

seanhanna
shampoo
system



seanhanna



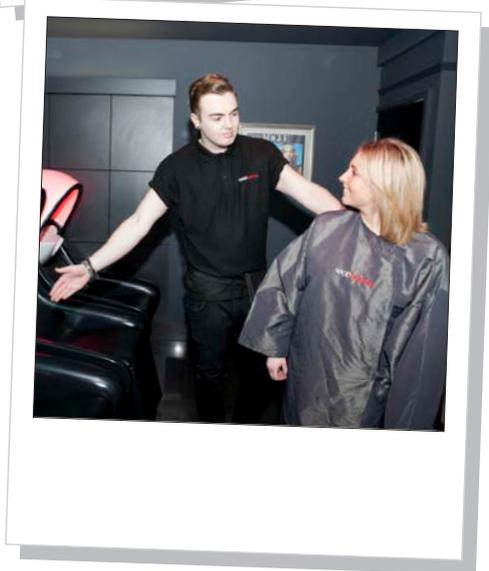
Introduce yourself to the client

“Hi my name is

I will be doing your shampoo today.”

Put your hand on their shoulder to assure your client that you are confident and in control.

Gown up at the station, “Would you like to stand up so I can put this gown on for you”. Make sure you tuck in any collars, suggest the client removes their earrings and loosens any tightly buttoned shirt collars.



Inviting the client over to the basin

“Would you like to follow me to the backwash?”

Lead the client to the exact seat you would like them to sit in, say “Don’t lean back just yet, I will go round to the other side and put a towel around your shoulders”.

Go around the back of basin and tuck the towel in well.

Note: Make sure you inform the client of everything you are doing.



Invite the client to lean back

“Would you like to lean back for me now?”

Things to check for:

- That there is a neck rest on the basin
- All of the hair is in the basin
- Make sure the client is comfortable

For the massage beds:

- Explain to them you are raising up the feet.
- Ask the client if they would like the massage feature on.
- Check neck positioning is comfortable.



Wetting the hair

Turn on the water and check the temperature on your inside wrist.

Apply the water to the hair and ask “Is that temperature ok for you?”.

If ok, continue to saturate hair.

Start around the hairline from left to right using a cupping motion to keep water from falling on the face.

Move the water through the hair with your hands ensuring all hair is thoroughly wet, finally finishing at the nape.

Turn the tap off and squeeze off any excess water.



The first shampoo

Pump a 10 pence piece amount of shampoo in to your hands.

Rub your hands together to spread the product evenly and then use a wiping motion to apply to the hair, starting at the hairline, then working through to the lengths and ends.

The first shampoo (continued)

Start shampooing at the hairline, using your finger tips, working in circular motions around the whole front hairline.

Continue this motion around and behind the ears. Finish this by using one hand to work the nape and the other to hold the head still.

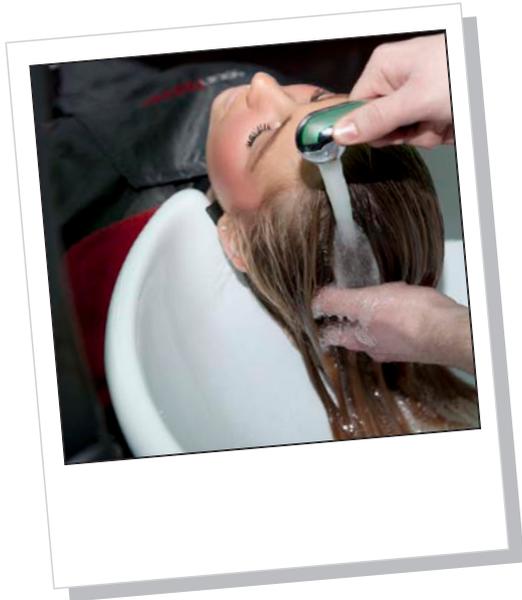
Then move to the top of the head and interlock your fingers, continue to motion in and out, move over the crown as far as you can reach.

When you can't reach anymore, place one hand on top of the head to hold them still and use your free hand to create an up and down motion on the back of the head. Swap hands to reach the other side.

You may need to lift the head slightly to fully reach the nape area.

Note: This shampoo is to remove any build up on the scalp and hair, it probably won't foam.



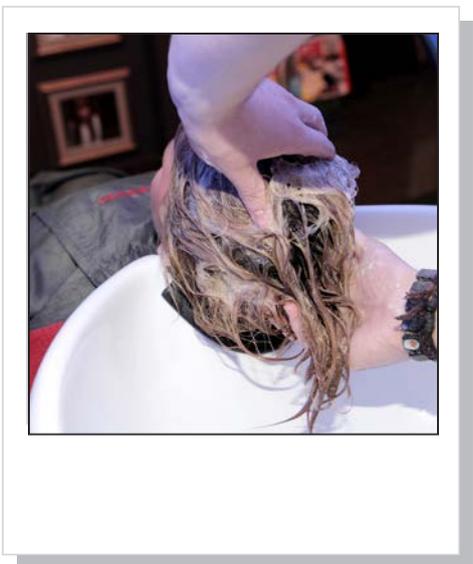


The first rinse

Add a very small amount of water to the hair and do one more rotation of the shampoo technique to loosen and emulsify the product

Using the same technique as when you're wetting down the hair, start around the hairline from left to right using a cupping motion to keep water from falling on the face.

Move the water through the hair with your hands to remove all product, pay particular attention to the nape area.

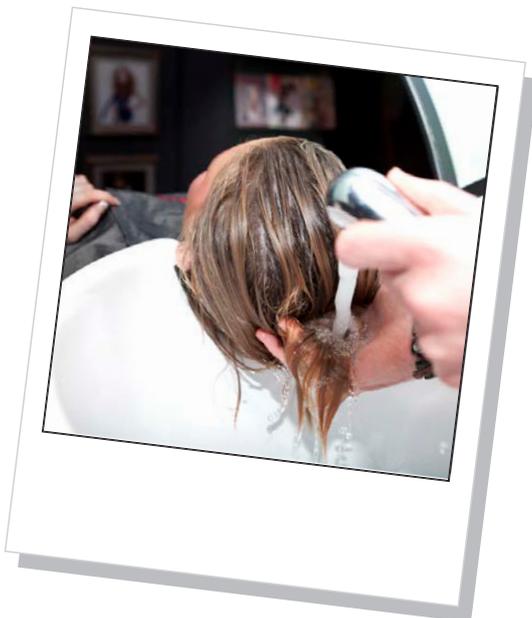


The second shampoo

Apply the product in the same sweeping motion as the first.

Use the same shampoo technique as the first.

It is at this stage that the shampoo nourishes the hair and you will get a good lather.



The second rinse

Emulsify the hair in the same way as the first rinse, and continue to rinse the hair thoroughly.

It is very important at this stage that all of the product has been removed.



Step 1



Step 2



Step 3

The Towel Wrap

Squeeze any excess water from the hair with a towel, then put the hair in a towel wrap.

Things to check:

- All of the hair is in the wrap
- The hair is not dripping wet
- You have told the client what you are doing

Returning the client to the chair for a head massage

Invite the client to sit forward. If they are in a massage chair explain that you are lowering their legs, then ask them to sit forward. Inform the client that you will meet them round the other side.

Walk round to the front of the basin and meet the client, say "Would you like to follow me to the station for your head massage?".

Once seated at the station, remove the towel wrap, fold it neatly and put it in front of the client.



Applying conditioner

Take the conditioner bottle over to the station with you, pump a 5 pence piece in to your hand (for very long or thick hair use a 10 pence piece). Use your fingers to rake the conditioner through the lengths and ends, any product left on your hands can be run through the top of the hair.

If you pick up a conditioner and find it is nearly empty, put a small amount into a bowl to take over to the client rather than trying to bang some out in front of them!

Explain to the client that you are now going to do their head massage and ask them if they are sitting comfortably. Proceed to do the head massage as shown in the DVD.

Note: if your clients hair has become very tangled during the shampoo, use your comb to gently remove any knots before doing the head massage



Applying a Spray Treatment

If your client has chosen to have a spray treatment, use your sectioning clips to section the hair in to fine sections. Do 2-3 sprays of the treatment onto each section depending on the length of hair, and use your fingers to work on to the hair.

Once the section is finished, twist it, which will help the product to be better absorbed and also helps you see what areas have been done.

Work systematically in this way starting at the nape and finishing on top of the head until all of the hair is covered.

To finish, rake your fingers through the hair to loosen the twists before starting your head massage as is shown in the DVD.





Applying a masque treatment

If your client has chosen to have a masque treatment, using the bowls and brushes provided, put a very small amount of the masque in to the bowl, and take this over to the station as you direct the client.

The masque should be applied in fine sections, the same as the spray, using the brush to apply small amounts of product through the lengths and ends only. Do not apply this product to the scalp, they are also very concentrated so you only need a small amount. When each section is finished, twist in the same way as you would with the spray. Then continue to do the head massage as is shown in the DVD.

Note: The client is paying extra for these treatments which is why we take the time to apply them in a special way.

Rinsing the hair

Once you have finished your head massage, use your tangle teaser or comb to get rid of any tangles in the hair.

Invite the client to return to the backwash and guide them to the seat you want them to sit in.

In the same way as the start of the shampoo, ask your client to lean back in to the basin, checking that all of the hair is in and that they are comfortable.

Once again check the water temperature is ok, and rinse in the same way as before. It is extra important at this stage that all of the product is out as the stylist will be unable to blow-dry the hair if conditioner has been left in it.

Therefore rinse a little longer than before to double check it is ok.

Note: the client is paying extra for these treatments which is why we take the time to apply them in a special way.

Returning the client to the stylist

The final thing for you to do now is return the client to the stylist. Once again, towel dry the hair using a squeezing motion and do a towel wrap.

Invite your client to sit forward, for the massage basins, lower the client down.

Meet your client in front of the basin and invite them to follow you back to their cutting station. Sit them down and remove the towel wrap, folding it and put it down on the station.

Using your comb, comb through the hair starting on the underneath sections working from the lengths upwards.

Once this has been finished, explain that you will now let their stylist know they are ready and offer them a drink.



Make sure you remember

Notes

- To do a full shampoo and massage properly, you will need a comb and sectioning clips; these should be from your own kit and be carried in your own pouch. It is now compulsory and part of your uniform to keep this on you.
- At all stages of the shampooing process make sure to speak loudly and clearly, also try to narrate everything you do, it may seem strange but it makes the client more comfortable to be told what is happening.