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Itec and CIBTAC Case Study: Skin Care and Eye Treatment This Case Study has passed the ITEC and CIBTAC Beauty Specialist exams. I have published this case study only as a guideline, so please do yourself a favor and not copy it, but try to come up with your own version. When you write your own case studies, you also learn at the same time and that in return will help you with your exam papers. 1Client Profile Case Study: Dagmar is 52, Counsellor, Home Carer and mother of two children Dagmar has a very active lifestyle, but she still finds time to look after herself and her skin. Dagmar regularly goes to beauty treatments and usually only uses luxury cosmetics. Dagmar has been taking care of her skin since a very young age, and it shows; Dagmar skin is very smooth with excellent employability and muscle tone. He only had a few fine lines around his nose area. Dagmar's only concern is the broken capillary and redness around the nose and checkpoint. I asked Dagmar if he could read the customer consultation form and fill in it accordingly so as not to make him feel uncomfortable asking personal questions. I then prepared the product for mature skin. Treatment details: I asked Dagmar to lie down on a massage bed and to move his bra strap in order for me to do the treatment properly; I then covered it with a towel and a blanket up to its neckline. I asked if he was warm and comfortable that he was. I played relaxation cd to improve his relaxation. I sat in my with my cart and behind my client's head and put a head around his hair. I asked Dagmar to cover his eyes and try to rest because I would start the face by removing his make-up. I used a little Hydrating Cleansing Cream by Solution with a nest behind my hands and using my fingers, I took a little bit and slowly applied to my client's eyes and lips. I use cotton pads to throw mascandes slowly and other cotton pads to remove lipstick. Then I applied the same cleaner for my palm to be swept together and let my customers know I applied, again from his neck upwards. I started in the neck then concentrated on her chin, cheeks, nose and forehead. I removed the cleaner with a damp sponge and repeated the same procedure again, which is also called double cleaning. When I was satisfied that all the make-up, dirt and debris was lifted I again wiped away cleaner with a damp sponge. I spray Toner Hydrating by Solution by Hive Moist cotton pads and toned skin and then use tissue to dry out any excess moisture. I applied the tourmaline aveda imposing a scrub of radiant skin filters to my palm, rubbed together and told Dagmar that I was to apply this to the neck, chin, cheeks, nose and forehead, after which I was removed with a damp sponge and used tissue to remove excess moisture. I then advised Dagmar that I would proceed to perform eyes and brow tint. Dagmar eyebrows and eyelashes are gray, so I mix the same amount of brow and gray color with 10% hydrogen peroxide. I started with Dagmar's left eye, and used some petroleum jelly under whipping, ensuring that no petroleum jelly touched the eyelashes, because the tint would not coat the eyelashes. I explained to Dagmar, who applied for petroleum jelly around the eye area preparing masks to prevent skin around the eye area being dying. I put a damp cotton pad under the bottom eye lash and used a tint layer on the bottom lashes. I also then applied the petroleum jelly to the upper eyelid and used another layer of tint to the upper eyelash, ensuring the coating of each single hair. I covered then Mary's eyes with a dry cotton pad and set the timer for 10 minutes. I then repeat the same procedure to the right eye. I use a layer of petroleum jelly on the skin around Dagmar's eyebrows, again ensuring that no petroleum jelly touches her eyebrow hair. I apply to dagmar's left eyebrows a tint layer against hair growth, making sure to coat every single hair thoroughly. I repeat the same procedure to the right eye. After I completed the tint application to the eyebrows, I removed the tint from the left eyebrow with a damp cotton pad and ensured that the tint had penetrated the browser. I repeat the same procedure to the right eye. After I left the eyelash tint for 10 minutes, with a damp cotton pad and removed the tint, starting at the roots and slowly moving towards the edge of the lashes. I checked the lashes carefully to make sure there was no waste on the lashes. In addition, I took fresh pads and removed clean petroleum jelly from the skin. I handed over to Dagmar a hand mirror so he could examine the result, and asked him if he was happy with the color, and he was. Then I advanced to the eyebrows forming, by brushing the browser with a disposable maskara brush. I first transformed the area between the two eyebrows to remove pertracted hair growing between them, and making sure to transform the hair in the direction they grow, by stretching the skin with my other hands. I then turned the area under eyebrows. I again asked Dagmar if he could check the results in the hand mirror and ask him if he was satisfied and he was. I then did a facial massage. I used a massage cream to my palm and added a few drops of sweet almond oil along with two drops of rising essential oils and two drops of essential orange oil. I use cream in the chest, shoulders, neck over chin, cheeks, nose and forehead. Once I have applied I started a facial massage never allowing my hands to lose contact with my client's skin. After my message using ormedic Skincare Solution Image Balancing Masque Gel calming with Organic Aloe Vera, Arnica Montana and licuoris licuoris helps reduce redness and other signs of irritation while bringing sensitive skin into a healthy balance. I left the masque for 10 minutes and then I removed it with a damp sponge again. I toned the skin with Toner Hydrating by Solution by Nest and then used the tissue to dry out any excess moisture. Then I applied ormedic Balancing Bio Peptide Crème, which is an organic mixed bio-peptide- crème that delivers essential anti-aging nutrients and vitamins to the skin. Organic Japanese Green Tea, Mango shea butter, apricots and cucumbers restore and balance the skin. Customer Feedback: Dagmar said that he felt very relaxed, that his skin felt smooth and fresh and the massage was wonderful, and that made me really happy, because I knew how to pick Dagmar with his face, and he had a lot of them over the years. He also says that he'll definitely come back to me for more treatments-so I schedule him to get back in 4weeks. Extended care advice/Homecare is given: I advise Dagmar to try and not apply for any make-up for twenty-

four hours and drink plenty of water, and apply sunscreen daily with at least SPF 15. To keep the skin in a healthy state she should implement an effective skin care regime to include cleaning, toning and moisturizing twice a day. For the best results, she also needs to exfere twice a week, apply a good mask once a week and see a beauty member for the face once a month. I also advised her to eat as many fresh fruits and vegetables as possible and drink at least 2 liters of water or herbal tea a day. Reflective Practice: I am very happy with my performance and very happy with my customer response. I guess I chose the right product for Dagmar and her skin looking really radiant and fresh. Once Dagmar left, I threw all the pads, tissues, trolleys and bed rolls, returned all the products back to my case and washed all the bowls, sponges and brush. I removed second-hand towels and headbands ready to wash. I wiped the cart and massage bed with the passion of surgery and the bowl was placed and brushed in the container with the spirit of surgery. I folded the massage beds and and put back into their storage space. Eventually I swept the wooden floor and surrounded it with an anti-bacterial cleaner. If I worked in the salon I would do the same routine but instead of putting beds and back to their storage space, I would put a clean bed roll over them and put clean towels and blankets on top massage and reset my cart ready for my next customer. Case Study 2 Client Profile: Veronica is 29 and she works as a business analyst. His job is quite stressful most of the time and he often works long hours. Veronica also has a very active personal life, so she often feels that she doesn't have enough time just for herself. I welcome warm Veronica and ask whether she can read customer consultations and filling in accordingly so as not to make him feel uncomfortable asking personal questions. Once he has signed the form I can fill in his record card. I ask Veronica what kind of facial home care she does, and she says she usually doesn't invest a lot of time in her facial routine, and usually she just takes her makeup with facial tissue. I mentioned to him that this procedure is not great for the skin, because he just moves the around his face, so his face is never really clean. Veronica said that she did not know that this was that bad for her skin. Veronica has normal skin with only a few minor blemishes. She hopes to leave with a more radiant and fresh skin. I provide products for normal skin. He also wanted me to update his eyebrows. Treatment details: I asked Veronica to lie down on a massage bed and make herself comfortable. I covered Veronica with towels and blankets up to her neckline. I also played relaxation cds to improve his relaxation. I sat in my with my cart and behind my client's head and put a head around his hair. I asked Veronica to close her eyes and try to relax. I started the face by removing her eyes make-up and lipstick. I used a bit of Liang Dalam Cleaner by DMK behind my hands and used my fingers, I took a little bit and slowly applied to my client's eyes and lips. I use cotton pads to throw mascands slowly and other cotton pads to clean the mouth. I then clean his face, from his neck over his forehead; I did this and then removed it with a damp sponge. Then I did another cleanse, also called double cleaning with the same cleaner to my palm swept together and let my client know I applied, again from his neck upwards. I started in the neck then concentrated on her chin, cheeks, nose and forehead. When I was satisfied that all the make-up, dirt and debris were lifted I was swept away with a damp sponge. I spray toner Hydrating by Solution by Hive on damp cotton pads and toned skin and then used tissue to dry out any excess moisture. I used a Soft rub by the Solution by Hive, to my palms, rubbed together and I applied this to the neck of Veronica, chin, cheek, nose and forehead, after which I removed with a damp sponge and used tissue to remove excess moisture. I then advised Veronica that I would change her eyebrows. First I brushed out surfing with a disposable mascase brush. I first the area between the two eyebrows to remove pertracted hair grows between them, and make sure to transform the hair in the direction they grow, by stretching the skin with my other hands. I then removed all the hair that appeared to run out of place. I asked Veronica if she felt any pain and she said no and that she was comfortable enough. I then did a facial massage in Veronica. I applied for a massage cream for me and then I applied for applying Cream in the chest, shoulders, neck over chin, cheeks, nose and forehead. Once I had applied the cream I started the massage never allowed my hands to lose contact with Veronica's skin. I then mixed the Kaolin mask with Witch Hazel for Zone-T, which would dry out oil and defects in the area. On the other face I applied for the Aveda Tourmaline Alleged Radiance Masque, which Cools and rehydrates with moisturizing aloe surges, kelp and lavender and Tenang with rosewater, ideal for Veronica's dry cheekbones. I left the mask for 10 minutes and then I removed it with a damp sponge. I toned the skin to cover the pores and apply the Tourmaline Charged Hydrating Crème to lock in moisture. Customer Feedback: Veronika says that she really enjoys the face and that she feels very relaxed, especially since she never has any time for herself. She loved how her skin looked and felt afterwards. He said he would definitely come back to me for more treatment. Extended care advice /Homecare given: I advise Veronica to try and not apply for any make-up for twenty-four hours and drink plenty of water. I also advised her to take care of the skin in a healthy condition she should implement an effective skin care regime to include cleansing, toning and moisturizers twice a day. So it's a good idea to invest in good quality products for its skin type, so facial tissue is not a good skin care regime. For the best results, she also needs to exfere twice a week, apply a good mask once a week and see a beauty member for the face once a month. He also needs to wear a wide spectrum sunscreen with at least 15 factors per day. I also advised her to eat as many fresh fruits and vegetables as possible and drink at least 2 liters of water or herbal tea a day. Reflexive practice: I am very happy with my performance and I am so happy that Veronica enjoys her face so much. Her skin really looked so fresh and she looked more relaxed Once my Veronica had left, I threw all the pads, tissues, trolleys and bed rolls, returned all the products back to my case and washed all the bowls, sponges and brushed. I removed second-hand towels and headbands ready to wash. I wiped the cart and massage bed with the passion of surgery and the bowl was placed and brushed in the container with the spirit of surgery. I folded the massage beds and and put back into their storage space. Eventually I swept the wooden floor and surrounded it with an anti-bacterial cleaner. If I work in the salon I would The same routine but instead of putting beds and feces back to their storage space, I would put a clean bed roll over them and placed clean towels and blankets on a massage bed and reset my cart ready for my next customer. Case Study 3 Client Profile: Sinead is 37 and she works as an accountant in a very busy office. I greeted Sinead warm and asked if he could read customer consultation form and fill in accordingly so as not to make him feel uncomfortable asking personal questions. Once he has signed the form I can fill in his record card. I asked Sinead what kind of facial home care he did , and Sinead says he usually does basic cleaning and moisturizing at home and once a week he uses a clay mask. Sinead feels that her skin feels dry at the moment and has a disgusted look overall. She hopes to leave with a more radiant and humid skin. I provide products for oily to normal skin. Treatment details: I asked Sinead to lie down on a massage bed and make himself comfortable. I covered Sinead with towels and blankets up to his neckline. I also played relaxation cds to improve his relaxation. I sat in my with my cart and behind my client's head and put a head around his hair. I asked Sinead to cover his eyes and try to relax because I would start the face by removing his eyes make-up and lipstick. I used a bit of Liang Dalam Cleaner by DMK behind my hands and used my fingers, I took a little bit and slowly applied to my client's eyes and lips. I use cotton pads to throw mascandica slowly and other cotton pads to remove lipstick. I then told Sinead that I would start cleaning her face, from her neck to her forehead. I did this and then removed with a damp sponge. Then I did another cleanse with the same cleaner to my palm swept along and let my client know I applied, again from his neck upwards. I started in the neck then concentrated on her chin, cheeks, nose and forehead. When I was satisfied that all the make-up, dirt and debris were lifted I was swept away with a damp sponge. I spray toner Hydrating by Solution by Hive on damp cotton pads and toned skin and then used tissue to dry out any excess moisture. I applied the Aveda Tourmaline Charged Exfoliant, which is good for oily and crowded skin, to my palms, rubbed together and I used this to sinead neck, chin, cheeks, nose and forehead, after which I was thrown with a damp sponge and used tissue to remove excess moisture. I then advised Sinead that I would proceed to do eyelash and browse the tint. Earlier during the negotiations, Sinead and I decided that colour chocolate would be suitable for eyelash and eyebrows. In a small mixing bowl and squeezed about a centimetre of eyelash tint and add up drops of developers to the tint. Using a compliant mixing stick, I mixed the tint well with the developers. I started with Sinead's left eye, and used some petroleum jelly under whipping, which I had decanted with my spatula making sure that no petroleum jelly touched the eyelashes, because the tint would not coat eyelashes. I explained to Sinead, applying petroleum jelly around the area the eye provides provide to prevent the skin around the dead eye area. I put a damp cotton pad under the bottom eye lash and used a tint layer on the bottom lashes. I also then applied the petroleum jelly to the upper eyelid and used another layer of tint to the upper eyelash, ensuring the coating of each single hair. I covered then Sinead's eyes with a dry cotton pad and set the timer for 10 minutes. I asked Sinead if he was still comfortable, and he was. I then repeat the same procedure to the right eye. I use a layer of petroleum jelly on the skin around Sinead's eyebrows, again ensuring that no petroleum jelly touches her eyebrow hair. I apply to Sinead's left eyebrows a layer of color against hair growth, making sure to thoroughly coated each single hair. I repeat the same procedure to the right eye. After I completed the tint application to the eyebrows, I removed the tint from the left eyebrow with a damp cotton pad and ensured that the tint had penetrated the brower. I repeat the same procedure to the right eye. After I left the eyelash tint for 10 minutes, with a damp cotton pad and removed the tint, starting at the roots and slowly moving towards the edge of the lashes. I checked the lashes carefully to make sure there was no waste on the lashes. In addition, I took fresh pads and removed clean petroleum jelly from the skin. I gave Sinead a mirror of hands so she could check the result, and asked her if she was happy with the color, and she was. Then I advanced to the eyebrows forming, by brushing the brower with a disposable maskara brush. I first transformed the area between the two eyebrows to remove pertracted hair growing between them, and making sure to transform the hair in the direction they grow, by stretching the skin with my other hands. I then removed all the hair that appeared to run out of place. I again asked Mary if she could check the results in the hand mirror and ask her if she was satisfied and her. I then did a facial massage. I used a massage cream to my palm and added a few drops of sweet almond oil, swept together and told my client I started starting to start from her chest. I use cream in the chest, shoulders, neck over chin, cheeks, nose and forehead. Once I had applied my cream starting a client's massage I never allowed my hand to lose contact with my client's skin. After my message used the Solution by Hive Hydra Intense Mask for 10 minutes to hydrate Mary's deep skin, and then I removed the Mask with a damp sponge again. I toned the skin to cover the pores and used Skincare Images of Vitamin C Hydrating Serum and Moisturize the cream to lock moisture. Customer Feedback: Mary says that she feels very relaxed, that her skin feels smooth and fresh and the massage is wonderful, this really delights me because she has had some facial and massage treatments over the years. He also says that my client's care is very good and he will definitely come back to me for more treatments-so I scheduled him to come back in the 4weeks Aftercare/Homecare advice given: I advise Mary to try and not apply any make-up for twenty-four hours, drinking plenty of water and to try and refrain from drinking any alcohol, she laughs and says there is no problem with make-up but she doesn't like Me suggesting to her to choose a good quality forming that praises her skin tone. To keep the skin in a healthy state she should implement an effective skin care regime to include cleaning, toning and moisturizers twice a day. For the best results, she also needs to exfere twice a week, apply a good mask once a week and see a beauty member for the face once a month. Always wear sun's broad spectrum with at least a factor of 15. I also encouraged him to eat as many fresh fruits and vegetables as possible and drink at least 2 liters of water or herbaceous tea a day. Reflective Practice: I am very happy with my performance and very happy with my customer's response. I think I choose products that are suitable for the age, skin and lifestyle of my customers. He is very very The human resources manager in a stressful environment so knowing that I have achieved my goal of treating it well, helping him to relax, feel silent and want to come back very satisfying for me. Once my client had left, I threw all the pads, tissues, trolleys and bed rolls, returned all the products back to my case and washed all the bowls, sponges and brush. I removed second-hand towels and headbands ready to wash. I wiped the cart and massage bed with the passion of surgery and the bowl was placed and brushed in the container with the spirit of surgery. I folded the massage beds and and put back into their storage space. Eventually I swept the wooden floor and surrounded it with an anti-bacterial cleaner. If I worked in the salon I would do the same routine but instead of putting beds and back to their storage space, I would put a clean bed roll over them and placed clean towels and blankets on a massage bed and reset my cart ready for my next customer. xxx Marina Please follow me on Facebook on Facebook

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