

## **Health**

If you wish to succeed in business it is essential that you have high energy levels, enthusiasm and good health. If you are worried constantly, nervous, agitated or angry this will eventually make you ill and will affect your business. Below is some tips:

1 Cut down on sugar and coffee

2 Pure water

3 Fresh air and sunlight

4 Meditation

5 Relaxation

6 Have enough sleep

7 Be creative

8 Raw fruits and veggies

9 Pure fruit juices

10 Cut down on junk food

11 Regular exercise

Our bodies are 95% water and it is important if you want good health to drink fresh water. Do not drink contaminated water it can make you ill. If you feel tired and drained or get headaches this is the first sign that you are not drinking enough pure water.

## **The Secret To Enhance Your Business**

Laws of the universe state that everything is a vibration from a quantum physics angle. When we look around us everything our bodies, trees, walls, etc is made up of a vibrational frequency. This is energy and everything is Energy.

We as individuals have hair, skin and bones below that organs, cells, molecules, atoms and then inside the atoms there is energy. Your hand seems solid, but it is not, take a powerful microscope and you will see a mass of energy vibrating at a certain speed. Everything including money is just a vibration, its an illusion that these things

are solid but they are not solid. They are vibrating at a certain speed which appears to make them solid in our world.

What we observe with our senses is only possible because our senses are interpreting vibrations so that we can see, hear, feel, etc. Our senses are only telling us part of the story. Physical senses do not tell us all that is.

If you believe what your ears tell you then a dog whistle makes no sound. We know that to be untrue because a dog can hear a higher frequency than our ears. The sound is there but our ears can't hear it. When you feel the wind on your face you know that it is there but you can't see it.

Light energy comes from a human body. Thought has a frequency, which has a particular vibrational speed. If you think something over and over again, with the emotion of joy and happiness you are emitting a powerful frequency. When this is thought on a consistent basis it will manifest into your life.

### **Secret Lifestyle**

The doorway to joy and success in life is giving. A smile, a kind word, a thoughtful gesture to help that comes genuinely from the heart.

Service to others is the key to fulfilment.

If you wish to succeed in aspects of your life it is important to have the right attitude in all things. The book 'The secret' has stated 'like attracts like'. In other words think of yourself as a magnet which draws unto itself a energy or vibration which matches your own.

If you are always sad and depressed then you will attract to yourself sad and depressing events in your life. On the other hand if you are happy and loving you will attract these things into your life and attract others with a similar energy or vibration.

### **Low Energy/Vibration**

People who are depressed, very sad and lonely, angry, full of hatred, greedy, jealous and violent have fear of success. They have fear of failure, are vibrating on such a low energy frequency that they will attract more of these low vibrational energies.

If this is you then it is important you find a bright spot in your thoughts and focus on happy things often. Force yourself to laugh out loud even if at the beginning it makes you cry with despair.

Reprogram your mind to expect laughter.

Our bodies are organic computers which house our essence. We can then upgrade our hard-drive by positive focused intent.

Have a appreciation for beauty, nature or something that will stir your soul and find beauty and love within.

It's important to keep your vibration energy high. Once you do this you will always be protected. You will always attract good events and fruitfully things in your life. People who are kind and loving will come into your life.

### **High Vibration/Energy Business**

Money will flow to you and you will not have to fight for it. You can then become a source of income for others. You will overflow and be able to help others.

Thoughts become things. Thoughts without emotion dissolve like a puff of smoke. Thoughts focused with love and happiness in your heart will manifest into your life for the benefit of yourself and everyone around you.

Tell yourself all the time how busy you are, the phone never stops, ladies are queuing up for their hair to be done, the tills are ringing and you are rushed off your feet. Make this your story, re-programme your mind with this information and your subconscious will kick in and it will become a reality. I am giving you this valuable information because I want you to succeed. I want you to have all the things that matter to you in the physical world.

Be at peace with yourself. Do not judge others. Give unconditional love and compassion to others. This will help transform yourself and your life will be blessed with bliss, harmony, success and abundance. In all business practices honesty is the best policy. If you are fair and honest with your customers they will remain faithful to you. If the client feels they have been cheated in some way they will not recommend you nor will they remain with you.

In cases of a dispute put yourself in your customers shoes and treat them how you would wish to be treated. Give them the benefit of the doubt with all things and do your utmost to keep them satisfied, even if it means losing some profit on that particular deal.

If you have a particularly awkward customer speak calmly and fairly with her and do your best to please her. Be generous with clients rather than mean and you will succeed tenfold with your business.

## **Marketing and promoting**

There are many ways to promote your salon or services if you work mobile. If you only work local facebook is one of the best options. You can advertise on gumtree as well. Working in a salon for one or more days will help you get well known. Word of mouth is the best advertising there is.

If your just starting out or on quiet times you can put up special offers, such as 20 % off or add a free hair brush in with the extensions. You can do a competition where clients will win a percentage off, just pay for the extensions or win free extensions. Another good way is to offer a loyalty card system for your clients encouraging them to become regulars for various discounts or freebies.

You can get your uniform or shirt embroidered with your logo of your salon or service giving a professional look to your outfit and sending subliminal signals to your customer so she remembers your salon or business name.

Putting a logo which you have chosen for your uniform across the side or back of your car is another good tool for free promotion of your salon or business name.

Holding charity Events and fundraising events is another way to get your customers involved in your salon's activities and sending details to your local newspaper with dates and times of events makes interesting reading and raises customer awareness for your salon or mobile service. It also gives you the feel good factor knowing you

are raising money for worthwhile causes through your day to day business activities.

You could have party nights, promoting your services and salon. Put a light buffet on with drinks and pass invitations to your clients offering discounts. You can have open days and celebrate how long you have been open.

Target special days in your Calendar for special discount promotions like Mother's Day, Halloween, Valentine's day and pre- Christmas time.

Getting your customers to fill in 'Feedback forms' is a good idea as this keeps you in touch with your client's ideas and views on the service. This way you will know if your clients are happy with your service and helps you to know if you are doing everything correctly. Any minor problems that crop up on the form can then be quickly rectified. Feedback should be continuous to help you become better. When you get good feedback you feel good. If you get negative feedback view it as constructive criticism and a chance to better your service. Most people learn better by making mistakes. Keep your clients coming back to you by always booking them in for their next appointment. With hair extensions they must have maintenances while wearing extensions. They should sign a form with you saying they will keep up with their hair maintenances. Keep in touch with your clients by sending reminders when their next appointments are due.

Make sure you have business cards and leaflets printed and hand these out to all your clients. Remember if you have clients that have their own business you can ask them to display your cards. Word of mouth also applies here where people will promote you. You have a chance to net work here and offer to hand out their business cards as well.

Giving out gift vouchers is another way of promoting yourself. Clients may want to buy a service for their daughter, friend or family member.

You can produce your own health and hair newsletter with interesting reading

Making the most of marketing to get more clients through the door involves clever structured planning. You need to make a marketing plan that works for you and stick to it.

### **Price**

Pitching the price correctly is the key to your success. If you price yourself too high then you may price yourself out of the market and lose business. If you price yourself too low you may have to cut corners which will not work.

### **Tips and tricks**

. Make sure you have a business plan for 1 year and 5 years. Once you have your business plan done you will need to plan the steps to get to where you want to be. Evaluation of the steps need to be looked at weekly or monthly.

. You are offering a professional service and your efficiency in doing so will guarantee your success, ensuring that your client looks good

. Your efficiency increases your clients satisfaction and her loyalty, this ensures your business plan succeeds

. Your professionalism will give you a good reputation and establish your business.

. Your success will guarantee that you earn a great deal of money. Remember money is not everything. However every salon or mobile business has to make a profit to survive and flourish.

. Your efficiency and professionalism will give you a great deal of satisfaction knowing you are helping your clients solve their hair problems.

- . Be passionate about your service to others, only sell goods and services you truly trust and believe in. Offer products which clients can use at home to extend the life of their hair extensions
- . Care greatly for your clients every step of the way. Cultivate your customer care skills and you will see the fruits of your labour.
- . Build a rapport with your clients. In other words build good relationships with your clients. Remember that people tend to buy and continue to buy from someone they relate too and get on with.
- . Remember to smile when talking to clients and keep your body language open. Never cross your arms this is important at the consultation stage. Be friendly , helpful and considerate (as your client may be nervous) always ask her if she would like a drink, ask to take her coat and hang it up and make sure you tell her where the toilets are, etc.
- . All clients are individuals and it is important that you are able to see things from the clients point of view. Make sure you don not keep interrupting the client and listen carefully to what she is telling you she needs fixing. The clients needs are the utmost importance.
- . Make sure that you are passionate about your products and services. If the client gets the feeling that your are not genuine, or just going through the motions, then we will not have confidence in you. Project a positive persona and positive attitude and be enthusiastic. If you do not believe in your products and services how can you expect your client to have trust in you. Speak in confidence, enthusiasm and passion. Enjoy what you are doing.
- . Do not worry if you lose a consultation, look at the bright side , you win some you lose some, look forward to your next opportunity and client. Every cloud has a sliver lining and you will have gained

valuable experience at dealing with clients and interacting with them. Look at the non-sale as a positive experience.

. 40% of your time will be devoted to building up a friendship and rapport with your client and getting to know her needs and wants

. 30% of your time will be finding out what your client wants and needs. It's important to ask lots of questions to ensure your client gets what she wants to achieve. Filling out a consultation form is a good idea so you don't forget to ask her something.

20% of your time will be spent professionally demonstrating your services and products and educating your client on aftercare.

. 10% of your time will be spent closing the sale, getting the deposit off the client. Always ask for 50.00 pounds or more for the deposit. At this stage you can do the allergy tests and test their hair is strong enough for extensions.

### **To Summarise**

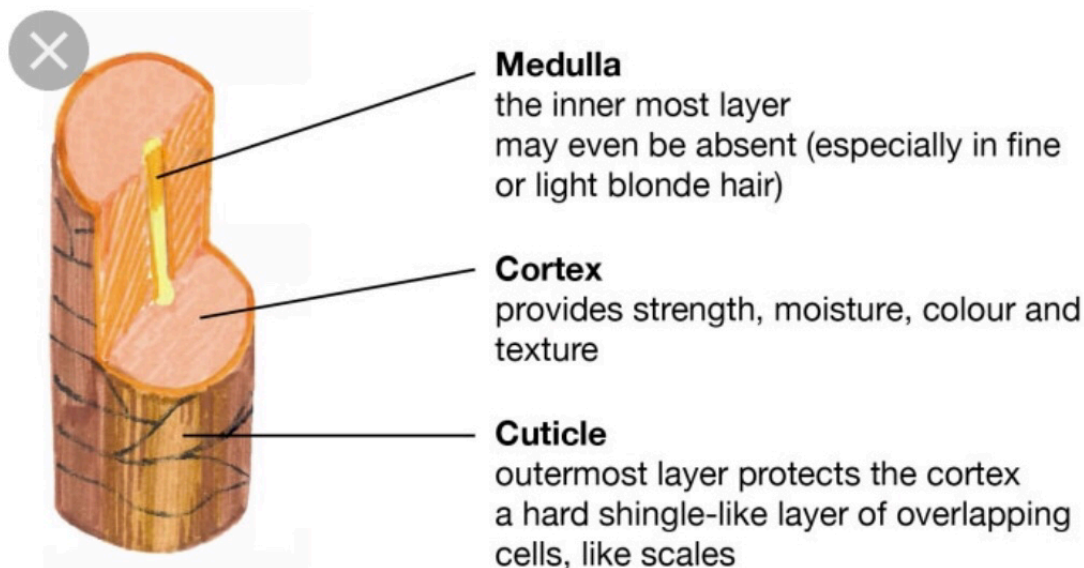
- 1 Enjoy selling and providing services
- 2 Think positive
- 3 Form good relationships, smile , empathise
- 4 Perform accurate consultations
- 5 Showcase and demonstrate clearly
- 6 Make sure you have excellent product and service knowledge
- 7 Be efficient and confident with customer problem

### **Theory about hair**

This section contains some exceptionally important facts about hair and its crucial that you learn them. As you begin to work with hair you need to know about its structure, how it grows and the effects that we as hair dressers or hair extension technicians can have on it.



This will help you understand the effects of styling and the use of extensions will have on the hair. A single hair is called a hair shaft. It's made up of the cuticle, the cortex and the medulla



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### The cuticle

The cuticle is the outside layer of the hair shaft its main function is to protect everything underneath.

- . European/ Caucasian hair has 4-7 layers of cuticle scales
- . African type hair has 7-11 layers of cuticle scales
- . Oriental/Asian hair has more than 11 layers of cuticle scales

Cuticle scales look like the overlapping scales of a fish or tiles on a roof. The scales are translucent rather like frosted glass, so the hairs natural colour can be seen through them. Although the layers of cuticle scales are tough they can be damaged permanently by use of strong chemicals such as perms, bleaches and relaxes. Adding extensions to damaged hair can cause more damage. Excessive heat or overuse of hair dryers and straightening irons will cause heat damage to the cuticle scales and harsh physical services such as backcombing or the use of elastic bands can lift and permanently damage them.

Healthy cuticle scales lie flat and are closed tightly round the hair shaft. The hair will appear soft and shiny. Damaged cuticle scales lift away from their closest partner. When this happens the hair's appearance will be dull and the hair will feel rough. In this state any chemicals put onto the hair will be absorbed too quickly through the cuticle and into the next layer of the hair shaft- the cortex region.

### **The Cortex**

The cortex lies underneath the cuticle and is a very important part of the hair shaft. All the changes take place within the cortex when hair is blow-dried, set, permed, coloured, bleached or relaxed.

The cortex is made up of many strands that are twisted together, like knitting wool. These can stretch and then return to their original length. However only hair in good condition will be able to do this. In European/Caucasian hair the cortex runs through the hair shaft. Naturally curly African type hair has two different types of cortex due to the curl. The flatter shape of the cortex in European/Caucasian hair means that chemicals will process more quickly. The cortex contains all the colour pigments in the hair. These are called melanin.

### **The Medulla**

The medulla is found in the centre of the hair shaft. It is not always present. There is no known reason for this, particularly in fine hair and scientists have found that it does not have any known functions.

### **Applying hair extensions**

A strand test needs to be carried out before applying extensions. If the hair is damaged and breaks off at the root do not apply extensions.

If the client's hair has been bleached by themselves over and over again do not apply extensions. This will speed up the process of their hair breaking.

## **The Growth Cycle of hair**

On average hair grows 1.25cm (1/2 an inch) per month and we lose an average of 80-100 hairs a day. However a single strand of hair does not grow continuously throughout its life. Hair follicles (where the hair grows from) undergo alternate periods of activity when the hair is growing. The stages in the life cycle are known as

- . anagen
- . catagen
- . telogen
- . anagen

### **Anagen**

When a hair follicle is active and the hair is growing, this is known as anagen. The period of active growth for scalp hair is from 1.25 years to 7 years. New hairs in early anagen grow faster than old hairs, the average growth being 1.25 cm per month. Between 80 and 90 per cent of scalp hairs are in the anagen state at any one time

### **Catagen**

Anagen is followed by a short period of change called catagen. During this time hair follicles undergo a period of change and do not grow. Catagen lasts for about two weeks during which activity growing stops. And new cells are formed. At any one time about 1 percent of follicles are in the catagen state.

### **Telogen**

Finally the follicle enters a period of rest (dormant like a squirrel in winter hibernation- but still alive) known as telogen. This stage lasts for about three to four months. About 13 percent of follicles are in the telogen state at any one time.

### **Anagen**

When the resting phase is complete the follicle begins to lengthen. When the follicle reaches full length a new hair begins to grow. If the old hair is still in the follicle the new hair pushes it out.

## **Changes in growth cycle**

The growth cycle of hair can change. For example during pregnancy increased hormone levels can cause the hair's growth cycle to change and may mean that many hairs change into the anagen (active growth) stage that would under normal circumstances not be in anagen. When the hormone levels return to normal, after the baby is born, the hairs that would not normally have been in anagen will return to their previous state and stop their active growth. This explains why some clients lose excessive amounts of hair after their baby is born. You can, therefore explain the reasons for this unusual amount of hair loss as hair that your client would not normally have had anyway.

## **Factors Effecting The Hair Growth**

- 1 Ethnic Factors – Different hair types
- 2 Hereditary factors- your hair growth cycle is programmed into your genes. For example if your family have fine hair you will have fine hair.
- 3 Medication – This can affect the hair growth and may have long-term effects.
- 4 Medical treatments- This may significantly change many original factors of hair growth. For example, chemotherapy will cause the hair to fall out and regrowth may have a different colour or texture.
- 5 Environment – Harsh weather, climate and pollution can damage hair.
- 6 Age – Natural pigment and keratin changes with age
- 7 Diet – Poor diet results in poor hair condition
- 8 Health – The state of your health will be evident in the level of shine and thickness of the hair

## **Types of hair**

These are the three main types of hair. There are many variations on these hair groups

## **Asian**

- . Usually very straight
- . More than 11 layers of cuticle scales
- . coarse and resistant

## **Caucasian/ European**

- . Usually wavy but can be straight or lightly curled
- . 4-7 layers of cuticle scales
- . Can be fine, medium or coarse depending on the amount of cuticle layers.

## **African type hair**

- . Usually very tight curls
- . 7-11 layers of cuticle scales
- . Fragile

## **There are three kinds of hair on the body-**

- . fine **vellum** hair grows on the body
- . Stronger **terminal** hair grows on the scalp
- . **Lanugo** hair is only found on unborn or premature babies but this type of hair usually falls out before the ninth month of pregnancy  
You can sometimes see this type of hair on bald men.
- . The average person loses 80-100 hairs a day.

## **Applying extensions remember**

- . Put enough hair in the extensions otherwise you can damage the client's hair. Hair loss and bald patches can occur
- . You need to find out about the client's life style, medications, age, health, if they are pregnant. Do not apply hair extensions if they have cancer or are having treatments.

## **Micro Tapes**

Micro tapes are like the wider tapes except they are strand by strand bonded extensions. They give you more versatility when putting your hair up and are flat to the head. They are a game changer for the UK. They are a fabulous way to add – long lasting length, volume and highlights to natural hair. You can wear them in your hair non-stop as with a maintenance you simple re-tape and move them up. If the actual hair extensions last a year you can wear them for a year with great after care and regular maintenances.

When applying micro extensions, the technician is in total control of how much hair is extended unlike some other methods. This type of bonding is suitable for most hair types especially fine hair. If applied correctly will always provide an undetected, free fall and natural effect. You can also use different shades to provide a very blended and seamless end-result. These are one of the gentlest methods used so clients can be rest assured.

### **Applying Micro tapes**

- 1 Section hair in the hot cross bun
- 2 Fine hair 3-4 rows
- 3 Medium to thick hair 5-8 rows
- 4 2cm rectangle sections place the shield on the hair
- 5 Peel of tape and fold the top of the extension over the hair
- 6 Seal with the iron applicator for 2 seconds only
- 7 Remember brick work lines

### **Applying Keratin Bonds**

- 1 Section hair in the hot cross bun
- 2 Fine hair 4-5 lines
- 3 Medium hair 5-7 lines

- 4 Thick hair 7-9 lines
- 5 Cut the keratin bonds down to  $\frac{3}{4}$  or  $\frac{1}{2}$
- 6 Make sure you put in the same amount of hair as the extensions
- 7 Section 2 cm rectangle and place the shield on the hair
- 8 Place bonds under hair and use the heat iron to melt for 3-4 seconds
- 9 Roll the bond with fingers making sure it is sealed

## **Link weft**

- 1 Section hair in the hot cross bun
- 2 Fine hair 3 lines of wefts
- 3 Medium 3 lines of double wefts
- 4 Thick hair 4 lines of double wefts
- 5 First line is comb width make a line
- 6 Use the applicator and put in a row of micro links half an inch of Hair
- 7 Thread your needle and make a knot at the end
- 8 First put your needle through the weft
- 9 Sew in the weft through the micro links and weft using the Blanket stitch
- 10 Beginning and end use 3 blanket stitches
- 11 Finish by knotting the cotton.

## **Health and Safety**

To avoid unnecessary accidents and damage to the equipment you must follow some simple rules. Even though these rules may seem obvious, trivial or unnecessary, these guidelines help to avoid incidents while maintaining a safe working environment.

Due to the high temperatures needed for the micro bond sealing hair extension system, it is easy to become seriously burnt if the tools are

incorrectly or accidentally touched. Temperatures range from 100-120c.

Scalp protectors or scalp shields are mandatory when working with hot tools. Hot applicators should never be brought directly to the clients head. Heated hair extension tools should always be placed on a flat and stable work surface during the performance of any hair extension service.

Electrical cables should always be kept safely away from walkways and never left on the floor where they can get under feet. All tools should always be placed in a safe place when not in immediate use, out of reach of all clients, any untrained staff and guests.

Always be sure to follow the manufacturer's guidelines when using these products and keep any information they come with. These guidelines will usually give you specific instructions on how to clean your heat applicator also.

**Always remember to:**

- 1 Keep hands clean and nails trimmed with minimal hand jewellery
- 2 Always dispose of used hair extensions that are not to be reused.
- 3 Ensure proper ventilation in the working environment as you will be working with chemicals that are flammable and could cause nausea
- 4 Ensure there is no smoking or open flame in the application or removal of extensions
- 5 Always clean up spills immediately.
- 6 Remember it is better to use gloves when handling chemicals and removing hair extensions if you have sensitive skin
- 7 Make sure no one is allergic to any materials.

Ensure that all your combs, clips, tools, etc, are thoroughly cleaned and sterilised before using on another client.

Check your hot applicator clamp or any other electrical equipment before you plug it in. Check cables or not torn or broken, and plugs



are secure and not cracked. Visually check everything as per your salon/mobile safety rules

Cover your client with a clean protective cape or hairdressing gown. It is important to protect the clients skin from hair cuttings as these can cause an allergic reaction and irritation if clippings get under the client's clothes. Make sure your client is comfortable and covered before you start.

Never take hair out of one client's head and install into another client as there is a possibility of cross- infection and infestation Ensure all your tools and equipment is in good working order and properly tested, maintained and a record of such for any safety Inspector who wishes to have sight of your records.

Make sure that the clients chair is at the correct height for you to work comfortably for up to 4 hours. Continual bending can give you backache and shoulder arm ache. Incorrect stretching when equipment is too far away can cause you tiredness and fatigue.

If you are working in a cramped or untidy area your work could suffer and you could end up with unbalanced untidy uneven extensions because of incorrect positioning of your body when applying. Ensure your client is comfortable and has enough room to stretch their legs.

Extensions can take some time deep vein thrombosis is a risk, so allow your client rest time, provide refreshments so they can stretch their legs, go to the loo or have a cigarette. Make sure they are relaxed and don't get agitated, putting hair extensions can be hard if the client is moving around. Giving possible breaks may help with this. Always aim for high standards of work and cleanliness within the salon to provide a professional efficient service for your client.

While it is advisable to work within the salons set hair extension work times for application of hair extensions work times for application of hair extensions emphasis on profit for the salon must not outweigh safe working practices. Hair extension learners may need 2 hours more then a highly skilled efficient long timer.

Health and safety rules state you must have a Sharp Box in your salon for items that need to be disposed of that can be harmful, ie.

Razor blades, needles, broken blades or scissors. A copy of health and safety procedures need to be available to all staff at all times. Electrical items need to be tested and signed. Always take off inappropriate jewellery and wear your hair up if possible to prevent any accidents. It also looks more professional if your hair, nails and clothes are appropriate for the task in hand and gives the client more confidence in your professional ability. Do not wear perfume, a light deodorant is advisable. It's not a good idea to eat strong smelling foods like garlic the day before as the smell can also come through your pores.

## **Client consultation**

Check your diary and book your client in for a free consultation. The consultation will be approximately 30 minutes. Show them the different methods available and discuss their requirements, extra length, extra thickness and high or low lights. Show them a sample of the hair extensions and different colours you provide. Give them a quote and find out how much they are prepared to pay. 18 inch is the most popular length.

Discuss what client expects, what can be achieved, clients ability to care for them and maintenance appointments . Ask client if they have any knowledge of hair extensions and if they have had them before. The consultation is very important. Fill in all the consultation forms and both sign it. Go through every aspect of hair extensions. Find out if the client wants volume, length, highlights, low lights. Explain hair extensions require commitment and care. Explain to the client that the first two weeks may feel strange, take longer to wash, require special shampoo to care for them, require regular maintenances and some clients may need their hair thinning on the ends to blend the extensions so the weight line will not be visible.

### **If client wants to proceed**

Put an allergy test bond into their hair at the back and leave for 48 hours or more. This gives them time to get used to the feel of them and to make sure they don't have an allergic reaction. Talk about caring for the extensions and products to use. Make sure the client has the correct colour match. Book an appointment for the fitting. You require a deposit to cover the cost of the hair and to secure the appointment. Tell them you wish to be in regular contact with them and that they can contact you anytime to answer any questions

### **Fitting Day**

Educate client, many may have not had long hair before. Explain to them it takes 3 to 4 hours to install. Some clients tend to blame everyone else when their aftercare is wrong. Explain to the client they cannot use commercial shampoos or products as they have chemicals in them that will break down the bonds. Always condition from mid length downwards to tips, never apply conditioner to the bonds as it will make them slip. At the consultation stage check the roots of the client's hair and do a strength test to make sure their hair is strong enough to hold the extensions. If you discover any breakage at the roots refuse to do their hair as this could cause problems. Explain to the client why you are doing these tests. You must take the hair extension service seriously. It is a professional, very technical service which you are performing on the client and is just as important as other hairdressing services. A client's hair must be checked for porosity prior to application. The first 4 cms of the client's hair needs to be healthy and strong. Also take note of client's hair if it is greasy, normal or dry. If the client's hair is greasy this could be a problem, washing it too often and the grease could break down the bonds. Explain to the client that they would need to use dry shampoo between washes. The dry shampoo will help to absorb the excess grease being produced at the scalp and roots. You need to explain to your client that it is quite normal to lose up to 100 hairs from the head every day, this is called natural hair loss and is nothing to worry about at all. Let your client know that they

will need to keep up with their maintenances. To prevent matting client must separate each bond from its partner preferably when it is wet. Explain to clients they can have their roots touched up but to be careful not to put the solution on the bonds as this could break down the bonds. It must be explained to clients that if they decide to wear their hair in a ponytail they must not pull their hair back too tightly as this could cause traction alopecia.

Visible signs of this condition is you can see hair bulbs and the scalp looks sore and the follicles may be hard to see. Sometimes pus can be seen and the hair becomes thin and scalp see through is visible.

All these symptoms arise out of Traction Alopecia and this condition can take a year or more to rectify, so its classed as serious. If the client is too rough with their hair brush and does not support the bonds with one hand whilst brushing then Traction alopecia can occur through clients negligence. This is not the technicians fault , but bad aftercare regime.

Always get a deposit off the client at the consultation stage to cover the cost of the hair you will need to buy. The normal deposit to ask for is 100 pounds, however some ask for 120 pounds as this covers hair and their time. Never take a client on trust as most are likely to break the appointment. At the consultation stage get your colour ring out from your kit and colour match the nearest colour on the ring to your clients base colour. It's always best to go a shade lighter then go to a shade darker which can look quite harsh depending on your clients complexion.

### **Protective head gear**

If your client works in the building trade. You need to let them know the extensions may hurt when wearing protective head gear if it is too tight.

### **Swimming**

If your client swims you will need to explain at the consultation that chlorine in the water can eat away at the bonds if they do not rinse their hair under the shower each time they go swimming. The same

applies when swimming in the sea. Chlorine and sea water eventually breaks down the bonds.

### **Sports**

Recommend they use dry shampoo between washes. You should only wash extensions every 3 days or less. With horse riding the extensions will feel tight when wearing a helmet.

### **Suncare**

Tie hair extensions on top of your head whilst sunbathing. Do not lie on the hair, as it will tend to knot up. Condition well and avoid the bonds. Do not get suntan oil on the bonds.

### **Maintenance and aftercare**

Make a programme with your client for return visits. If you own a salon recommend they have their first wash done by you in the week. This way you can show them the correct way to wash and condition and pat dry without damaging the bonds.

Tell your client to wash their extensions with their head back under the shower. Smooth shampoo down the hair. Do not rub roughly. Let water seep through down the roots. Pat dry gently, do not rub hair roughly with a towel. Never put wet hair up on the head with a towel to dry as this can tangle extensions. Blow dry on cool or medium heat, gently brush from tip upwards. Explain to client to prevent root matting they must always separate each bond from its partner when hair is wet. Let client know they need to keep up with their Maintenances to keep their hair in a great condition.

Maintenance of Micro tapes is 4-6 weeks , Weft and keratin bonds is 6-8 weeks.

## **Night Time**

Place hair in plaits or a side pony tail to keep hair neat and to protect bonds.

## **Maintenance appointments**

When a client comes back to you on her maintenance visit, brush the hair through to remove tangles, using the correct brush. Section the hair in a hot cross bun sectioning. Examine all extensions and separate them from their neighbours to prevent future matting. If any bonds are softening or falling remove them and replace. You can move up half the head using new tape every 4 to 6 weeks then do the other half the next 4-6 weeks.

You can move up and change all the bonds 6 to 8 weeks.

Check for any signs of breakage, if so, remove and re apply if hair is ok. If this is a problem go over the aftercare with your client, she may be too rough with them. Remove any extensions that are not supported correctly. Always ensure when applying extensions that whatever amount you section must be exactly near the same amount of weight of extension being attached. You cannot apply a jumbo bond onto two or three strands of hair as these few hairs will not be strong enough to support the weight of the extension and the roots will snap and a bald patch will appear. Reapply any extensions that the client may have brought with her. If matting occurred it is because they have not separated each extension after washing.

## **Ordering**

After completing the consultation form you will know what to order, how many colour and price.

In your kit you have pricing, a colour ring and colour chart guidance. Kazzhair supplies the hair for you for your requirements. The hair

extensions are high quality lasting 6 months to 12 months double drawn Russian/European . A guide to ordering human hair extensions is approx 100g to 150g recommended for an average head of hair extensions. It's normal to use 1 to 4 colours depending on the colours you need. In most cases on a customer who has fine to average hair 100g is usually sufficient for a full head of extensions for both thickening or lengthening. For just thickness you can use 50g. for thicker hair you would need 150g to 200g . The micro tapes are thick one being 1.5 g to 2g per strand. Consider the thickness of the clients hair and that it is always better to over order for top ups or maintenances.

## **Storing**

We recommend you have a filing system to keep records neat, the consultation form, the hair sample, maintenance records and any left over hair. If a client comes for a consultation and wants extensions but cannot afford them immediately if you have made a card out with all their preferences on, ie colour required, length wanted etc, then it would not be necessary to give another consultation as all the information will be on the card. This is important because sometimes in salons the person giving the consultation is not always the person applying the extensions especially if some weeks go by in between the consultation and the application of the extensions. A clients record card is confidential and must be stored away. The Data Protection Act covers client confidentiality and you must not leave a clients card out or other customers to see, this is unprofessional and you will lose customers. Always act in a responsible businesslike way and store cards efficiently in full accordance with the Data Protection Act.

## **Washing Extensions**

Always wash hair extensions backwards ( with your head backwards) This will prevent tangling. Separate each bond when wet. If a client experiences an itchy scalp it will be because they are not rinsing properly. Some people experience itching for 2 weeks after the application., then the scalp gets accustomed to the extra weight. Hair extensions trap shampoo at the roots so it is essential to rinse more thoroughly than normal to make sure all the shampoo is washed away. If shampoo is allowed to dry at the scalp( because the client hasn't rinsed properly). Then a dry itchy scalp will appear in some cases. If all the rules have been followed and the scalp is still itchy it is probably because the scalp is sensitive and is getting used to the extra weight which has been attached. Usually after 2 weeks the scalp itching goes away.

Always remember its best to do a test extension 2 days prior to application of extensions, and test a removal to ensure the client is not allergic to any ingredients. If a client tells you at the consultation that they don't need a allergic test because they have had it before, or haven't have time then you need to write 'Client refuses allergy test. Then write 'Client is having extensions at her own risk and fully indemnities extensions of all blame'. The client needs to sign it and the extension it. Give the client a copy and take a deposit for the hair. Keep a copy for yourself. If you can get a third party to sign it that would be great.

Follow this procedure to be covered on your insurance policy, although some policies state specific rules other than this on their rules so make sure you are up to date and fully informed of your insurance companies rules. Never take short cuts.

## **Cutting Extensions- Razoring**

When tidying up the length of extensions, cut as normal then chip into the tips to take the blunt edges off.



Clients hair must be feathered on the edges so that a heavy weight does not show up throughout which is impossible to remove if you just put the extensions in without preparing clients hair first. So if a client has a bobbed hair style, you must section each row and either razor and thin with thinning scissors to remove the weight line from the ends. It is important that no line is visible on the top row otherwise you will have a mushroom effect.

When all the extensions are in the clients hair its time to blend the clients hair with the extension hair. Hold your razor comb (razor close to the teeth side) hold razor horizontally to hair place left hand underneath clients hair locate the line on the top row, and gently begin to stroke razor downwards along the weight line. Continue to gently razor all the way around the weight line until it blends in and you can no longer see where the clients hair finishes and the hair extensions start. This is called Expert blending of Hair Extensions with a Razor Comb. This is an essential tool and this procedure is important if you want to create a natural look making it impossible to determine where the extensions start and finish. If you're a hairdresser do not cut extensions like normal hair it doesn't work due to how the extensions are applied in the hair.

If you do not razor in the clients hair in this way and just leave the 'shelf of hair' on top then it will never blend and will always separate itself, especially on a windy day the shelf of hair will blow upwards and the extensions will stay in place. This is a sure indication that the extensions have not been professionally blended and the whole style and extensions are spoilt and look like a mushroom. Professionals spend up to 20 minutes blending clients hair into the extensions to give a professional finish and natural look. The same rules with the Razor Comb applies if the client wants some layer in the hair. There are several ways of creating layers and the easiest quickest and most natural way is to section hair vertically and razor some layers into the extension hair, taking care not to take too much off or you will razor the extensions out.

## **Return visits**

Establish a program for each client. You can ask them to contact you in a weeks time to see how they are going or you can give them a free check up after two weeks. Keratin bonds need to be removed 3 to 4 months, micro tapes can be kept in from 6-12 months with a maintenance every 6 weeks. Wefts can be kept in 12-18 months with a Maintenance every 6-8 weeks. This is with the hair extensions Kazzhair uses. Charges for removing hair extensions is 40 pounds and takes 3 hours or less.

## **Maintenance visits**

### **Keratin bonds**

Brush the hair and expose the extensions. Check each extension. If any are falling remove and apply another extension. If there are any tangles or matting take out the extensions and clean up. Make sure you tell the client to separate their bonds every time they wash it. Straighten the hair and check if the hair needs blending or cutting on the ends.

### **Removal of Keratin Bonds**

Place removal solution onto the bond. Take care not to get any in eyes or scalp. Continual use may make hands dry. Highly flammable solution, so take care. No smoking allowed. Keep the window open, allow adequate ventilation. Follow all health and safety instructions carefully.

Squeeze bond hard with removal tool. Pull extension gently and ease away. Put more solution on bond if necessary, to remove any residue

Comb through with small toothed comb.

### **Link weft Maintenance**

Never just move up the micro links, this will cause tangling of the hair and knots may occur.

Cut the weft string to release the weft. Use the tool to remove all micro links. Comb hair and make sure hair is neat ready to apply new micro links. Apply new micro links using neat sections of hair half an inch each. Using the blanket stitch sew in the weft to the micro links. Sew 3 blanket stitch each side to make it stronger at the ends. Repeat with all wefts.

### **Micro Tape maintenance**

You can replace all tapes or replace the sides and half the lines at the back. The next maintenance you again replace all sides and then replace the other lines at the back. Using the pin comb loosen the tape and pull gently. Use the solution to dissolve any residue from the hair. Place shield on hair, and fold new taped hair in place. To put new tape on the extensions, roll your fingers on the top to roll of any residue. Cut the new tape and place on top of the extension.

### **Removal micro tapes**

Place the solution on the taped area and gently pull. Use more solution on the hair to remove any residue and comb gently to remove all stickiness from the hair.

### **Problems**

If you do a thorough consultation and apply extensions correctly and do a test extension a couple of days before applying the full head, you should not have any problems.

Extensions feel uncomfortable and cause itchy scalp. It's quite normal for the first 2 weeks. If excessive itching they must not be rinsing properly. Rarely a clients scalp reacts against the extra weight, you can recommend a good scalp tonic to ease itchiness and calm it down. Always mention this at the consultation stage.

When dealing with a client's problem let them tell you everything. Do not say 'did you remember to do this' they will always say yes. Let them tell you as usually their aftercare regime is lacking. Spend time with your client and go through it with them again.

Shredding: If you apply a 'shoe lace bond' one which does not have resin all the way around, then you will find that water gets down the middle of the bond and it may slip out because it is not a firm, enclosed bond, so slipping and shredding will occur. Also if a client has applied conditioner to the hair prior to a full install, then the bonds may slip and shred because the conditioner is breaking down the bond. Always condition mid length downwards only. No conditioner on the bond ever.

Shredding can also occur if your client has used commercial shampoo that is too strong with chemicals and this will break down the bonds. Specialist or sulphate free shampoos should be used at all times. Shedding can also occur if you use cheap hair extensions with cheap keratin attached.

Shedding can sometimes occur because the client has been too rough with the hair brush and pulls and tugs on the roots. A specialised brush for hair extensions must be used at all times, and also the client must support the bonds with a flat hand against the head, whilst gently brushing with a hair extension brush with the other hand.

Shedding can sometimes occur if the client has soaked their head in the bath that has oils or bubble bath type products in the water. These sort of products can eat away at the bonds and make them slip and shed. Tell clients not to soak their hair in the bath if they wish to put moisturising products in the water.

Shredding can sometimes occur if the client has gone swimming, and there is chlorine in the water and they have forgotten to rinse their

hair, under the shower afterwards. This applies for swimming in the sea. Saltwater will eat away the bonds too.

Shedding can sometimes occur if the client gets suntan lotion on the roots of their head or sun tan oil on the towel they are lying on. It is important that you educate your client so that when they go away they do not do the wrong thing and cause you problems.

## **Bad hair Extensions**

There are a number of reasons for a bad install. Placement of bonds in a brickwork fashion is very important, getting the colour correct with the base colour of the clients hair, doing good strong bonds is essential and putting in enough bonds for a good result. Putting in enough of the clients hair in the bonds. Also making sure the clients hair is long enough to cover the top row of the bonds. It is advisable to install hair extensions with clients hair being 4 inches at least at the top row of bonds or more if possible. Remember you must razor blend the top row of the clients hair to get a smooth outline and to blend clients hair properly into the extensions.

### **What not to do-**

Sections are not neat

Brick work is not used

Not enough hair in the bonds

Bonds are too big

Clients hair doesn't cover the extensions

Using cheap extensions

Using cheap keratin

Colour of extensions are different to the clients hair colour

Bonds are not secure

## **Consultation is so important**

If bald patches occur look at the aftercare as the client may be too rough when washing or brushing. They may be putting their hair up too tight or may not be supporting the bond correctly.

## **Matting and knotting**

They must always separate each bond when wet to prevent matting. Soft gently brushing using a spray in is essential to remove all tangles.

## **Liability**

Consultation is very important. Clients need to sign a form which should explain everything to them. Never admit liability. Do not blame extensions or adhesive. If there is a problem it will be your application technique or the clients lack of care when washing or brushing. It may be the use of wrong products on their hair. Never refer a client to Kazzhair. If a dispute is evident then the agreement was signed by yourself and the client, not us. If a problem arises we will help, but we cannot get involved with your client directly.

I just don't like them!!! Very occasionally you may get a customer who says this. If you have covered everything at the consultation stage you are safe. If they don't like them this is not a grounds for a refund. It is not your fault if they don't like them. Do not be disheartened by the odd complaint. You work with the general public, remember most customers will be delighted.

## **Colour Matching**

At the consultation stage when the client indicates that they wish to proceed and make an appointment for a hair extension fitting, then it will be necessary for you to get your colour ring and match as near as possible to the clients base hair colour. Then if the client wants highlights or lowlights show her the colour ring and let her decide

which colours she would like. Always be honest if the colours will not look any good. If the client has roots one colour and tips another colour always match the ends as the base colour.

## **Insurance**

We recommend you get insured. We are accredited by IICT and we recommend you get insured with BGI.

## **Kazzhair Extension Training Terms and conditions**

### ***Issues and Grievances***

Kazzhair hair extensions are fully committed to 100 percent satisfaction on all cases. This is extremely important to us, however if your course does not meet your reasonable expectations, you must let us know and we will endeavour to resolve the matter. Feedback forms will be available for you to fill out. If you wish to make a complaint please do immediately after the course to your teacher on the day. For all distant students please contact us when making a complaint by phoning, or writing a letter and sending it to our address.

Assessments will be carried out for some reason you do not pass you will have the opportunity to be reassessed .

### ***Refunds***

All courses are non-refundable

Deposits are non -refundable

### ***Cancellations***

Cancellations must be received in writing or by email at [kazzhair@hotmail.com](mailto:kazzhair@hotmail.com) a minimum of 14 days before your course starts

### ***Transferral of Courses***

Any students wishing to transfer to a later course may do so at no extra cost providing they have given at least 14 days notice by email. If a candidate cancels a course or does not attend on the face to face courses the full fee remains payable

### ***Payment terms***

All training must be payed in advance unless otherwise agreed at the time of booking

### ***Liability***

The customer accepts that it is their own responsibility to ensure any course they attend is suitable for them and their own needs.