

# CHAPTER 7

## THE TREATMENT ROOM



### EXPLAIN WHY TREATMENT ROOM PREPARATION IS AN INTEGRAL PART OF PROVIDING TREATMENTS

**SHORT ANSWER**

1. Explain four reasons an esthetician should have a thorough understanding of the treatment room.

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### REVIEW THE ELEMENTS OF AN ESTHETICIAN'S PROFESSIONAL APPEARANCE

**SHORT ANSWER**

2. Kendra is about to have her first day at work as an esthetician. Describe how she might portray a professional appearance.

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# Professional Image Checklist

## SHORT ANSWER

3. List and describe seven elements of an esthetician's professional image.

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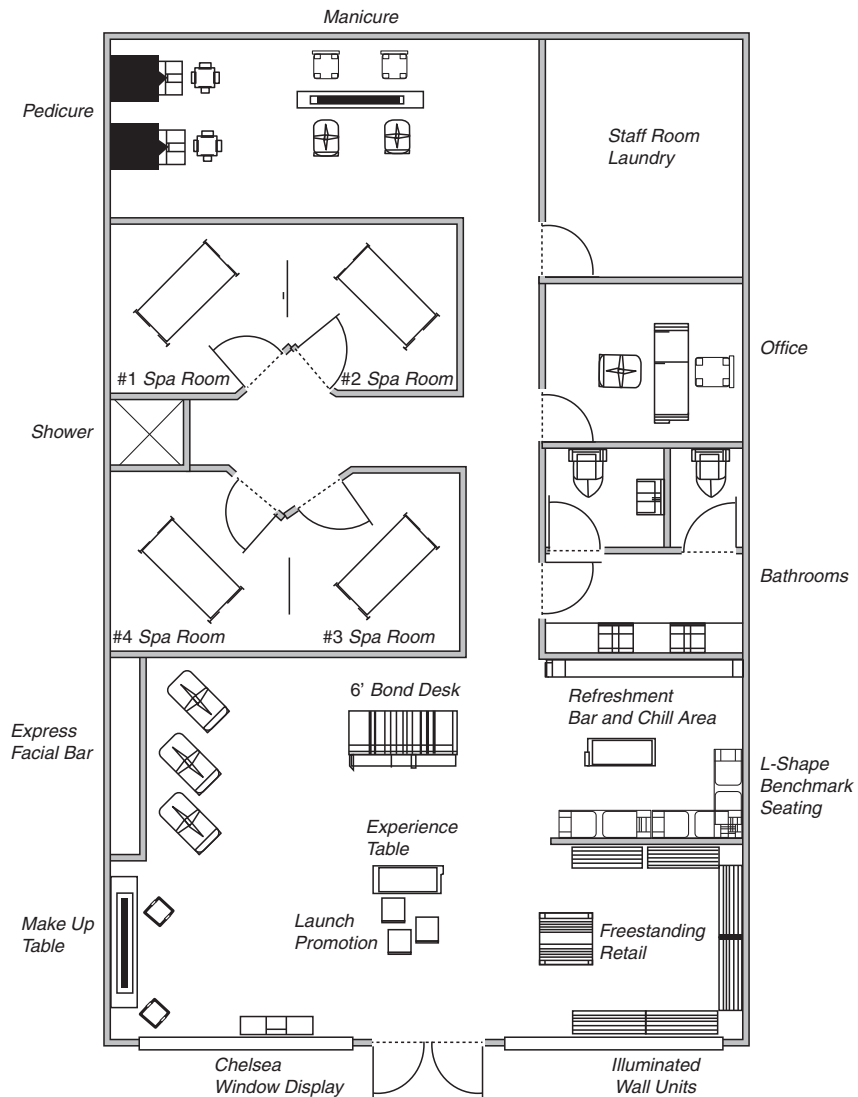


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# OUTLINE ESSENTIAL ROOM AND STATION STRUCTURAL FEATURES



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## Structural Features

### MATCHING

4. Match the essential structural features in an esthetics room to its description.

- |                       |   |
|-----------------------|---|
| a. size               | d. running water                              |
| b. proper ventilation | e. washable flooring and workstation surfaces |
| c. electrical outlets | f. proper lighting                            |

- \_\_\_\_\_ Treatment rooms should have a minimum of four of these.
- \_\_\_\_\_ This must be functioning and calibrated for two or more people.
- \_\_\_\_\_ This should be made of nonabsorbent washable synthetic materials.
- \_\_\_\_\_ This should be large enough to ensure proper movement.
- \_\_\_\_\_ This should be able to be increased or decreased during skin analysis and product removal.
- \_\_\_\_\_ This is essential for thorough removal of facial and body products.

## DESCRIBE THE IDEAL AMBIENCE, FURNITURE, AND EQUIPMENT FOR FACIALS

### SHORT ANSWER

5. Stacey is opening a spa. Describe what she may want her clients' first impression to be when they walk in the door.

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## Ambience

### SHORT ANSWER

6. Describe how features in Stacey's spa could engage all five of the senses.

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## A Checklist of Furniture and Equipment

### COLLAGE

7. Design your own treatment room, using photos from magazines, websites, or your personal collection to show the supplies and furniture that you have selected for the treatment room. Design on a separate poster board or piece of paper, or make a digital collage.

## Ergonomics in the Treatment Room

### SHORT ANSWER

8. Find a picture of a stool or describe in the space below one that you would like to have in your treatment room. Then describe how it is ergonomically correct.

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9. List two ways to arrange the equipment in the treatment room for proper ergonomics.

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## Costs of Starting Your Own Business

### SHORT ANSWER

10. You are looking at a potential location to open your first spa. The rent is \$21 per square foot (annually), and the space is 1,800 square feet. How much rent would you pay each year? Each month?

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11. Equipment for your salon will cost anywhere from \$7,000 to \$10,000. How much money will you spend over the course of the first year with rent and equipment?

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## PROPERLY MANAGE TREATMENT ROOM SUPPLIES AND PRODUCTS

### SHORT ANSWER

12. Describe how you would control inventory in your dispensary.

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## Facial Treatment Supplies and Implements

### LABELING

13. List the facial treatment supplies for basic facial products that you will need in the order of use on the lines provided below. On the following page, draw those supplies on the provided cart.

A) _____	I) _____
B) _____	J) _____
C) _____	K) _____
D) _____	L) _____
E) _____	M) _____
F) _____	N) _____
G) _____	O) _____
H) _____	P) _____



## Single-Use Items

### SHORT ANSWER

14. Describe how a single-use item is different from a multi-use item.

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15. Give five examples of single-use items.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



## BE ABLE TO SET UP A FACIAL TREATMENT AREA—FACIAL BAR OR STATION

### SHORT ANSWER

18. How is a facial bar or station different from a treatment room?

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## PREPARE THE TREATMENT ROOM FOR SERVICES

### SHORT ANSWER

19. You've just arrived at work. Create a setup checklist for the treatment room that you can refer to and that will help you memorize the steps. The first step is provided to get you started. The number of steps you fill out depends on your personal checklist.

1. Look at your schedule for the day to see what supplies are needed.

2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_



- 11. \_\_\_\_\_
- 12. \_\_\_\_\_
- 13. \_\_\_\_\_
- 14. \_\_\_\_\_
- 15. \_\_\_\_\_

## Setting Out Single-Use Items

### SHORT ANSWER

20. Describe four steps for setting out single-use items.

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## Setting Up the Dressing Area

### SHORT ANSWER

21. How would you set up your client's dressing area?

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# Procedure 7-1: Pre-Service—Preparing the Treatment Room

## LABELING

22. Describe what is happening in each of the following pictures.



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# PROPERLY CLEAN AND DISINFECT THE TREATMENT ROOM

## SHORT ANSWER

23. What are the two methods of proper infection control?

Method 1: \_\_\_\_\_

Method 2: \_\_\_\_\_

## Appropriate Handling of Single-Use Items

### SHORT ANSWER

24. Describe the appropriate handling of single-use items.

- **Gloves:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

- **Clean supplies:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

- **Lancets:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## End-of-the-Day Clean-Up

### SHORT ANSWER

25. Create your end-of-the-day clean-up checklist for the treatment room for your school.

Repetitive practice will help you memorize the steps. The first step is provided to get you started. The number of steps you fill out depends on your personal checklist. (Note that all 10 steps may not be needed.)

1. Turn off and unplug all equipment.

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

9. \_\_\_\_\_

10. \_\_\_\_\_

## Procedure 7–2: Post-Service—Clean-Up and Preparation for the Next Client

### SHORT ANSWER

26. Describe the difference between the end-of-service checklist and the end-of-the-day checklist.

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## WORD REVIEW

### MATCHING

27. Match each term to its definition.

a. dispensary

c. implements

b. facial station

d. trolley

\_\_\_\_\_ tools used by technicians to perform services

\_\_\_\_\_ skin care treatment area within the reception or retail area of the facility

\_\_\_\_\_ a rolling cart that holds tools, supplies, and products

\_\_\_\_\_ room or area used for mixing products and storing supplies



# EXAM REVIEW

## MULTIPLE CHOICE

1. What should you wash your hands with before touching clean supplies?
  - a. soap and warm water
  - b. chemical disinfectant
  - c. autoclave steam
  - d. harsh exfoliant
  
2. What should you do with single-use items as you prepare for a treatment?
  - a. place them on a countertop in descending size order
  - b. set them on a clean towel in the order they will be used
  - c. place them on a countertop in ascending size order
  - d. set them on a clean towel with containers open and ready
  
3. Sandra has an appointment with a new client, and she is not sure if the client has ever had a facial or waxing before. What should she do to make sure the client knows what to do?
  - a. remain silent while the client figures out for themselves how to do things
  - b. ask the receptionist to educate the client before treatments
  - c. prepare a brochure explaining what to expect
  - d. explain to the client where to put belongings and how to put on the wrap
  
4. Why should you wear gloves for all infection control procedures?
  - a. to prevent contamination
  - b. to protect your skin from strong chemicals
  - c. to prevent contamination and protect your skin from strong chemicals
  - d. it is not necessary to wear gloves for all infection control procedures
  
5. What do paper towels, tissues, and vinyl gloves have in common?
  - a. They are multi-use items.
  - b. They are single-use items.
  - c. They are disinfecting products.
  - d. They are massage products.
  
6. What piece of equipment is also known as an operator's stool?
  - a. receptionist's chair
  - b. esthetician's chair
  - c. manager's chair
  - d. client's chair

7. What is a sharps container?
  - a. disinfectant-filled jar in which fresh hair shears are stored
  - b. plastic case in which unused injectables are stored
  - c. biohazard container for disposable needles and sharp objects
  - d. special wastebasket for breakable items such as glass
  
8. What is a dispensary?
  - a. drawer at the reception desk for storing retail products
  - b. printing machine at your station that produces service tickets
  - c. room or area used for mixing products and storing supplies
  - d. another name for the pharmacy closest to your salon
  
9. What are implements?
  - a. multi-use or single-use tools
  - b. ingrown hairs
  - c. contraindications
  - d. garments worn by clients
  
10. What is the result of planning and preparing a well-stocked and organized treatment room?
  - a. completing treatments as quickly as possible
  - b. providing a service
  - c. providing perfect treatment results
  - d. functioning efficiently and providing good service
  
11. Why is it important for estheticians/students to maintain clean treatment rooms?
  - a. showcasing new products
  - b. maintaining inventory
  - c. ensuring client safety and compliance with laws
  - d. cleaning treatment rooms is not the job of estheticians
  
12. What is a benefit of being prepared?
  - a. You never encounter surprises.
  - b. You never have problems at work.
  - c. You project a calm, confident image.
  - d. You do everything well.

13. When in the process of performing services do you plan and prepare the treatment room?
  - a. at the beginning
  - b. at the end
  - c. once the client arrives
  - d. once the treatment is underway
  
14. What is the function of a magnifying lamp or light?
  - a. directing LED beams
  - b. analyzing the skin
  - c. heating up product for deeper penetration into the dermis
  - d. blocking LED beams
  
15. Linnea knows that during the holidays, she usually sees an uptick in demand for services. What should she do to keep her spa ready for walk-ins or unexpected requests?
  - a. keep massage oil on her hands
  - b. keep water running all day
  - c. keep wax heaters on all day
  - d. avoid taking breaks or lunches
  
16. What is **NOT** a spa area in which supplies are regularly kept?
  - a. work station
  - b. treatment room
  - c. reception desk
  - d. dispensary
  
17. What should you use to disperse products from jars?
  - a. fingers
  - b. scissors
  - c. tongs
  - d. spatulas
  
18. What should you have among your facial supplies in order to provide neck support for the client?
  - a. sponge
  - b. pillow or rolled hand towel
  - c. medical neck brace
  - d. bed warmer



19. How long, approximately, is required for pre-heating of towel warmers and steamers?
  - a. 5 minutes
  - b. 15 minutes
  - c. 30 minutes
  - d. 60 minutes
  
20. When should you check the water level on the steamer?
  - a. before preheating and regularly thereafter
  - b. only before preheating
  - c. only when it goes past the fill line
  - d. checking the water level is unnecessary
  
21. What is true of waste containers?
  - a. They should never be used in the treatment room.
  - b. They require a self-closing lid and foot pedal.
  - c. They require the same clean-up as a sink or basin.
  - d. They should be used to dispose of all implements as part of the service.
  
22. Why should you place a blanket over the clean linens that you place on the treatment table?
  - a. to keep the sheets protected from stains
  - b. to keep the client warm and comfortable
  - c. only to keep the client comfortable
  - d. to cut down on how often linens must be cleaned
  
23. What is true about estheticians and well-groomed hair?
  - a. It must be kept short.
  - b. If worn long, it does not need to be pulled back.
  - c. It is okay if it touches the clients on occasion.
  - d. Healthy hair is linked to healthy skin.
  
24. When working in a salon or spa, is it acceptable to wear nail polish?
  - a. Yes, especially if it is bold, bright polish.
  - b. Yes, if it is light in color and permitted by your employer.
  - c. Yes, as it is marketing tool for the latest colors and designs.
  - d. Yes, so you can demonstrate how long the polish lasts even when you are in chemicals all day.

25. How can you convey a positive attitude?
- a timid smile
  - limited eye contact
  - a quick handshake
  - good posture
26. Which structural feature is described in square feet?
- area
  - proper ventilation
  - flooring
  - lighting
27. Which structural feature must follow guidelines provided by the Occupational Safety and Health Administration (OSHA)?
- size
  - ventilation
  - flooring
  - lighting
28. Treatment rooms should have a minimum of \_\_\_\_\_ electrical outlet(s).
- three
  - four
  - two
  - one
29. What can you do if you do not have running water in the treatment room?
- bring in two bowls of water and a hot towel cabinet
  - offer only services that do not require water
  - have the client step outside the room to rinse off products
  - look for alternative locations that will allow you to have water in the treatment room
30. How many of the senses should a proper spa experience engage?
- two
  - three
  - four
  - five

31. What piece of equipment sterilizes other equipment?
- a. steamer
  - b. galvanic machine
  - c. autoclave
  - d. hot cabi
32. In a short break between clients it is a good idea to \_\_\_\_.
- a. stretch and take 12 deep breaths
  - b. return all missed personal calls
  - c. enjoy a quick snack
  - d. check your email
33. What is a bolster used for?
- a. disinfecting
  - b. dispersing products
  - c. extractions
  - d. back support
34. Which of the following treatments cannot be done at a facial station?
- a. eye treatment
  - b. intensive peel
  - c. sheet mask
  - d. beard treatment
35. Which of the following is true about facial stations?
- a. They are usually located in the rear of the salon.
  - b. Full-body massages can be performed at these stations.
  - c. The client does not need to disrobe for these treatments.
  - d. Men's treatments are not done in these areas.
36. When scheduling her clients, Toby always takes into account time to prepare the treatment room. How long should she *ideally* allow to set up for a service?
- a. 5 minutes
  - b. 10 minutes
  - c. 15 minutes
  - d. 30 minutes

37. How long does it typically take to clean up after a service?
- 5 to 10 minutes
  - 10 to 15 minutes
  - 15 to 30 minutes
  - 30 to 45 minutes
38. What is the correct order of products for an application procedure?
- cleanser, massage cream or lotion, mask, toner, moisturizer, and other products
  - cleanser, moisturizer, massage cream or lotion, mask, toner, and other products
  - cleanser, toner, massage cream or lotion, mask, moisturizer, and other products
  - cleanser, mask, massage cream or lotion, toner, moisturizer, and other products
39. When setting up the dressing area, what is one thing you should never do?
- get water or tea ready, as it might not be at the client's preferred beverage
  - assume the client will want a robe and slippers
  - explain what clothes need to be removed and how to put the gown on
  - touch a client's jewelry or assist them with removal of the jewelry
40. To avoid cross-contamination, how do you roll used linens?
- Roll them outward, so you can see which linens are dirty.
  - It does not matter, since they will be placed in the laundry hamper.
  - Roll them inward, so the dirty side is inside the laundry bundle.
  - First shake them onto the floor, then roll them inward.

## PROCEDURE 7-1: PRE-SERVICE: PREPARING THE TREATMENT ROOM

Evaluate your practical skills.

CRITERIA	COMPETENT	NEEDS WORK	IMPROVEMENT PLAN
<b>A. Review the Daily Schedule</b>			
1. Review your client schedule for the day and decide which products you are likely to need for each service. Make sure you have enough of all the products you will be using that day. You may have to retrieve additional product from the dispensary. This is also a good time to refresh your mind about each repeat client you will be seeing that day and their individual concerns.			
2. Retrieve the client's intake form or service record card and review it. If the appointment is for a new client, the client will need a new intake form.			
<b>B. Equipment Preparation</b>			
3. Turn on the wax heater as needed. Check and adjust the temperature.			
4. Preheat the towel warmer and put in wet towels. Note: Towels should not be dripping wet.			
5. Preheat the steamer. First check the steamer water level (it should be just slightly below the fill line). If necessary, refill the steamer. Follow the manufacturer's directions for care.			
6. Preheat any other equipment needed.			
<b>C. Prepare the Treatment Table</b>			
7. Wash your hands with soap and warm water before setting up and touching clean items.			
8. Place one sheet lengthwise on the treatment table.			
9. Place one hand towel lengthwise on top of the sheet at the head of the bed. Lay out another hand towel for placement over the décolleté on the upper chest area if applicable.			
10. Place the second sheet lengthwise on top of the first.			
11. Fold the top one-quarter of the second sheet back horizontally. Then fold the sheet diagonally across the bed.			
12. Place a blanket on top of the linens to keep the client warm and comfortable.			
13. Have a clean headband and gown or wrap ready for the client.			
14. Have a bolster and pillow available.			

<b>D. Setting Up Supplies</b>			
15. Check to make sure the disinfectant is ready. Wet disinfectants are filled and changed according to the manufacturer's instructions (check to see that the strength is maintained by regular refilling).			
16. Place supplies on a clean towel (paper or cloth) on the clean and disinfected workstation. Put out supplies in the order used, line up neatly, and if any supplies or products are uncovered, cover with another towel until you are ready to use them.			
17. Set up the professional trolley with supplies and disposables. See the list of materials needed and the visual for reference.			
<b>E. Setting Up the Dressing Area</b>			
18. Dispense only the amount of product needed for the service.			
19. Arrange a clean robe or spa wrap folded on a small table for the client to change into. (Note: for a facial bar, clothing is not removed.)			
20. Have cold water or tea water ready for the client.			
<b>F. Preparing for the Client</b>			
21. Organize yourself by taking care of your personal needs before the client arrives—stretch, use the restroom, get a drink of water, return personal calls—so you can focus your full attention on their needs. Remember to turn off electronic devices to eliminate any distractions. Take a moment to clear your head of all your personal concerns and issues.			
22. Referencing Procedure 5-3: Proper Hand Washing located in Milady Standard Foundations, wash your hands before going to greet your client.			
23. Your client has arrived! Proceed to follow the steps outlined in Procedure 8-1: Pre-Service: Prepare the Client for Treatment.			

## PROCEDURE 7-2: POST-SERVICE: CLEAN-UP AND PREPARATION FOR THE NEXT CLIENT

Evaluate your practical skills.

CRITERIA	COMPETENT	NEEDS WORK	IMPROVEMENT PLAN
<b>A. End-of-Service Checklist</b>			
1. Create an end of service checklist that works for your space. Not everyone will complete the post-service steps in the same order.			
2. Place all soiled laundry linens (towels and sheets) in a covered receptacle.			
3. Discard any used disposables into a covered trash container.			
4. Disposable extraction lancets go in a sharps disposal container. (Check OSHA and state rules for proper handling.)			
5. Wipe down all equipment with an EPA-approved disinfectant.			
6. Clean trolley and workstation surfaces. Clean and disinfect the bottom tray and the inside of the towel warmer after removing all used items.			
7. Reset products and disposable items and replenish clean robes and spa wraps.			
8. Use an antibacterial dish soap and warm water to wash the used bowl(s). Rinse and dry thoroughly.			
9. Change linen on the treatment table.			
<b>B. End-of-Day Checklist</b>			
1. Complete the end of service checklist and check the schedule for the next shift or workday.			
2. Use an end-of-day checklist to make sure you do not forget anything.			
3. Turn off and unplug all equipment.			
4. Leave the towel-warmer door open to dry and empty the tray underneath before cleaning and disinfecting it.			
5. Clean anything that has not been cleaned after the last service, including the equipment, bed, sink, counters, and doorknobs.			
6. Refill all containers, supplies, and the steamer.			
7. Check floors; sweep or mop as required. Check for wax spills.			
8. Empty waste containers. Replace with clean trash liners.			
9. Remove personal items from the area.			