

Contents

Preface 1

CHAPTER 1 client services 2

Provide service to clients 4

Receive clients 4
Deliver customer service to clients 5
Schedule clients 8
Fill in client records 10

Prepare clients for salon services 12

Prepare clients 12
Prepare hair for shampoo service 12
Shampoo hair correctly 17
Condition hair correctly 19
Apply treatments to the hair and scalp 20

CHAPTER 2 salon retail skills 24

Conduct financial transactions 26

Handle payments and sales documentation 26
Operate point-of-sale equipment 26
Perform point-of-sale transactions 28
Complete sales 30
Remove takings from register terminal 30
Reconcile takings 30

Perform calculations 32

Calculate percentages 32
Calculate discounts 33
Calculate GST (Goods and Services Tax) 34
Calculate mark-ups 35
Calculate markdowns 36

Work effectively in a retail environment 40

Deliver consistent customer service 40
Understand and apply anti-discrimination laws 41
Identify relevant awards/agreements 43

Sell products and services 45

Suggest extra service 45
Suggest take-home hair care products 46
Gather information 47

Close the sale 49

CHAPTER 3 communication in the workplace 50

Communicate with clients 52

Use appropriate communication 53
Use effective verbal communication 53
Use effective non-verbal communication 55
Deal with client complaints 57

Communicate on the telephone 59

Understand the importance of the telephone 59
Use the telephone effectively 60
Book appointments over the telephone 60
Take telephone messages 63
Deal with client complaints on the telephone 64

Communicate ethics and values 65

Use time effectively 66
Don't criticise 66
Demonstrate loyalty 66
Work as a team 66
Be polite 67
Respect confidentiality 67
Look after your appearance 67
Display good personal hygiene 68



CHAPTER 4 **workplace personal health and safety 70**

Understand the importance of occupational health and safety (OHS) 72

Define OHS 72

Understand the role of OHS authorities 72

Prevent injuries in the workplace 76

Understand and prevent Occupational Overuse
Syndrome (OOS) 76

Reduce stress and fatigue 78

Handle chemicals correctly 79

Implement hygiene practices 81

Prevent and report accidents 84

Prevent accidents in the salon 85

Work safely with electricity 86

Report accidents 88

Apply first aid 90

Use the first aid cabinet 90

Give basic first aid 91

Appendix: Hazards checklist 94

CHAPTER 5 **haircutting techniques 96**

Understand haircut designs 98

Understand shape or form 98

Understand surface texture 99

Understand structure 99

Distribute and section the hair 102

Distribute the hair 102

Understand angles for cutting, projecting and
distributing 104

Use tools and razors 108

Use correct comb and clips 108

Use scissors correctly 109

Cut with the razor 110

Apply solid form, graduated and layered haircuts 116

Cut solid form haircuts 116

Cut graduated haircuts 120

Cut layered haircuts 124

Use other cutting techniques 129

Use scissors-over-comb techniques 129

Define the line 130

Cut a flat-top 136

Trim beards and moustaches 138

CHAPTER 6 **hair design 144**

Part 1: Short and medium-length hair

Understand hair design 146

Understand lines and illusion 146

Understand the physical action of hair design 147

Analyse natural hair tendencies 147

Analyse head and facial features 149

Analyse other factors affecting hair design 157

Understand the requirements of good hair design 158

Create hair designs 162

Use the comb correctly 162

Perform fingerwaving 168

Perform pincurling 173

Roller placement and blow-drying 181

The physical action 182

Deciding on the style 182

Deciding on the size of the roller 184

Putting in a roller 185

How to blow-dry the hair for simpler styles 188

How to blow-dry the classic solid form hairstyle 189



Part 2: Long hair

Understand hair design 199

- Understand lines and illusion 199
- Understand the physical action of hair design 199

Create hair designs 200

- Create a French roll 200
- Create a classic chignon 202
- Create a victory roll 204
- Create an 'up in curls' style 206
- Perform braiding 208

CHAPTER 7 colouring hair 216

Understand the fundamentals of colour 218

- Define 'colour' 218
- Use the colour wheel 220
- Understand colour mixing 221
- Understand colour perception 223
- Understand the fundamentals of natural hair colour 224
- Understand types of hair colouring 225

Select and apply hair colour 227

- Understand the functions of temporary colour 227
- Apply water-based temporary colours 228
- Apply spirit-based temporary colours 229

Select and apply semi-permanent hair colour 231

- Understand the functions of semi-permanent colour 231
- Apply semi-permanent hair colour 233
- Use oxidising semi-permanent colours 237

Select and apply permanent hair colour 239

- Understand the types and functions of permanent colours 239
- Conduct a patch/allergy/skin predisposition/hypersensitivity test 242

- Select and prepare permanent colour 243
- Apply permanent colour 247
- Solve common colour problems 257
- Advise clients on after-colour care 262
- Maintain client colour records 262

CHAPTER 8 lightening and highlighting the hair 266

Understand and apply lighteners and highlights 268

- Understand the fundamentals of lighteners 268
- Select the correct lightener 270
- Apply lightener (full head) 271
- Apply lightener (retouch application) 274
- Understand prelightening 275
- Perform prelightening and apply toner 276
- Understand highlighting techniques 277
- Apply foil method of highlighting 278
- Advise client on after-care 281

Perform colour correction 283

- Remove unwanted colour tones from the hair after lightening 283
- Tint back to prelightened colour 284
- Remove unwanted additives from the hair (colour stripping) 285
- Solve common lightening problems 290

CHAPTER 9 chemical curling, volumising, straightening and relaxing services 296

Understand and perform permanent waves 298

- Understand the chemical action of permanent waving 298



- Conduct preliminary analysis 301
- Select winding technique 304
- Prepare solution, tools and equipment 309
- Perform permanent waving 311
- Solve common permanent wave problems 318

Straighten and relax hair 324

- Conduct preliminary analysis 324
- Use thioglycollic acids (thios) to relax hair 326
- Use sodium hydroxide (chemical straightener) to straighten hair 329
- Advise client on after-care 332

CHAPTER 10 hairdressing science 334

Understand the functions and structure of skin 336

- Understand the functions of skin 336
- Understand the composition and structure of the skin 337

Understand the functions and structure of hair 343

- Understand the functions of hair 344
- Understand the structure of hair 344
- Understand the different types of hair 352
- Understand the characteristics of hair 354
- Understand the components of hair 359
- How is hair formed? 367
- Understand the stages of the hair growth cycle 370
- Understand hair loss 372

CHAPTER 11 cosmetic chemistry and hairdressing products 376

Understand the chemistry and effect of hair products 378

- Understand pH, acids and bases 378
- Understand and select shampoos 381
- Understand and select conditioners 386
- Understand setting agents, dressing-out creams and hair shines 390
- Understand permanent wave and straightening products 393
- Understand colouring and lightening products 394
- Understand the effect of hairdressing products on the environment 397

Answers 402

Glossary 404

Bibliography 418

Index 422

