitted to grow out at the sides.

7. Lightly buff the nail.



Remove nail varnish

8. Soften the cuticle by applying a cuticle cream on each nail in the left hand. When you finish applying the cream, immerse the hand in a warm solution of water with hygienic soap.



Apply cuticle cream

9. Soak the left hand as you apply steps 5 to 8 on the right hand.



Soak hands

10. Remove the left hand from the water.
    Loosen the cuticle and dry the hand.
    - Apply cuticle remover. Begin loosening the cuticle using rotary movements with an orange wood stick wrapped in cotton wool.



Apply cuticle remover

- Use the spoon end of the cuticle pusher or the orange wood stick to pushback cuticles.
- Keep the cuticles moist while doing this step.



Push back cuticle

11. Remove the excess cuticle:
    - gently remove dead cuticle with the cuticle nipper using small rotary movements.
    - use cuticle nipper to trim excess cuticle, uneven cuticle, or hangnails. Remove cuticle as a single segment.
    - Apply cuticle conditioner.



Remove excess cuticle



Apply cuticle conditioner

Manicure procedure cont'd.

12. Apply cuticle cream to the right hand and immerse it into the finger bowl. Continue with the manicure treatment of the left hand

13. Clean under the free edge using a cotton-tipped orange wood stick moistened with soapy water. The movement is from centre toward the side.

14. Remove the right hand from the finger bowl and repeat steps 9 to 13.

15. Brush the nails: immerse both hands in water and use the nail brush to remove loose cuticle.

16. Remove the hands from the water and dry them with a towel.

17. Bevel the nails and use the fine side of the file to give the nails a smooth bevelled edge.



Take Note
Client's jewellery should be removed, kept within sight of the client and returned immediately after the treatment.

Correct Polish Application for Different Nail Shapes

Depending on the shape of the nail you would like to achieve, you may need to use a different technique to create the right appearance. Let us look at how to polish four types of nail shapes, namely:

1. Oval nail shape - The nail is usually completely polished. Another technique would be to leave a half moon at the base.
2. Pointed or slender tapered nail shape - This nail is slightly longer. The nail can be completely polished or a half moon left at the base. It is not suited to short nails.
3. Square nail shape - The square nail should extend slightly over the finger tip. The entire nail may be polished or the sides maybe left unpolished with a half-moon at the base.
4. Clubbed nail shape - This nail shape is slightly tailored and extends slightly over the finger tip. A thin margin is unpolished on either side of the nail.

Procedure for Polish Application

Apply enough nail polishing cream to coat the nail thinly. The polish should be applied lightly and quickly, using long sweeping strokes from the base of the nail to the free edge. Try to ensure that the brush does not touch the cuticle. Polish the nail for a maximum of 15 seconds. The polish should not be thick and if it is, you should add polish solvent to make it thin.

Proceed as described in the following steps:

1. Hold the client's finger firmly between your

thumb and index finger.

2. Apply the base coat to the little finger of the left hand and move toward the thumb. Allow the polish to dry



Apply base coat

3. Apply coloured polish. Dip the brush into the polish, remove excess polish by pressing the brush gently against the sides of the bottle.
4. Apply polish in three strokes; middle, side and side, making sure you do not flood the cuticles.
5. Remove excess polish with an orange wood stick dipped in polish remover.
6. Apply the top coat. Allow to dry and/or spray the nails with a quick-dry spray to speed up the drying process.



Apply nail varnish



Completed manicure

Application for French manicure

A French manicure gives an illusion of a longer nail. Nails are filed square. The length is just over the finger tip.

1. Apply base coat
2. Apply a nude colour using technique for square nail shape.
3. Paint a thin line across the tip of the nail with white polish.
4. Apply top coat.

We hope you now understand how to perform a manicure treatment. As a way of reflecting on what you have learnt so far, complete the following activity



Activity 5.5

Procedure for plain manicure (Allow 15 minutes for this activity)

List the 10 main steps of the procedure for a manicure treatment

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Now compare your answers with the steps discussed in Section 5.3. Use the checklist in Figure/table below as a guide to help you evaluate your performance in manicure treatment.

Task	Client 1		Client 2		Client 3		Client 4		Client 5	
	Yes	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**
Communicate effectively with client to establish requirements.										
Consult effectively taking account of critical factors.										
Agree with client on expected outcome.										
Record client information accurately.										
Prepare for nail care treatment.										
Select appropriate tools and products.										
Inspect nails.										
Apply antiseptic.										
Remove varnish.										
File and bevel nails.										
File away dead cells from soles of feet.										
Apply cuticle cream to cuticles,										
Soak area in warm, hygienic soapy water.										
Perform work on cuticles.										
Brush nails with warm soapy water and dry hand thoroughly.										
Apply hand massage sequentially & rhythmically										
Remove all traces of oil.										
Apply base coat, nail varnish and top coat.										
Completely service in a time acceptable to client and industry										
Provide correct advise and information accurately on client's record card.										
Explain correctly after care procedures.										
Record client information accurately on client's record card.										
Recommend further treatments.										
Observe safe and hygienic practices throughout to: self, others, tools, equipment, etc.										

Figure/table : Manicure Checklist

You have come to the end of this section on how to perform manicure treatments.

Section 5.4: The Pedicure Treatment

Pedicure improves the appearance of the feet and toenails. It also improves the blood circulation and has a relaxing effect. The service is similar to a manicure treatment. Let's start by looking at the products and tools needed for a pedicure treatment before we discuss the procedure.

Products and Tools Needed For Pedicure Treatment

All the tools used for manicure treatments are required for pedicure treatment. In addition you will need the following:

- pedi spa;
- foot file;
- toenail clipper,
- foot rasp;
- pedicure slipper;
- foot cream;
- foot powder,

The contra-indications to pedicure treatment are the same as those for manicure, namely, infectious conditions caused by bacteria, fungus or virus.

Procedure of a Pedicure Treatment

Ensure all tools have been disinfected and/or sterilised and that you are wearing protective clothing including gloves.

1. Set up your workstation. You will need a trolley with 2 or 3 tiers. Arrange the top tray as you did for a manicure treatment. On the 2nd tray, place pedicure tools, such as foot rasp, foot file, toe nail clippers, pedi slippers, and foot powder. On the 3rd level place plastic wrap, foil (for paraffin treatment), mittens and towels. Turn on the switch for the pedi spa so that it can warm up before the start of the treatment. Figure 4.27 below shows a picture of a trolley used for pedicure treatments.



Figure 4.27: Pedicure *trolleys with 3 tiers*

2. Seat you client comfortably and ensure that your seat is lower than that of your client.
3. Place paper towels on either side of Pedi spa so that the client can place the feet on the paper towel.
4. Place a towel over your lap and put two pieces of paper towel on top of the towel where the clients' feet will rest.



5. Sanitise the feet by wiping them with a wet cloth.



6. Remove the vanish with a vanish remover.



7. Cut and file the toe nails Toenails are cut straight across. Avoid cutting or filing deep into corners of the nail.

8. Soak the feet and refer to steps 7, 9-12 of the manicure treatment.



9. Remove the excess cuticle.



10. Remove dead skin cells from the soles of the feet using a foot file. Filing the feet before soaking helps to remove dead cells more effectively.

11. Use a foot rasp, after soaking, to remove build-up of hard skin

12. Apply an exfoliator to remove the dead skin cells and reduce filing time.

13. Refer to steps 14-16 for manicure treatment.



14. Apply the base coat followed by the nail polish.



15. Use toe separators before applying polish.

Figure 4.27 below shows a picture of a foot after a pedicure treatment.



Figure 4.27: Foot after a pedicure treatment

We hope you are now familiar with the key steps in a pedicure treatment and how to perform a leg and foot massage. The checklist shown in the table below will guide and help you to evaluate your performance in pedicure application.

Task	Client 1		Client 2		Client 3		Client 4		Client 5	
	Yes	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**	**Yes**	**No**
Communicate effectively with client to establish requirements.										
Consult effectively taking account of critical factors.										
Agree with client on expected outcome.										
Record client information accurately.										
Prepare for nail care treatment.										
Select appropriate tools and products.										
Inspect nails.										
Apply antiseptic.										
Remove varnish.										
File and bevel nails.										
File away dead cells from soles of feet.										
Apply cuticle cream to cuticles,										
Soak feet in warm, hygienic soapy water.										
Remove feet from water and use a foot rasp and file to remove dead cells.										
Remove excess cuticles.										
Brush nails with warm soapy water and dry feet thoroughly										
Apply massage sequentially & rhythmically										
Remove all traces of oil.										
Apply base coat, nail varnish and top coat.										
Completely service in a time acceptable to client and industry										
Provide correct advise and information accurately on client's record card.										
Explain after care procedures										
Record client information accurately on client's record card.										
Observe safe and hygienic practices										

Checklist for pedicure treatment.

Finishing the Service

At the end of the service you should: tidy up the workstation while polish is drying and assist your client to put on jewelry when the polish is completely dry. Ideally, you should advise client to replace jewelry and to finalise payment before polish application: this will avoid polish being smudged, requiring you to redo polish application.

To complete the service and to encourage a return visit you should make your client feel important and valued. Here is a list of activities to finish the service in a professional manner:

1. Recommend future service
2. Complete client record card (items 9 & 10)
3. Offer to make a booking
4. Accompany client to reception
5. Sanitise and store all tools and equipment
6. Set up for next client.

Unit Summary

In this unit you have learnt about the various tools and products used to perform manicure and pedicure treatments. We hope you have noted that some of the products and tools can be used for both treatments. You have also learnt about the procedures to follow when performing a manicure and pedicure treatment.

You have now come to the end of this section. We hope you have found it interesting and that you are now well equipped with the knowledge you need to do a basic service in a professional manner.



Activity 5.6

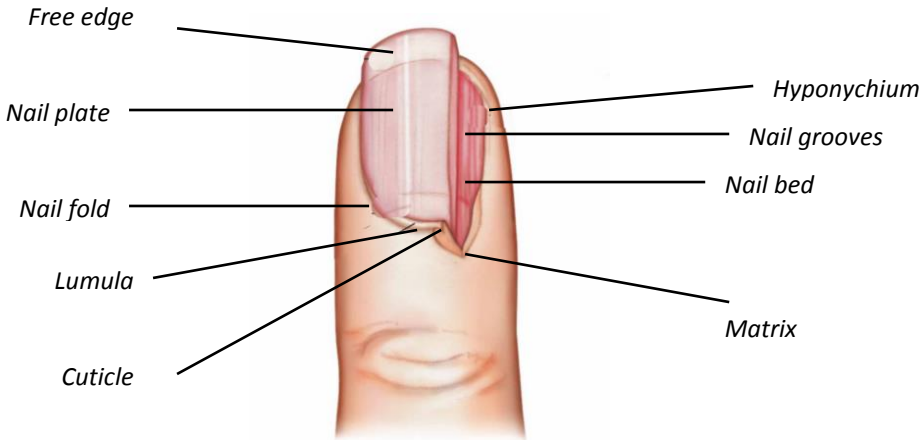
To reflect on what you have learnt, review the exercises and compare your
answers against ours at the end of the Unit.

You have now come to the end of this course on manicure and pedicure skills. We hope you have found it interesting and that you are now well equipped with the knowledge you need to offer a professional service.

Answers to Activities

Activity 1.3 (a)

Parts of the nail.



Activity 1.3 (b)

Match the numbers in column 1 to the description of the nail in column 2. The first one is done as an example.

Column 1	Column 2
1. Nail plate	The skin upon which the nail plate rests **(3).**
2. Nail fold	The part of the nail that you see. It is made of dead cells. **(1)**
3. Nail bed	Folds of skin that overlap the sides of the nail. **(2).**
4. Hyponychium	Its main function is to produce cells that become the nail plate **(7)**
5. Cuticle	The whitish, half-moon shape at the base of the nail. **(6)**
6. Lunula	An outgrowth of skin cells that adhere to the nail plate. It protects the nail bed. **(5)**
7. Matrix	The area between the nail plate and the fingertip**.(4)**
8. Nail grooves	The part of the nail that overlaps the tip of the finger **(9)**
9. Free edge	Tracks on which the nail grows (**8)**

Activity 2:1

Healthy skin and nails

1.

a. soft
b. acid mantle
c. pH of 5.5
d. moist
e. pliable

2. False 3. True 4. False 5. True 6. False 7. False 8. False 9. True

Activity 2:2:

Disorders of skin and nails

Nail Conditions	**Proceed with manicure Yes (✓) or No (×)**
Overgrown nail	✓
Corrugations	✓
Bitten nails	✓
Split or brittle nails	✓
Eczemas that have become infected	×
Open cuts	×
White spots	✓
Weeping psoriasis	×
Bruised nails	✓

Activity 2:5

1.

A. **Fungal infections**: ringworm; athlete's foot
B. **Bacterial**: inflammation of the nail matrix; inflammation of the of tissues surrounding the nail
C. **Virus**: verruca/warts

2. True
3. Athlete's foot; ringworm
4. False
5. True
6. True

Activity 3.1

Sanitization is the lowest level of decontamination. This method does not remove all the bacteria. It entails wiping, washing, sweeping or dusting, in order to reduce the amount of germs and bacteria on tools and surfaces.

Disinfection is the second level of decontamination. Disinfectants are made of chemicals which destroy most bacteria and viruses. The most commonly used disinfectants are Savlon and Dettol. Surgical spirits is commonly used to disinfect manicure tools. .

Sterilization is the highest level of decontamination. It completely destroys all the living organisms on an object. Small sized tools are placed in an autoclave with water and sterilised at very high temperature, in order to kill all germs and bacteria

Activity 3.2

Tool/surface/linen/hands	**Method of decontamination**
metal nail clippers and scissors	Disinfect, sterilise
uniforms	Disinfect
nail brushes	Disinfect
sinks and basins	Disinfect
electrical equipment	Disinfect
work surfaces	Disinfect
towels	Disinfect
orange sticks, plastic tools	Dispose of after use
emery boards and foot files	Disinfect

Activity 3.3

- all waste must be separated
- identify material that could be recycle
- disinfect empty bottles and cans, as they can be re-used for storage.
- disposed of sharp items such as blades in special containers for **sharp items**. empty chemical containers should be wrapped in plastic before putting them in the dustbin to ensure there are no leakages.
- all waste bins should have a self-closing lid.

Activity 3.7

Salon item/task	Negligent behaviour	Potential injury
Chemicals like bleach, hydrogen peroxide	Being careless and splashing the chemical on a client's cloths or skin	Ruin a client's clothes or burn their skin
Electrical equipment	Leaving electrical cables hanging or trailing	Trip up a client who could fall and injure her self
Hot water	Not testing the temperature of the hot water before using it	The client gets burnt
Sterilising equipment	Not sterilizing tools for long enough and therefore using unsterilized tools	Clients get an infection
Sharp tools like razors and scissors	Leaving them lying around the treatment area	Clients could get a cut
Cuts to manicurist' hands	Not cleaning with antiseptic and covering with a plaster	Clients could get cross infection

Activity 4.3

1.

- arguing with the client
- putting own interpretation to what client has said
- finishing the client's sentences
- passing judgment too quickly
- giving unsolicited advice
- jumping to conclusions
- letting the client's emotions influence your own feelings

2.

- Cuticle: are they dry, tight or cracked, or are they soft and supple
- *Nails:* are they strong or weak, brittle or flaking? Are they discoloured or stained?
- Shape is the nail: square, round, or oval. Are they long or short? Are they bitten?
- *Hand:* is the skin dry, rough, and chapped, or is it soft and smooth? Is the colour even?
- *Signs of inflammation or infection*: look out for skin infections such as a boils or ringworm

3.

- pre-treatment
- treatment plan
- post treatment

Activity 5.2

Tools used in manicure and pedicure treatment

Item	Functions
1. Cuticle knife	to gentle push back cuticles **(7)**
2. Nail files	Used to file nails **(2)**
3. Orange wood stick	used to remove build-up of dead cells on the soles of feet**.(4)**
4. Foot file	an electric apparatus used to dry nail polish faster**,(5)**
5. Nail dryer	used to soak nails **(11)**
6. Lamp	used to pick up silk when repairing the nail**.(12)**
7.Cuticle pusher	a disposable stick used to loosen the cuticle around the base of the nail or to clean under the free edge **(3).**
8.Pedi spa	gives good lighting essential to enable work on cuticles and polish application **(6)**
9.Pumice Scrub	used to brush away dead cells **(10)**
10. Nail brush	gently buff on heels and calluses removing the dead cells. **(9)**
11. Finger bowl	used to soak the feet **(8)**
12. Tweezers	used to loosen and push back cuticles around the nail **(1).**

Activity 5.3:

Products used in manicure and pedicure treatments

1) False; 2)True; 3) True; 4) True; 5) True; 6) True; 7) True; 8) False; 9) False; 10) False; 11) True 12) False; 13) True; 14) False.

Activity 5.5

- Prepare the manicure table and seat your client comfortably.
- Wash your hands
- Sanitise client's hands
- Examine client's hands
- Remove nail varnish
- Shape nails
- Lightly buff nails
- Soften cuticle
- Soak hands
- Cuticle work
- Clean under free edge
- Brush nails
- Bevel nails
- Apply polish

Here are additional questions to help you test what you have learnt throughout the course.

Questions on Safety and Hygiene

Q1. Describe 8 physical hazards that can be found in a nail salon.

Answer

- Boxes and basins on the fire exit
- Sweep debris on the floor
- Gowns and towels from the floodwater spilt on the floor
- Electrical cables
- Electrical equipment left unplugged
- Scissors, razors and other sharp tools should be kept away as they can cause harm.
- Waste products left in the salon.
- Wear gloves- for blood spills

Q 2. Why is it important to practise hygiene?

Answer

Firstly to maintain health and to present myself as a professional to clients.

Q3. Describe ways in which a manicurist can decontaminate the tools used in a salon.

Answer
Decontamination is the process of removing germs from the environment, tools and equipment. The following are the methods of decontaminating salon tools:

- Metal nail clippers and scissors - heat, disinfect, sterilize
- Nail brushes - wash in hot soapy water and disinfectant
- Sinks and basins - wash with hot soapy water and use a disinfectant solution
- Electrical equipment - wipe with disinfecting solution. Avoid immersion in water
- Work surfaces - wipe with disinfecting solution
- Plastic tools - dispose after use
- Boards and foot files - wipe with disinfecting solution
- Towels - wash in hot soapy water and a disinfecting solution
- Sharps - dispose after use, disinfect
- Hands - use sanitizing wipes, wash with soap

Q4. You have opened a new section in your salon that is offering manicure and pedicure services to your clients. Explain different ways in which infections can be spread in this new section.

Answer
Infection can spread through the following ways:

- Direct contamination e.g. touching the skin, sneezing, breathing and coughing
- Indirect contamination Used towels, soiled linen dirty tools and wet floors
- Disease causing micro-organisms e.g. fungi, bacteria, viruses

Questions on Customer Care

Q5. Why is effective communication important in operating a salon?

Answer
Effective communication:

- enables you to select the correct procedure to meet client's needs
- brings success to your business
- reduces chances of tension
- closes the gaps of assumptions
- encourages good interpersonal relations
- enables individuals or groups to perform effectively

Q6. You have just started working as a new employee in a middle market salon. A client walks in and you are asked to attend to him /her. Mention what information you will need to collect from the client and how you will record it.

Answer

- Biographical data such as contact details, age and medical history.
- Assessment report which includes:
- Cuticles-are they dry, tight or cracked, or are they soft and supple
- Nails – are they strong or weak, brittle or flaking? Are they discoloured or stained? What shape is they, square, round, oval? Are they long or short? Are they bitten?
- Hand - is the skin dry, rough or chapped, or is it soft and smooth? Is the colour even?
- Are there signs of inflammation or infection?
- Treatment plan which should cover the following:

  1. Explaining:
     - What is involved in the manicure and pedicure treatment?
     - How long it will take
     - Expected treatment benefits and outcomes
     - Relevant home care advice requirements

  2. Welcoming any questions to ensure client understands
  3. Advising the client following your assessment of the client's nail, cuticle and skin condition on the most suitable and frequency of the treatment
     - Post Treatment
     - When you have completed the treatment you should inquire from your client if he/she is satisfied. You should record: the outcome of the treatment, what future treatments you recommended the products you used and those recommended for home care.

Client record card

Client's Name: Date:	
Skin condition:	
Nail condition	
Cuticle condition	
Medical History	
Nail shape	Pointed ☐ Oval ☐ Square ☐ Round ☐
	NO ☐ YES ☐ If yes, describe.

Contra-indications	
Product used	
Manicure Plan	
Client advice	

Q7. Imagine that you are attending a friend's wedding and wish to have a French manicure on your hands. What steps should the manicurist follow?

Answer

1. File the nails square
2. Apply base coat
3. 2. Apply a nude colour using technique for square nail shape.
4. Paint a thin line across the tip of the nail with white polish.
5. Apply top coat.

Q8. State any five tools that are used in both manicure and pedicure.

Answer

Nail files, Double-sided emery board, Emery board, Crystal file, Cuticle knife, Cuticle nipper, Cuticle pusher, Nail clippers, Orange wood stick, Nail brush, Manicure/pedicure mittens, Nail dryer, Paper towels, Cotton towels.

Q9. Discuss the importance of proper preparation before carrying out a plain manicure.

Answer

It is always important to follow the rules of sanitation. Ensure all implements have been sterilized or disinfected. Your workstation must also be wiped with a hospital grade disinfectant and be orderly. Ensure that you cultivate a disciplined systematic approach to manicure and pedicure. Make sure that there is a place for keeping every tool or implement.

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