



BODY SUGARING

REFERENCE
GUIDE

ALEXANDRIA PROFESSIONAL®



BODY SUGARING

REFERENCE GUIDE

TENTH EDITION

for professional use only

All rights reserved. No part of this work may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by any information storage or retrieval system, except as may be expressly permitted by legislation/law or in writing by the Publishers.

© 2000, 2019 Alexandria Professional, LLC.

ACKNOWLEDGMENTS

We wish to thank all who contributed to the development of this Reference Guide. Without everyone's collaboration, this would not have been possible.

Find a Mistake?

We're not offended, since everyone makes them.
If you find what you think is an error, please call
1-800-957-8427 and let us know.



CONTENTS

LETTER TO THE READER	11
CHAPTER 1	
HISTORY OF BODY SUGARING.	13
OBJECTIVES	13
ALEXANDRIA PROFESSIONAL® BODY SUGARING	13
ALTERNATIVE HAIR REMOVAL METHODS	14
EXAMPLES OF DEPILATION	14
EXAMPLES OF EPILATION	15
REVIEW	16
CHAPTER 2	
BENEFITS OF ALEXANDRIA PROFESSIONAL®	21
OBJECTIVES	21
BENEFITS OF BODY SUGARING	21
PURE AND NATURAL INGREDIENTS	21
IT IS NOT AS HOT	21
IT IS EASIER TO CLEAN UP	22
IT WILL NOT STICK TO LIVE SKIN	22
IT IS MORE COST EFFECTIVE	22
IT NEVER DRIES.	22
IT WILL NOT BREAK AS MANY HAIRS.	22
IT IS MORE SANITARY.	23
CAN EXTRACT VERY SHORT HAIRS	23
LEADS TO PERMANENCY.	23
REVIEW	24
CHAPTER 3	
DISPELLING MYTHS.	29
OBJECTIVES	29
DISPELLING MYTHS	29
SUGARING IS UNSANITARY	29
SUGAR IS TOO MESSY TO WORK WITH.	30
SUGARING DOES NOT WORK	31
YOU CANNOT WEAR GLOVES TO SUGAR	31
SUGARING CAUSES BLOOD TO FLOW MORE, THEREFORE STIMULATING MORE HAIR GROWTH.	31
SHAVING MAKES THE HAIR GROW BACK FASTER & THICKER	31
PEOPLE WITH CERTAIN CONDITIONS CANNOT BE SUGARED BECAUSE THE SUGAR GETS INTO THEIR BLOOD STREAM	32
OUR SUGAR PASTE MUST HAVE SOME KIND OF CHEMICAL IN IT	33
YOU NEED TO GROW YOUR HAIR LONG LIKE YOU DO WITH WAX	33
IT TAKES TOO LONG TO DO	33

SUGARING WILL BE TAKEN OVER BY OTHER METHODS	34
SUGARING CAUSES INGROWN HAIR	34
REVIEW	34
CHAPTER 4	
FREQUENTLY ASKED QUESTIONS	39
OBJECTIVES	39
FREQUENTLY ASKED QUESTIONS	39
REVIEW	41
CHAPTER 5	
ALEXANDRIA PROFESSIONAL® PRODUCTS	45
OBJECTIVES	45
PRESEPT™ SKIN CLEANSER	45
ESSENTIAL TONIC™	45
VERTAL 6™ DRYING POWDER	46
RESTORE™ HYDRATING LOTION	46
CAVICIDE	47
WARMER	47
HEATING ADVANCED SUGAR PASTE	48
GLOVES	49
REVIEW	50
CHAPTER 6	
SUGAR PASTE	55
OBJECTIVES	55
SUGAR PASTE	55
LK PRIVATE STOCK™ SUGAR PASTE	55
LK PLUS™ SUGAR PASTE	56
REGULAR SUGAR™ PASTE	56
TROPICAL SUGAR™ PASTE	56
TROPICAL PLUS™ SUGAR PASTE	56
KISS WAXING® PASTE (STRIP TECHNIQUE)	56
STRIP SUGAR PASTE (STRIP TECHNIQUE)	56
SUGAR PASTE COLOR VARIATION	57
SUGAR PASTE TEXTURE VARIATION	57
SOFT AND PLIABLE	57
TOO FIRM	57
TOO SOFT	58
ADJUSTING AND PERSONALIZING TEXTURE	58
SOFTENING SUGAR PASTE	58
FIRMING UP THE SUGAR PASTE	58
VARIABLES THAT CAN AFFECT TEXTURE	59
TIPS	59
REVIEW	61
CHAPTER 7	
THE HAIR	65
OBJECTIVES	65
THE HAIR	65

STRUCTURE OF	
THE HAIR FOLLICLE	66
STAGES OF HAIR GROWTH	68
THE FOUR CLASSIFICATIONS OF HAIR	69
CAUSES OF HAIR GROWTH	69
CAUSES OF EXCESS HAIR GROWTH	70
REVIEW	71
CHAPTER 8	
THE SKIN	75
OBJECTIVES	75
THE SKIN	75
THE SKIN LAYERS	76
THE SUBCUTIS (SUBCUTANEOUS FAT)	79
THE SKIN'S FUNCTION	80
SKIN TYPES	80
DISORDERS OF THE SKIN	82
SKIN INFECTIONS	84
REVIEW	86
CHAPTER 9	
BACTERIOLOGY AND SAFER AESTHETICS	91
OBJECTIVES	91
BACTERIOLOGY AND SAFER AESTHETICS	91
AREAS THAT SHOULD NOT BE TREATED	92
CHEMICAL AND MECHANICAL EXFOLIATION	94
RETIN-A TREATMENTS	94
AGE DEFYING – VITAMIN C	94
ACUTANE	95
MICRO DERM ABRASIA	95
DO NOT SUGAR IF A CLIENT:	95
REVIEW	96
CHAPTER 10	
THE KENNEDY THEORY® FOR SUGARING	101
OBJECTIVES	101
DEFINITION	101
INGROWN HAIR AND HOW TO PREVENT THEM	102
SUGARING TECHNIQUE	103
EXTRACTING HAIR IN THE	
NATURAL DIRECTION OF GROWTH	105
LENGTH OF HAIR	107
REVIEW	109
CHAPTER 11	
THE KENNEDY SUGARING TECHNIQUE THEORY®	113
OBJECTIVES	113
6 STEPS™	113
DESCRIPTION OF EACH STEP	114
THE PURPOSE AND VALUE OF EACH STEP	119

6 STEPS™ VARIABLES VS. NON-VARIABLES	
TO ACHIEVE THE PERFECT ART OF BODY SUGARING	120
REVIEW	120
CHAPTER 12	
TECHNIQUE	125
OBJECTIVES	125
SKIN PREPARATION AND AFTER CARE PROCEDURE	126
LOWER LEGS AND KNEES	127
FEET	127
THIGHS UPPER LEGS	128
BIKINI AND UNDERARMS INTRODUCTION	129
UNDERARM	129
BIKINI AND ABDOMEN	130
BREASTS	132
ARMS AND HANDS	132
MALE TORSO AND BACK INTRODUCTION	134
MALE BACK	135
MALE TORSO CHEST	135
FACES INTRODUCTION	136
UPPER LIP	138
EYEBROWS	138
CHIN	140
SIDE OF FACE AND NECK	141
REVIEW	141
CHAPTER 13	
PRE & POST TREATMENT ADVICE	147
OBJECTIVES	147
BROCHURES	147
CLIENT RECORD CARDS	147
PRE-TREATMENT ADVICE	147
POST-TREATMENT ADVICE	148
AFTER TREATMENT ADVICE	149
REDNESS & ITCHY SKIN	149
INGROWN HAIR	149
CORN FLAKE ANALOGY	149
TYPES OF INGROWN HAIRS	150
REVIEW	151
CHAPTER 14	
CLIENT CONSULTATIONS	155
OBJECTIVES	155
THE CONSULTATION	155
REVIEW	157
CHAPTER 15	
TIPS AND TROUBLESHOOTING	161
OBJECTIVES	161
REASONS WHY THE SUGAR GETS STUCK	161

HOW TO GET UNSTUCK	161
BRUISING OF THE SKIN	162
REVIEW	163
GLOSSARY	164



FROM THE START, Lina's passion for Alexandria Professional® has been recognized worldwide and continues to be visible to all. Currently distributing throughout many countries worldwide, Lina continues to inspire not only the company and her team, but also the beauty industry. Alexandria Professional® has been featured on FOX television, The Doctors, and Fashion Team as well as numerous publications worldwide including 101 Celebrity Style, Les Nouvelles Esthetique,

DaySpa Magazine, SalonSense, Nails, Beauty Times Magazines and Dermascope - which Lina has been their official Sugaring Expert writer for years. Her determination in the face of tragedy coupled with her energy and passion for life has woven an intricate tapestry of history for Alexandria Professional®, one that continues to lead the company and motivate all who share her stories.

Robert Kennedy once said, "*Tragedy is a tool for the living to gain wisdom, not a guide by which to live.*" This quote expresses that we cannot choose what happens to us, but we can, in fact, change the way we react to life. We can respond with optimism and the will to continue in the face of what may seem like defeat, or we may let the tragedy overpower us. This is the story of Lina Kennedy, the president of Alexandria Professional®.

LETTER TO THE READER

Welcome to Alexandria Professional®. Our goal is to help you understand our dedication to providing an unparalleled education experience for our health and beauty professionals.

Alexandria Body Sugaring, launched in 1989, was founded as a response to a demand within the market for an improved hair removal procedure for face and body. Over the next couple of years, many body sugaring techniques abound within the field, however these techniques and their connection to sugaring (including Alexandria Body Sugaring's) lacked the proper research and development for a safe and effective hair removal process. In 1995, Alexandria Professional® was born. With this need established in our minds, we realized the necessity of investing not only time, energy, and finances into our products' research and development, but also pouring ourselves into the growth. These combined efforts have resulted in an unsurpassed technique and product line that carries "no nasties" and is thoroughly demonstrated in our Practitioners' enthusiasm and loyalty to our brand. The Kennedy Theory® for sugaring hair removal and The Kennedy Sugaring Technique Theory® using 6 Steps to Perfect Sugaring™ (both created by Lina Kennedy) have become the most sought after and respected education worldwide.

We promise to pass on to all professionals a sugaring technique that is second to none. We will share with you all of our tips and hints accumulated through years of experience and research. We will give you a system that uses safe and "in-sync" products to enhance not only your client's sugaring experience, but also works to improve the look and feel of their skin. Finally, we promise to continually deliver an outstanding product line that you can know and trust, as well as continually sharing our new developments and research through newsletters and upcoming seminars.

Congratulations on becoming a part of the Alexandria Professional® team.

Sincerely,

LINA KENNEDY
PRESIDENT

CHAPTER 1

HISTORY OF BODY SUGARING

OBJECTIVES

The Trainee will learn:

- The history of the ancient art of hair removal and how it was brought to North America
- How to become a certified Alexandria Professional® Body Sugaring Practitioner
- Alternative methods of hair removal
- The difference between depilation and epilation

ALEXANDRIA PROFESSIONAL® BODY SUGARING

The earliest references to hair removal came from the ancient civilizations of Mesopotamia, Egypt and Greece. Early writings out of Mesopotamia tell of kings asking that women be brought to them clean and smooth, i.e., HAIRLESS! Ancient Egyptians placed a high importance on cosmetics - both for aesthetic and practical purposes. Egyptian hieroglyphics describe how slave girls serving the Pharaoh were expected to remove their body hair. Hair on the body was considered to be unclean by the upper class. Possibly through a fortuitous accident, the method of using sugar for hair removal treatments was developed.

The British Museum's famed Department of Egyptology displays copper and bronze razors and tweezers from as far back as 1900 BC, including one combination razor/hair cutter/trimmer from about 1450 BC! These methods however, were still primitive and painful. During the reign of the Turkish Empire, the harem was an important part of court life and the removal of body hair was considered an art. Therefore, tradition has been handed down through the generations and today certain Middle Eastern women still practice total body hair removal using sugar.

After extensive research, it was determined that the current methods were working only to a limited extent. It was found that this ancient art of hair removal could provide permanent, satisfactory results with benefits that would far exceed the more commonly used method, if it could be modified to become commercially acceptable. AT LAST!

Alexandria Professional® Body Sugaring has pioneered the North American market with the Art of Body Sugaring. We have developed a paste and unique technique to meet the needs of every person on this continent and around the world.

Our company objectives are to pass on a modern version of the ancient art of hair removal through certified, hands-on classes and/or by DVD Certification Program by qualified **Alexandria Professional®** Educators.

To ensure a thorough knowledge of the correct techniques employed in the practice of Sugaring, we deliver quality, user-friendly products and continuous service to our customers. This is why we are renowned as the leading value-for-money supplier. **Alexandria Professional®** offers a commitment to Certified Practitioners through continued education and ongoing support. The web site is available as a continuous resource at www.alexandriaprofessional.com. Online newsletters enable our practitioners to upgrade and remain updated. This ensures our position as a team that leads in quality service.

ALTERNATIVE HAIR REMOVAL METHODS

DEPILATION VS. EPILATION - The difference between them is a fundamental one. Depilation is the removal of hair at the skin's surface. Epilation is the removal of the hair below the skin.

EXAMPLES OF DEPILATION

Shaving - Hair is tugged and cut off at the skin's surface. This can actually make hair appear to be darker, stronger and more coarse-feeling as it quickly grows back. Shaving can cause skin irritation, i.e., razor burn/cuts.

Depilatories - Depilatories are composed of harsh chemicals, which work to disintegrate hair at the hairline, weakening hair and allowing it to be rubbed off. The chemicals in depilatories can be very irritating to the skin, leaving redness and soreness where used.

Abrasives - There are several types of abrasives. They are often like a mild sand paper, used to remove fine hair by rubbing it off, leaving the skin irritated.

Threading - Hair is tugged out by a very impressive ancient art of hair removal by a quick manipulation of hands, fingers, mouth and thread. A high percentage of hair is broken.

EXAMPLES OF EPILATION

Waxing - Wax is available in various forms, i.e., hot wax, cold wax or liquid wax, yet they all share several similarities. All wax products contain chemicals, beeswax and/or resins, and are removed using cloth strips or the wax is allowed to harden (dry) on the skin and removed by gripping the edge of the wax. Inevitably, the wax is violently pulled off the skin against the direction of growth, often causing pain and irritation, bruising and hair breakage. Wax must also be heated to a very high temperature in order to become liquefied, which can result in burning and scarring. Generally, clients must have a minimum of at least two to three weeks growth in order to be waxed.

Electrolysis - With this method, a fine probe (needle) is inserted into the follicle until it reaches the root. Electricity (galvanized current) is then conducted through the needle to kill the hair root. This must be done very carefully and over a prolonged period of time. Electrolysis is time consuming and often costly for large areas in which much hair is to be extracted. For that reason, many electrologists are combining their services with other methods of hair removal such as the **Alexandria Professional® Advanced Sugaring Technique**.

Electric Tweezers - The electric tweezer is still used, however, it is not considered permanent hair removal. This method is said to be sending an electrical (galvanized) current to the root of each hair by means of a tweezer. Hair is not an effective conductor of electricity. The current is easily diverted from its intended path and is regarded as unsafe. This is a time consuming process and very costly. Regrowth occurs relatively quickly with this method.

Tweezing - Removing hair with tweezers is an ancient rite - and certainly has not improved much over the years. In modern times, women generally limit tweezing to the eyebrows. It is a painful, time-consuming process and often needs to be done two or three times a week for a hair-free brow.

Laser - Lasers use a process called photothermolysis. It consists of an invisible laser beam being cast over the area to be treated. The light waves are absorbed by some colors and not by others, causing the darker colors to heat up. That is why lasers do not work well on unpigmented hair (grey or blonde) or on people whose skin and hair color is too similar. The hair must be darker than the skin. Dark skinned people of all ethnic backgrounds are not good candidates because of the color depth of their skin, however there is ongoing

research to improve laser equipment to benefit all skin and hair types. Laser hair removal systems are not considered a permanent solution for unwanted hair, although they have been approved for potential permanent reduction.

Laser technicians are encouraged to combine sugaring and laser treatments for optimum results.

Other Methods - These are often called “innovations” and may even use a sugar substance. These “other products” often contain potentially harmful chemicals and the method can be messy, complicated and even painful.

REVIEW

1. Where did the use of sugar paste for hair removal originate?
2. Explain the difference between depilation and epilation?
3. Give three examples of depilation.
4. Give four examples of epilation.

CHAPTER 2

BENEFITS OF ALEXANDRIA PROFESSIONAL®

OBJECTIVES

The trainee will learn:

- All of the advantages of Alexandria Professional®
- Why the sugar paste will never tear the skin
- The ingredients of the sugar paste
- Why the sugar paste will not break as many hairs, if any, as a resin/wax product
- Why Alexandria Professional® Advanced Technique is superior to any strip method
- How sugaring can lead to permanency
- Comparisons between sugar and wax

BENEFITS OF BODY SUGARING

PURE AND NATURAL INGREDIENTS

The sugaring paste is made from NATURAL INGREDIENTS with no testing on animals and with no harmful side effects caused by allergic reactions. It is so natural you can EAT it!

Wax has many chemical ingredients, mostly resins and preservatives.

IT IS NOT AS HOT

The Advanced Sugaring Paste is applied at body temperature making it safe for all areas. It is even safe for spider veins and varicose veins. It will not increase blood supply. Used as directed, you will never burn your client's skin. The sugar paste is barely lukewarm.

Hot wax must be heated to a very high degree in order to become liquefied. This amount of heat can cause burning and scarring. It also causes swelling in the tissues, which makes hair removal difficult. Long-term use can break down the underlying connecting tissues, especially in the lip and brow areas, which are associated with WRINKLING.

IT IS EASIER TO CLEAN UP

Sugar can be easily cleaned up with water - from both your client and your equipment. Clients never feel sticky after treatments.

Since wax contains resins, chemical solvents are required to remove it from floors, equipment, clothing, etc., which can be costly to replace. After waxing, the client is usually left sticky.

IT WILL NOT STICK TO LIVE SKIN

Sugar cannot adhere to live skin cells. Live cells are wet, and because sugar is water soluble, it will not adhere to live skin cells. It will extract the hair and exfoliate the dead skin cells, helping to free ingrown hairs. It's also safe to perform treatments on dry itchy eczema and dry psoriasis. This means less discomfort to your client, and less trauma to the skin. It is gentle enough to go over the same area several times when necessary to extract the shortest and most coarse hair, without causing skin damage or irritation.

Wax has been known to remove more than just the hair, since it can adhere directly to live skin cells, which makes waxing painful and irritating. Wax cannot be applied to an area more than twice at the most.

IT IS MORE COST EFFECTIVE

The Advanced Sugar Paste can be used over and over on different parts of the body and is discarded after each treatment. It is never used on any other person.

Wax can be more costly due to constant dipping for each strip applied.

IT NEVER DRIES

Sugar will not dry, so you can work over an entire area without ever dipping and stripping. Most waxes must be removed immediately before they dry. This means repetitious dipping and stripping, making the process longer than necessary.

IT WILL NOT BREAK AS MANY HAIRS

Using our Advanced Sugaring Technique, the paste wraps around the hair shaft making it pliable, while seeping below the mouth of the follicle and lubricating the hair to make the extraction more complete and gentle. The hair is eased out of the follicle only in the natural

direction of growth, which helps to extract the hair intact. Because of the direction of extraction the client feels little, if any, discomfort.

One of the most common problems waxers face is early regrowth due to broken hairs. Waxing can leave 15 - 30% breakage behind. This problem is usually caused not by the aesthetician, but by the wax used. Since wax hardens on the hair, it has the tendency to break it off at the surface, rather than pull it out.

IT IS MORE SANITARY

The sugaring paste is hypoallergenic and non-comedogenic. Sugar helps control cross contamination. Since our paste has such a high concentration of sugar, bacteria cannot breed in the jar. Sanitation in your salon is increased when Essential Tonic™ and latex gloves are used in conjunction with our anti-microbial skin cleanser, Presept™.

Cross contamination in a waxing room is always a danger, especially since bacteria will breed inside of a wax jar.

Note: Sugar was used to heal wounds during the Civil War as it helps to prevent infections while promoting healing.

CAN EXTRACT VERY SHORT HAIRS

The Advanced Sugaring Technique requires less than 1/16 inch or four to seven days growth, after shaving. In many instances, depending on the experience of the Practitioner in the Advanced Technique, hair can be extracted as soon as one to two days after shaving.

Wax products require at least two to three weeks growth before treatment when a client is shaving.

LEADS TO PERMANENCY

After a number of treatments the hair follicle begins to deplete. The hair grows in more refined each time. Because sugar can extract the shortest hair, it is possible to extract hair in the early anagen phase, which can lead to permanency. Clients will see superior results after just a few treatments.

REVIEW

1. List the ten advantages of Alexandria Professional®.
2. Describe one important factor for each advantage listed in Question 1.
3. Explain why the sugar paste will not tear the skin.
4. Why will sugar not break as many hairs as wax?
5. How can sugaring lead to permanency?
6. Draw a chart and compare sugaring to waxing.

CHAPTER 3

DISPELLING MYTHS

OBJECTIVES

The Trainee will be informed of many myths that he/she may be approached with such as:

- Sugaring is unsanitary
- It is unsanitary to hold a sugar paste with dead skin cells and hair in it
- The sugar paste is messy
- The sugar paste does not work
- You cannot wear gloves while sugaring
- Sugaring causes blood to flow therefore stimulating hair growth
- Shaving makes hair grow back thicker and faster
- People with certain health conditions cannot have sugaring services done
- The sugar paste has chemicals in it
- You need the same length of hair as wax
- The service takes too long
- The sugar paste will be taken over by other methods
- The sugar paste causes ingrown hairs

DISPELLING MYTHS

Through this Reference Guide, we have the opportunity to help you better understand the simple, common sense truth behind some of these myths.

SUGARING IS UNSANITARY

NOT TRUE! Sugaring is a very sanitary method of hair extraction.

Many aestheticians unfamiliar with our sugar paste and technique are skeptical about the sanitary levels of our sugaring services. It appears that they are under the misconception that our sugaring paste transmits bacteria. That statement could not be further from the truth!

“Sugar” itself does not become contaminated. Bacteria do not, and cannot, breed in high concentrates of sugar. Sugar is a natural preservative. It is a natural healer. It promotes healing while it prevents

infections from taking place. Many years ago, our research taught us that sugar had been used to help heal the wounds of soldiers. The sugar “dressing” also helped in preventing further infections with its antiseptic function.

Sugar dressings have been, and continue to be, used to treat wounds that are particularly susceptible to infection, such as severe burns, open fractures, and surgical incisions. It has been reported that the treatment reduces the need for skin grafting by 98%, cuts healing time by 1/3, and dramatically diminishes scarring.

Now, if you were to take a bacteria level reading of a wax pot, the wax, and the surrounding area, you would be in for a rude awakening. Bacteria breeds easily in wax resin products.

When you sugar, you use the same piece of sugar until your job is complete. Although we teach practitioners to go from one area to another, and although we know bacteria do not breed in high concentrates of sugar, we as a company have a very clear procedural standard: “We do not sugar from bikini area onto another body part. We do and can, however, go from legs to bikini”. The reason is pure and simple. It just does not seem proper.

Another very important procedure is that we “NEVER” double dip our hands. A practitioner is taught never to reach into the sugar paste container without first disinfecting the hand and/or putting on clean latex or nitrile gloves. The paste remains debris free, and hair free. Oh, and yes, it is always bacteria free.

SUGAR IS TOO MESSY TO WORK WITH

YES and NO to be exact. Yes would be for two reasons, and two reasons only.

7. **TECHNIQUE:** With proper instruction, patience and practice, the Practitioner will learn to control their paste to meet the high standards **Alexandria Professional®** maintains. Our sugar paste is water soluble, so when accidents happen clean-up is fast and simple.
8. **PRODUCT:** We at **Alexandria Professional®** are dedicated to the art of body sugaring. Our education also teaches how to deal with varying conditions one might experience. This is inclusive of our sugar paste. Our quality of sugar paste is second to none and we

guarantee it. We cannot however guarantee that our technique will work as well with other sugar products.

One thing is for sure, if someone tells you that their sugar pastes do not work or that they are too messy, they are not talking about **Alexandria Professional®** products and or techniques.

SUGARING DOES NOT WORK

Absolutely false! Anyone, anywhere who makes this claim is absolutely mistaken. They either have had the wrong experience with the wrong product and technique or the wrong aesthetician. This statement means that it was not our product, not our technique and the aesthetician was not directly trained by one of our qualified Educators. By all means, sugaring works.

YOU CANNOT WEAR GLOVES TO SUGAR

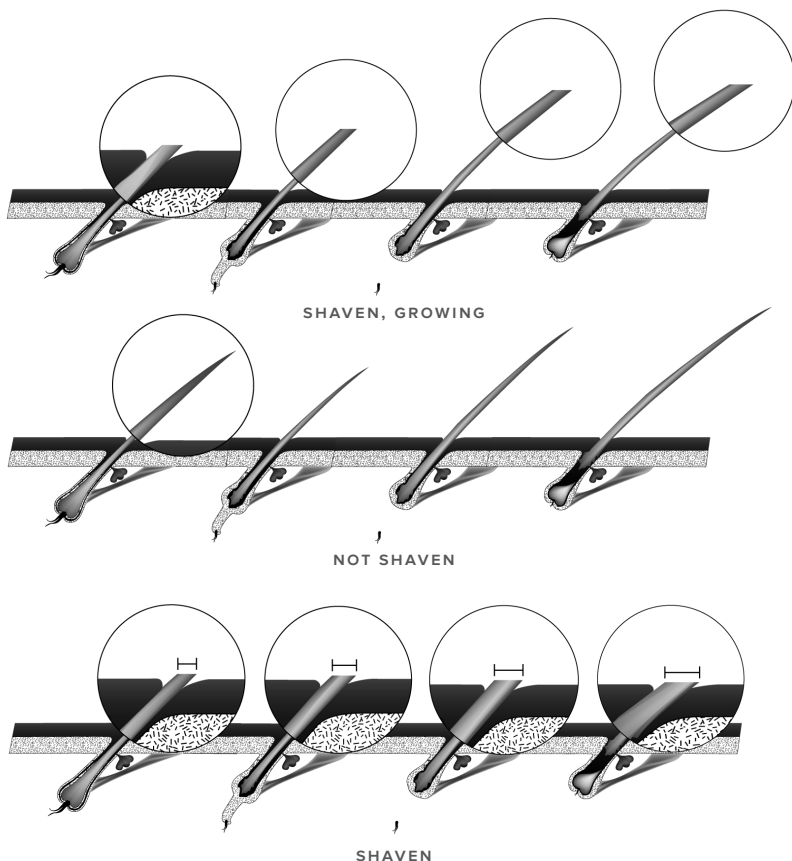
FALSE! ALL aestheticians wear gloves for every treatment. Perspiration (moisture) can make the sugar paste “melt down”. The gloves prevent this from happening so that they can successfully complete the treatment.

SUGARING CAUSES BLOOD TO FLOW MORE, THEREFORE STIMULATING MORE HAIR GROWTH

NO! Believe it or not, we get this one more than we care to admit. It is not to say that hair does not grow faster in hot climates, however, you would have to be a native of such hot areas to physically become affected. As one of our Educators once said, “when you bump a part of your body like your knee, you do not ‘grow hair’ there because of excess blood flow!”

SHAVING MAKES THE HAIR GROW BACK FASTER & THICKER

NO! As clearly demonstrated in the following diagrams, the shaven hair appears much thicker than the point of the unshaven hair. Not only is it shaven, which blunts the hair, it is shaven on an angle of the hair, which makes it appear even thicker.



Certain areas of the body will inevitably and eventually produce heavier, darker hair through its predetermined “programming” at the time of birth.

PEOPLE WITH CERTAIN CONDITIONS CANNOT BE SUGARED BECAUSE THE SUGAR GETS INTO THEIR BLOOD STREAM

Not true! Unless the sugar paste is ingested (and many people do eat it), it will not get into the blood. It is even safe to sugar a diabetic person, while waxing is not. When an aesthetician is properly taught to do sugaring treatments, the action of sugaring itself is then very gentle. And because there is no relevant heat involved, it poses no danger. The sugar paste is barely lukewarm to the touch.

OUR SUGAR PASTE MUST HAVE SOME KIND OF CHEMICAL IN IT

ABSOLUTELY NOT! You have our manufacturing guarantee on this one. The problem in today's market is that some companies have added sugar with resins/waxes and call it "sugar wax". This is not what sugaring is all about. It is certainly not safe to assume that other products are safe enough to eat, but **Alexandria Professional®** sugar pastes are!

YOU NEED TO GROW YOUR HAIR LONG LIKE YOU DO WITH WAX

NO! This is another false statement, unless they consider "strip sugar" to be "sugaring". It most certainly is not. The market place has these two different techniques confused. Sugaring is what this Reference Guide is all about.

Strip sugar is the same technique as strip wax with a few positives in its favor. Strip sugar, for example, is more economical for salons than wax. It is 100% natural, edible, water-soluble and does not breed bacteria. Technically, all aspects remain the same as strip wax. With the proper advanced sugaring technique and product, one could extract hair that was shaven 1 to 2 days prior, as opposed to strip sugar and strip wax that usually require ¼ to ½ of an inch in length.

IT TAKES TOO LONG TO DO

Yes and No. Generally, this comment deserves to be answered with an explanation by scenario.

A new client who has never before had any form of hair removal treatment and has been an adamant shaver requests treatment on her lower legs. The hair has not been shaven for three weeks.

You will wax one leg and perform the Advanced Sugaring Technique on the other, giving 10 minutes per leg for treatment. At the end of 20 minutes, examine the legs. The first noticeable difference will be that the sugared leg is already smoother than the waxed leg. Now you decide to give an extra 5 minutes to the sugared leg to "spot check" with the sugar paste the remaining very short hair, if any. The sugared leg is now left perfectly clean in comparison to the waxed leg. Ask your client to come back in two weeks just to look at the difference. The waxed leg will have a lot more hair showing than the sugared leg. You probably could not wax it yet because it may be too short for waxing.

Not for sugaring! The sugared leg will barely have any hair and the few that are there could easily be sugared.

Now once again you ask your client to return in two more weeks. This makes it four weeks since the last treatment. When you inspect the legs, you will notice that the sugared leg has much less hair than that of the waxed leg.

There are very logical and simple reasons for these positive and inevitable changes that occur with sugaring. You will learn all about them as you read on.

SUGARING WILL BE TAKEN OVER BY OTHER METHODS ON THE MARKET, I.E., LASER.

NO! NOT BY LASER. In fact, **Alexandria Professional®** has been chosen as a complimentary treatment with a laser company. Years ago, many electrologists decided to add **Alexandria Professional®** as a complimentary treatment. After the first year and especially the second year, many of them found the results from sugaring alone very impressive. Impressive enough to believe that permanency can be achieved.

This is not to say that someday there will not be something that is as or more effective than sugaring. Or that it will not be as safe and as gentle as sugaring is. If and when that day comes, **Alexandria Professional®** will be the first to announce it to its loyal practitioners and hopefully provide the education and training also!

SUGARING CAUSES INGROWN HAIR.

NO! Improper technique, lack of exfoliation and the client's method of skincare are the main causes of ingrown hair. Some companies offer their version of sugar paste but do not educate and train in the same "art of body sugaring" and proper pre and post epilation care as **Alexandria Professional®**. Our expertise in sugaring is truly revolutionary in many ways including the simple theory we base it all on.

REVIEW

1. Is sugaring unsanitary? Explain.
2. When is it acceptable to dip into the sugar jar twice (with used paste in your hand)?

3. Give two reasons why the sugar paste might be too messy to work with.
4. Can gloves be worn while sugaring?
5. Explain why sugaring does not stimulate hair growth.
6. Explain why shaving makes hair appear to grow back thicker.
7. Can the sugar paste penetrate into the bloodstream?
8. Does the Alexandria Professional® sugar paste contain chemicals?
9. Is it necessary to have ¼" or more in hair length for sugaring treatments?
10. What are the common causes of ingrown hair?

CHAPTER 4

FREQUENTLY ASKED QUESTIONS

OBJECTIVES

The Trainee will learn:

- Why one should not substitute other products for Alexandria Professional®
- Pre and post epilation products
- Why we suggest the use of an exfoliation glove versus a natural loofah
- How to extract stubborn, coarse facial hair
- How to treat and avoid getting a sore hand or arm
- Why Alexandria Professional® prefers a natural sugar paste versus one that has added essential oils

FREQUENTLY ASKED QUESTIONS

Q: Can I use cornstarch or baby powder instead of Vertal 6™ Drying Powder?

A: NO. Vertal 6™ is made from very plain, naturally occurring talc, whose properties are enhanced by a flotation process that also increases the product's brightness and purity, and gives Vertal 6™ its unique, soft silky feel. Vertal 6™ is specially treated in a two-step process to prevent microbial growth, and meets all quality criteria for heavy metals specification according to the methods of USP (United States Pharmacopia). Once body hair is extracted, follicles remain open for a period of time, which is why substituting other powder products, or cornstarch, may leave the client susceptible to infections. Also, people with corn flour allergies may develop an allergic reaction.

Q: Why switch from a loofah mitt to an exfoliation glove?

A: Loofahs cannot properly be disinfected and can cause adverse skin conditions resulting from bacteria growth in the loofa sponge. Exfoliating gloves can be used and cleansed

as a washcloth for a more sanitary method of gently removing dead skin cells without the concern of bacteria.

- Q:** How do you extract short, stubborn, coarse facial or body hair?
- A:** Mould the sugar paste three times, allowing it to rest for a few seconds, i.e., begin sugaring another area, so that the sugar can seep below the skin. Return, mould again and kick-off. It is most beneficial with coarse hair to steam the area or apply a warm towel to open the pores before treatment. Practitioners should also consider advanced classes to master Alexandria Professional's T.H.E. Technique (Tough Hair Extraction).
- Q:** My sugaring hand and arm gets tired and sore - is there anything I can do to prevent it?
- A:** There are several ways of preventing the soreness and tiredness sometimes associated with the Advanced Sugaring Technique. Here are some suggestions.

Review arm and hand positioning. Alexandria Professional® innovative ErgoWave will assist with your hand position which will help to better position your arm, benefiting your overall body ergonomics.

Try not to book big jobs, i.e., full legs, back to back. Space them out with smaller jobs or a "break" or lunch. Be creative for your needs.

Another cause for discomfort for the practitioner during treatments is the texture of the paste.

Practice sugaring with a softer paste until you can successfully apply and extract the sugar paste with gentle moulding and comfortable movements. If you are applying a lot of pressure when you are moulding the paste, chances are you need to soften the paste. We all understand how a new practitioner might feel more confident sugaring with our Tropical Sugar™ Paste, but remember all of the wonderful benefits of our technique and exactly how/why it works so well with our sugar. You might find it is time for you to sugar with Regular Sugar™ Paste.

REVIEW

1. What can happen if cornstarch is substituted for our Vertal 6™ Drying Powder?
2. Explain why an exfoliation glove is better to use than a natural loofah.
3. Explain the procedure for removing stubborn coarse facial hair.
4. List three ways to prevent soreness of your sugaring hand and arm while sugaring.

CHAPTER 5

ALEXANDRIA PROFESSIONAL® PRODUCTS

OBJECTIVES

The trainee will learn:

- Alexandria Professional® product lines
- The uses for Alexandria Professional® products
- The directions for product use
- Tips on how to receive the best benefits from the Restore™ Hydrating Lotion

Our pre and post sugaring products have been specifically developed for hair removal, however, they are extremely effective and available for other services in your spa such as facials and body care.

PRESEPT™ SKIN CLEANSER

An anti-microbial solution formulated to cleanse the skin of any dirt, makeup, or oils before hair removal sugaring treatments. It is extremely gentle, effective and can be used on all parts of the body and face.

Directions: For small areas such as eyebrows or upper lip, pour a small amount of Presept™ Skin Cleanser directly on a cotton pad. Thoroughly cleanse the skin in the area that is to be treated. For larger areas, dampen a clean cloth or paper towel and pour required amount of Presept™ Skin Cleanser necessary to cleanse area to be treated.

ESSENTIAL TONIC™

This formula was developed for pre and post epilation use. Essential Tonic™ possesses anti-microbial, antiseptic, anti-fungal, anti-viral, cicatricant (cell regenerating) and anti-inflammatory properties. These properties have a soothing and calming effect on the skin and help to reduce redness (if any) after treatment. One of the ingredients actually helps to open the cuticles of the hair shaft allowing the paste to grip the hair even better.

Directions: Pre treatment (before) and post treatment (after). Always shake the bottle before each use. Once you have cleansed the skin of debris, makeup or oils, spray Essential Tonic™ onto the skin.

For small areas, you might prefer to spray Essential Tonic™ into your palm and apply it to the skin with your fingertips. Another option is to spray it onto a cotton pad, however, the cotton pad absorbs most of the product rather than the skin where it is needed.

For larger areas, hold the Essential Tonic™ approximately six to eight inches away from the skin and spray. For full facial application, cover the eyes with a dry clean cloth or even a clean cotton headband before spraying.

For post sugaring treatment, apply just before the Restore™ Hydrating Lotion, following the above directions.

VERTAL 6™ DRYING POWDER

This is a pure, refined, high quality powder. It is perfume free, chemical free, oil free and is hypoallergenic

Directions: To be used for pre-epilation, after cleansing with Presept™ Skin Cleanser and applying Essential Tonic™. Always make sure that the skin is dry before dusting Vertal 6™ Drying Powder, otherwise it will cake onto the skin.

For small areas, especially eyebrows, it is best to put a bit of powder onto a cotton pad and gently pat onto the area to be treated. This will help you avoid getting powder into your client's eyes.

For larger areas, simply shake Vertal 6™ Drying Powder straight from the container onto the area to be treated and spread thinly with your hands.

RESTORE™ HYDRATING LOTION

Our lotion consists of several calming and soothing ingredients and is lightweight and non-comedogenic. Restore™ Hydrating Lotion gently soothes and protects even sensitive skin and is very effective on all body parts including the face. This lotion is formulated for hydrating the skin after the sugaring treatment, therefore maximizing the benefits offered by a high quality transdermal lotion.

Dehydrated skin suffers from lack of moisture - water. This occurs mainly from low water intake, too much sun, weather exposure, harsh cleansers, and aging. As we age, we begin to lose our “youthful and smooth” skin appearance because we tend to produce fewer natural moisturizing factors. This results in the skin's inability to hold enough water in the surface cells, making the skin dry, flaky, tight and dull looking.

When sugaring hair from this type of skin, you need to mould the sugar paste more to help it penetrate through for better results. This type of skin tends to grip the hair tightly making it more difficult to extract the first few times. It also lends itself as a major cause of ingrown hair. With regular sugaring treatments and a consistent home regime between sugaring treatments, Essential Tonic™ as an effective toner, and the application of Restore™ Hydrating Lotion, you can actually physically change the appearance of this skin type.

Directions: The Restore™ Hydrating Lotion is concentrated and works best when applied to damp skin. Immediately following the sugaring treatment, apply the Essential Tonic™ on all areas that have been treated. Then massage Restore™ Hydrating Lotion into the skin until completely absorbed. For all areas below the heart, massage in an upwards motion toward the heart. It is energizing and great for circulation.

CAVICIDE

This is a surface disinfectant specifically formulated for the control of cross contamination. This decontaminant cleaner is non-toxic, biodegradable, free of caustic chemicals and requires no special handling. It is safe for use on all inanimate surfaces and may be used as an immersible solution.

Directions: Use directly from spray bottle. Do not mix with water. Spray while holding bottle 8 to 12 inches away from item to be treated, and then wipe off with a cloth. Please follow manufacturers directions.

WARMER

Always refer to your warmer instructions included with your warmer to ensure proper usage. The warmer is used only to keep the sugar paste pliable and ready for use at a moment's notice. It is never intended to "soften" sugar paste by increasing the temperature.

Directions: Remove the lid on the sugar paste container and then remove the seal. Put the lid back on. You can keep the lid loose when you are sugaring throughout the day. When the day is over, tighten your lid.

TEMPERATURE SETTINGS

Suggested Temperatures for Alexandria Professional® Sugar Paste

Sugar Pastes	Temperatures
LK Private Stock™ Sugar Paste	96°F/36°C
LK Plus™ Sugar Paste	99°F/37°C
Regular Sugar™ Paste	104°F/41°C
Tropical Sugar™ Paste	111°F/43°C
Tropical Plus™ Sugar Paste	117°F/47°C
KiSS Waxing™ Paste	143°F/62°C

These are only suggested temperatures, you may adjust to slightly warmer or cooler based on personal preference.

If the sugar paste is kept at too high a temperature for too long and is too warm to handle, let it rest out of the warmer until it is cooled and pliable enough to use. Leaving it on too high can burn and/or crystallize the sugar paste, turning it dark brown in color and the sugar paste consistency will be altered.

We do not recommend the use of microwaves for ongoing warming of the sugar pastes because it will change the consistency of our product.

HEATING ADVANCED SUGAR PASTE

The sugar should have a smooth, taffy-like consistency. Always keep the sugar container tightly covered when not in use. Moisture from the air could change the consistency of the product making it soft, sticky and inefficient.

IN A WARMER

- Place the lid back on the container, but do not tighten and place it into the warmer
- Press the ON/OFF button to start the warmer. Both digital screens will turn on. The left digital screen displays the temperature pre-set by the user. The right digital screen displays the actual temperature of the unit
- Use the up/down “arrow” buttons to adjust the temperature of the left digital screen until it displays your desired sugar paste temperature. Suggested temperatures can be found on page 48

- Sugar can be left at desired temperature until warmed. To speed up heating process, after adjusting to desired temperature, press the PREHEAT button. This will automatically adjust the warmer to 160°F/71°C in the left screen. Once the warmer reaches 160°F/71°C it will remain there for 15 minutes before re-adjusting to your chosen temperature
- Please refer to the Alexandria Professional® user's manual located inside your warmer box for further detailed instructions on your warmer
- Always turn the warmer off when not in use! Leaving it on too high of a temperature can burn the sugar paste, turning it dark brown in color and into a firmer, thicker paste consistency

IN A MICROWAVE

- Remove lid
- Remove foam liner and discard
- Place container into the microwave
- Heat on full power for 30 seconds to 1 minute depending on the sugar paste being heated.
- The softer the sugar paste the less time it needs in the microwave.
- If it needs to be softer, microwave 5 to 10 seconds more at a time

Note: Be careful when testing the sugar paste after heating. It may have heated too much and could burn your fingers.

HEATING TIMES ARE APPROXIMATE and are based on a full container of sugar. Times may vary on the amount of sugar, microwaves, and warmers.

WEARING GLOVES TO PERFORM SUGARING TREATMENTS

Alexandria Professional® mandates that gloves be worn during all sugaring treatments for your protection as well as your client's against communicable diseases and viruses such as warts, cold sores, ringworm and HIV.

REVIEW

1. Briefly explain each professional product, what its purpose is, and directions for use
2. When is it best to apply our Restore™ Hydrating Lotion?
3. Explain how to heat the sugar in a warmer

CHAPTER 6

SUGAR PASTE

OBJECTIVES

The trainee will learn:

- The difference between Regular Sugar™, Tropical Sugar™, LK Private Stock™ Sugar, LK Plus™ Sugar and Tropical Plus™ Sugar Pastes
- The KiSS Waxing® System
- Color variations of the sugar paste
- Advantages of using the paste while soft and pliable
- Disadvantages of using a stiff paste
- How to soften the sugar paste
- How to stiffen the sugar paste
- The variables that can affect the sugar paste
- Tips on personalizing the paste and dealing with different problems

SUGAR PASTE

Alexandria Professional® developed a sugar paste from ancient Egyptian recipes using all natural ingredients to give you a safe and effective hair removal sugar paste for use in a modern and professional business environment.

We have brought you this modernized product and technique to use on the face and body of women, men and children. **Alexandria Professional®** sugar paste consists primarily of sugar, water and lemon juice.

LK PRIVATE STOCK™ SUGAR PASTE

LK Private Stock™ Sugar Paste was developed for use by Lina Kennedy, President of **Alexandria Professional®**. It is a very soft paste. Its consistency is good for practitioners who have mastered their skills in the advanced technique of body sugaring. It is great to use to soften stiff sugar and for dry conditions, environments or skin conditions.

LK PLUS™ SUGAR PASTE

LK Plus™ Sugar Paste has a texture between that of LK Private Stock™ and Regular™ Sugar paste. Intended for those who may find the LK Private Stock™ Sugar Paste too soft but require the use of a softer paste than Regular™ Sugar Paste.

REGULAR SUGAR™ PASTE

Regular Sugar™ Paste has a texture that is soft and pliable. It is the most commonly used sugar paste.

TROPICAL SUGAR™ PASTE

Tropical Sugar™ Paste has a much firmer texture than Regular Sugar™ Paste. It is excellent for use in warmer, humid climates, non-air-conditioned establishments and for Practitioners whose hands have a tendency to heat up.

TROPICAL PLUS™ SUGAR PASTE

Tropical Plus™ Sugar Paste has the firmest texture of the five types of sugar paste that Alexandria Professional® offers. For those practitioners who still require a firmer sugar paste in warm, humid climates than what the Tropical™ Sugar Paste provides them.

KISS WAXING® PASTE (STRIP TECHNIQUE)

KiSS Waxing® Paste has a liquefied texture that is applied five times thinner than conventional wax products and squeezed directly onto the skin from the bottle. For reasons to be discussed in another chapter, this sugar paste is by far the least desired. This method is not considered “sugaring” by our company but is referred to as “KiSS Waxing®”.

STRIP SUGAR PASTE (STRIP TECHNIQUE)

Strip Sugar Paste has a liquefied texture that is applied five times thinner than conventional wax products. It differs from KiSS Waxing™ in that it must be removed from the jar directly with a spatula and applied to the skin. This method is not considered “sugaring” by our company.

Note: All sugar pastes manufactured by **Alexandria Professional®** are natural, water soluble, skin friendly and edible.

SUGAR PASTE COLOR VARIATION

The color of our sugar paste can vary from a light golden to medium amber. This variation does not affect the texture or the effectiveness of the sugar paste. In the process of manufacturing, the first jars that are filled are of the lightest golden color. The last filled jars are of the medium amber and the rest of the jars will vary between the two colors.

Note: Darkening or crystallization of the sugar paste may result from overheating and/or moisture loss. You must remember to adjust the warmer temperature gauge to suit the volume of product in the container. Keep the lid on the jar at all times to prevent moisture loss. Always store unused containers in a dry, cool area. Frequent microwaving to heat your paste could lead to moisture loss, burning and/or crystallization.

SUGAR PASTE TEXTURE VARIATION



SOFT AND PLIABLE

When the sugar paste texture is soft and pliable, very little pressure is needed to mould it onto the skin and into the hair follicle. The sugaring technique remains much more comfortable to both the client and to the practitioner. The treatment will be very efficient and effective; it will grip the hair better regardless of

length or density and extract it easily and cleanly. This paste texture is the most effective and should become every practitioner's preference.

TOO STIFF

When the sugar paste texture is too stiff or firm, more pressure is needed to mould the sugar onto the skin. A stiffer paste will also cause the practitioner to work harder and slower and will cause unnecessary discomfort to the client.

TOO SOFT

When the sugar paste texture is too soft, it simply becomes unmanageable and difficult to extract.

ADJUSTING AND PERSONALIZING TEXTURE

SOFTENING THE SUGAR PASTE

Adding KiSS Adjuster™: KiSS Adjuster is a very thin sugar used for adjusting sugar pastes only, it does not need to be warmed to use. Squeeze desired amount of KiSS Adjuster™ to the sugar paste in your hand and mix together in the same manner as you would for adding water.

Adding Water: With a spritz bottle, spray once directly into the sugar paste in your sugaring hand. Blend water into the sugar paste by pushing your sugaring hand thumb and finger tips in and out of the sugar paste until all water moisture is absorbed.

Note: Do not spray too much water at a time because it can make your sugar paste too soft to use. It is best to spray “once”, blend and then decide if you need to add more water/moisture.

Very Important Note: Never, ever add any of the above suggestions directly to your sugar jar! It is much more efficient and economical to adjust and personalize the sugar paste texture to suit each occasion. You will ruin the sugar paste texture and the opportunity of adjustment if you add any ingredient into the container.

FIRMING UP THE SUGAR PASTE

1. Throw away up to half of the sugar paste in your hand that you have been sugaring with and add another small fresh piece of paste to it. Mix it well with your fingertips.
2. With your fingertips, mix a piece of Regular Sugar™ Paste and Tropical Sugar™ Paste together.
3. Use Tropical Sugar™ Paste only.
4. Have a fan available for use in your treatment room.
5. If humidity is high, use air conditioning when available.

VARIABLES THAT CAN AFFECT TEXTURE

In order to become a “natural” at sugaring and a very efficient Sugaring Practitioner, you will need to familiarize yourself with the variables that can affect the texture of the sugar paste.

Understanding the following list of variables will better prepare you on how to prevent an undesirable situation from taking place in the middle of your sugaring service (example: sugar paste meltdown).

Outdoor Temperature: Every year as seasons turn, a practitioner will experience some level of change in the sugar paste texture. For a new practitioner, it may occasionally be considered a little challenging. If you follow the information and advice we have provided for you, it will not be long before you become “expert” enough to pre-judge all variables without so much as batting an eyelash. You will instantly recognize the right solution for you and your client.

Indoor Temperature: A room that does not have a good air return system and circulation and has a lot of heat blowing into it may cause your sugar paste to become very soft as you are sugaring. A room that is kept at a very cold setting may cause your sugar paste to stiffen, especially if your hands remain cold.

Client’s Body Temperature: Sometimes a client will come to their sugaring appointment immediately following some type of physical activity such as sports or a work out or even a bike ride. Their body temperature might feel warmer by the touch of their skin, which may cause your sugar paste to soften too much as you are sugaring. Same holds true to your own body temperature.

Dry Skin and Dense Hair: A client with noticeably dry skin will cause your sugar paste to stiffen due to the amount of dead skin cells being removed and remaining in the paste. The same holds true to coarse, dense hair.

TIPS

- IF AFTER THE FIRST OR SECOND KICK-OFF you feel the sugar paste is starting to get slightly stiff, immediately adjust it by adding a few drops of water or KiSS Adjuster™.
- NEVER USE SUGAR PASTE THAT IS TOO STIFF, nor wait until it has become too stiff before adjusting it. It will require more water or KiSS

Adjuster™ to adjust it. The sugar paste may then become “over adjusted”, meaning, it may become very sticky, and difficult to kick-off. It will either have to be half replaced with fresh paste or completely thrown away.

- **IF THE SUGAR PASTE IS SLIGHTLY TOO SOFT FROM THE WARMER**, take out the required amount and hold it between the fingers and thumb to cool it, before applying to the client's skin.
- **WEATHER AND ROOM TEMPERATURE PLAY A BIG PART IN THE SUGAR PASTE TEXTURE.** For example, on normal days, or in dry heat, the paste will require little or no adjustment. On hot and humid days, the sugar paste will soften quicker. If the room or weather is cold, the sugar paste will stiffen and will need more adjusting.
- **REMEMBER TO KEEP YOUR TREATMENT ROOM AS COOL AND DRY AS POSSIBLE.** You might want to try using a small dehumidifier in your room if air conditioning is not available. Keep your window closed and use a fan. The three together should give an ideal temperature control for the comfort of the Practitioner and clients.
- **ALWAYS KEEP THE LID ON THE CONTAINER.** The sugar paste will lose moisture if the lid is not kept on, and this will cause the texture to stiffen.
- **TO KEEP HUMIDITY OUT OF JAR**, plastic wrap the sugar container under the lid when not in use or storing it.
- **STORE UNUSED SUGAR PASTES IN A COOL, DRY PLACE.** If the sugar paste is stored in a humid and/or hot area until such time that it is needed, it will cause the sugar paste to become too soft from adding air moisture and heat.
- **REMEMBER THAT GLOVES ARE MANDATORY** for sugaring all body parts, and work well to help if your hands tend to heat up too fast and perspire.

REVIEW

1. Explain the difference between the Regular Sugar™ Paste, the Tropical Sugar™ Paste, the LK Private Stock™ Sugar Paste, the Tropical PLUS™ Sugar, and the LK PLUS™ Sugar Paste.
2. What is the difference between a light golden colored paste and a dark amber colored paste?
3. What can darkening or crystallization of the paste result from?
4. How should you store the sugar paste?
5. Explain why the paste works better when it is soft and pliable as opposed to stiff?
6. Explain how to soften the sugar paste.
7. Do you add water directly to the sugar jar to soften it?
8. Explain how to stiffen up the paste.
9. List four variables that can affect the sugar paste texture.
10. List nine tips for adjusting and personalizing sugar paste texture.
11. What is Alexandria Professional® sugar paste primarily made from?

CHAPTER 7

THE HAIR

OBJECTIVES

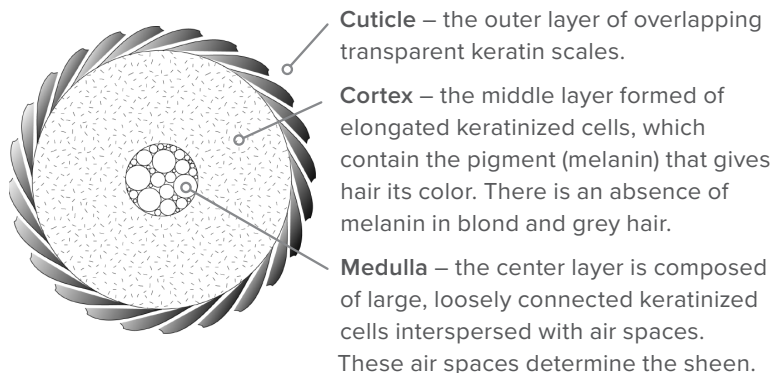
The trainee will learn:

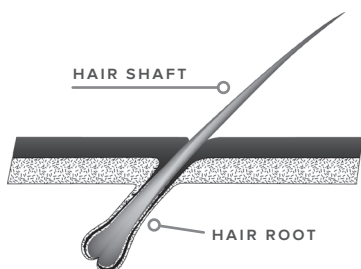
- The three layers of the hair
- The composition of the hair
- The difference between the hair shaft, the hair follicle and the bulb
- Where the melanin (color pigment) is found
- The purpose of the inner and outer root sheath
- The importance and role of the dermal papilla
- The process of mitosis
- The three stages of hair growth and the importance of each
- The meaning of mesanagen
- The four classifications of hair
- The causes of excess hair growth
- The factors that can inhibit hair reproduction

THE HAIR

Hair is found over most of the body in different lengths, colors and textures. Hair is comprised of keratinized cells (dead protein called keratin).

The hair is composed of three concentric layers: the cuticle, the cortex and the medulla.





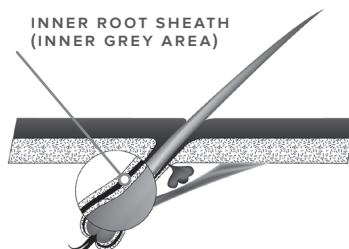
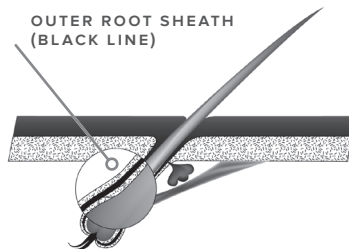
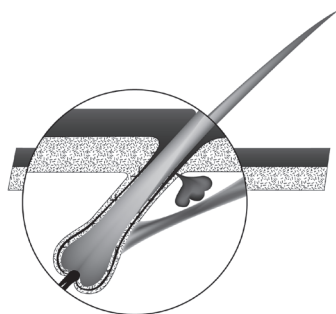
As well, hair has two parts. The shaft is the part we see and touch. The root is the part that sits inside the follicle.

STRUCTURE OF THE HAIR FOLLICLE

The hair follicle has a shape similar to a tube with the bottom being slightly larger. Its function is to grow hair. It is part of the epidermal section of the skin, particularly the keratinizing functions of the skin. The follicle consists of an outer root sheath and an inner root sheath. They do not run straight up and down into the skin but rather slant in different angles into the skin.

OUTER ROOT SHEATH (ORS)

The outer root sheath is continuous with the outer epidermal layer of the skin called stratum corneum (also known as the Horny Layer). The diagram has the stratum corneum traced with a separate color so that you can follow it down the one side of the follicle until it reaches the base where the dermal papilla is. You can clearly see how the epidermal layer becomes the outer sheath of the follicle. However, the lower part of the outer sheath is not keratinized.

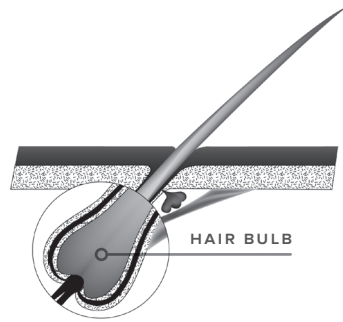


INNER ROOT SHEATH (IRS)

The inner root sheath is essentially produced by the germinal matrix. It will only reach about $\frac{2}{3}$ of the follicle length, ending near the sebaceous glands. The IRS will never keratinize.

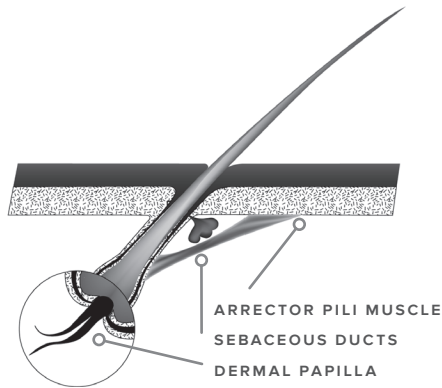
THE HAIR BULB

This bulbous shape is located at the base of the follicle. It is the largest part of the follicle and contains an egg shaped cavity filled with loose, connective tissue. This is the dermal papilla. It is from this bulb that the IRS and the hair growth occur.



DERMAL PAPILLA

The papilla is also located at the base of the follicle. It contains cells and blood vessels necessary to nourish the base of the hair (the bulb). It induces the germinal matrix to produce new growth at a very rapid rate, which in turn produces the IRS and the hair. A column of compressed cells is formed that gradually harden into the hair shaft. This hardening is called keratinization.



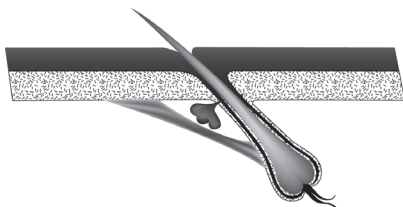
Attached to the underside of each sloping hair follicle, at an acute angle from the surface of the dermis is the ARRECTOR PILI MUSCLE. These muscles, when stimulated by fear or cold, contract under stress and pull the hair to a vertical position producing “goose bumps”. Vellus hair follicles do not have this muscle.

The sebaceous (oil) ducts, attached to the follicle, are responsible for lubrication of the skin and hair. Moderate amounts of secretion from the sebaceous glands are essential for healthy skin and hair. Some people have over-active sebaceous ducts causing conditions such as acne and very oily scalp.

Blood vessels also aid in healthy skin and hair. You have heard the very true saying “You are what you eat”. Vitamins, minerals and other nutrients needed for strong, healthy hair are brought to the hair follicle by tiny blood vessels.

STAGES OF HAIR GROWTH

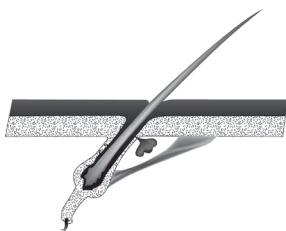
There are three main stages of hair growth: anagen, catagen, and telogen. Generally, 85% of the hair is in the anagen growth phase and 15% is in the telogen resting state.



ANAGEN

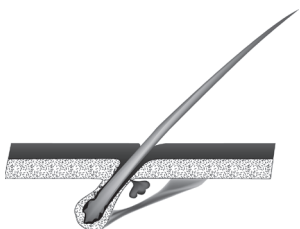
This is the active growth phase, which can last for months or years depending on its location and function. This “active growth” is easiest described as a process of cell division called mitosis. The anagen stage is

the most favorable time to extract hair because it is still connected to the dermal papilla. Extraction at this stage cuts off the “food source” and helps to collapse the follicle wall. Approximately $\frac{1}{16}$ ”.



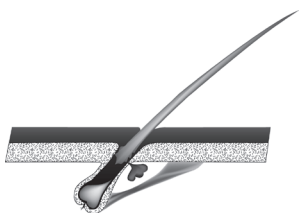
CATAGEN

This stage is considered the transitional phase. The dermal papilla cells become inactive and the hair stops growing. The follicle then regresses. Approximately $\frac{1}{4}$ ”.



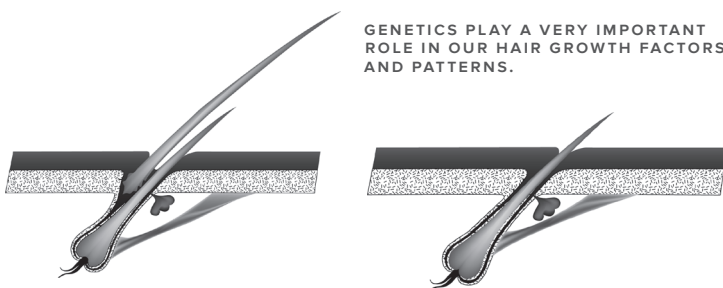
TELOGEN

Ultimately, the hair enters the next stage called telogen. This is the follicle's resting state. The hair remains dormant until it is shed or extracted. Extraction at this stage is least desirable since the hair is shedding naturally and a new hair has already been developed. Sometimes it is more evident when the shaft is exposed (see diagram). Approximately $\frac{1}{2}$ ”.



MESANAGEN

Subdivided from anagen. Sometimes a hair follicle in telogen will return to anagen growing phase and produce a new hair before the old one is shed. The new hair fiber may push the old one out as it grows. However, it is not unusual to see up to three hair shafts per follicle.



Note: This is important for you to be aware of because this effectively leads to what appears to the client as early regrowth patterns.

THE FOUR CLASSIFICATIONS OF HAIR

1. **LANUGO HAIR** – soft, downy like hair found on a newborn baby. This hair will shed before or shortly after birth.
2. **VELLUS HAIR** – soft, fine hair (peach fuzz) found on the face and some other parts of the body. They are usually pale in color, grow from a shallow follicle and have a slow growth rate.
3. **TERMINAL HAIR** – coarse, strong and deep-seated, with well-developed roots and bulbs. They are found in men and women's scalp, eyebrows, eyelashes, underarms, genital areas, and female facial areas (usually due to hormonal imbalances).
4. **INTERMEDIATE HAIR** – found on most parts of the face and the body. The texture is between vellus and terminal hair types.

CAUSES OF HAIR GROWTH

CONGENITAL PATTERN

The hereditary factor and the general make-up of the genes can produce varying amounts of hair. Generally speaking, most hair growth rates are predetermined at birth.

SYSTEMIC PATTERN

Hormones are excreted by all the endocrine glands and control the growth and development of all parts of the body. Endocrine glands are over-active in puberty, pregnancy and menopause. The androgens

(male hormones) are responsible for stimulating hair growth. A high amount of this hormone is acceptable in a man, but in a woman will lead to excessive amounts of superfluous hair on the face and body.

CAUSES OF EXCESS HAIR GROWTH

STRESS

Stress increases the flow of certain hormones such as ACTH (adrenocorticotrophic hormone), which may cause an increase in the production of androgens (male hormones). An over-production of male hormones, such as testosterone, can and does cause excess hair growth. Any prolonged stressful or emotional experience may carry with it the potential to cause an increase in facial and body hair for certain women.

MEDICATION

Prescribed medications can cause excess facial and body hair as a side effect because they effect the regular functioning of the endocrine, a hormone system of your body. Quite often, this condition will diminish when the medication is discontinued.

SMOKING

While smoking itself has not been proven to cause excess hair growth, it does cause an increase in adrenaline. Some surveys have shown this increase to be as high as 70% above normal. An increase in adrenaline will cause an increase in the rate of hair growth.

PREGNANCY

Because of the change in the hormonal balance, some women do notice an increase in hair growth during pregnancy, but the reverse can also be true during this time.

SURGERY

Often, after a woman has had a hysterectomy, estrogen or other hormones will be prescribed to maintain the balance of male to female hormones. If the balance is not maintained, new hair growth will be visible, usually on the face.

WARM/HOT CLIMATES

Continual exposure to higher temperatures can cause more rapid hair growth due to an increase in blood flow.

If clients complain that their hair is growing back faster or thicker, ask some questions to see if they have incurred recent changes. Perhaps

they have started smoking, or changed prescriptions, or maybe they are under a great deal of stress. Any one of these can be a factor in the rate of hair growth and the density of that growth. There are other factors which can influence and inhibit hair reproduction such as: tumors, radiation, scarring, and genetics of individuals.

An informed practitioner is certainly a more efficient practitioner.
An informed client is usually a more satisfied client.

REVIEW

1. What is the hair made of?
 2. Name the three layers of the hair.
 3. What is the hair shaft?
 4. What is the hair follicle?
 5. Where is the melanin (color pigment) found?
 6. Do hair follicles run straight up and down beneath the skin?
 7. Describe the inner and outer root sheath.
 8. What is the hair bulb?
 9. Explain the importance of the dermal papilla.
 10. What muscle contracts when we get "goose bumps"?
 11. What causes oily scalp and acne?
 12. What is the process of cell division called?
 13. After reviewing the three stages of hair growth, list all of the important points in a small paragraph.
 14. Describe mesanagen. Draw a diagram to help explain, if needed.
 15. List the four classifications of hair.
 16. List the causes of hair growth.
 17. List the causes of excess hair growth.
 18. What could it mean if your client complains that his/her hair is growing back thicker and faster?
 19. What factors can inhibit hair reproduction?
-

CHAPTER 8

THE SKIN

OBJECTIVES

The trainee will learn:

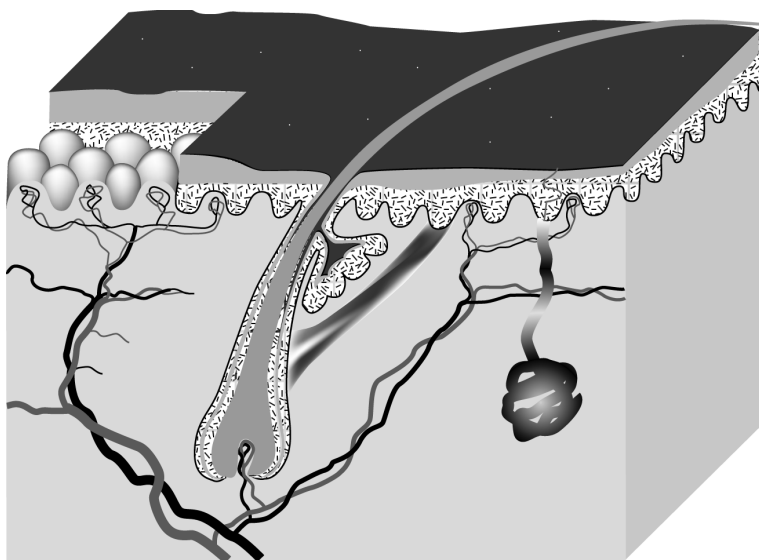
- The five sensations of the skin
- The five functions of the skin
- The layers of the skin
- All things contained within the dermis
- The role of the subcutis
- All skin types and all characteristics of each
- Facts about the skin
- Disorders of the skin
- Skin infections

THE SKIN

The skin is a vital, highly complex system with more to it than meets the eye. We only see the surface layer of skin, which is just the tip of the iceberg. The skin is the largest organ of the human body, covering 22 square feet and weighing nearly 8 pounds (on the average adult). The skin is elastic, resistant and under normal conditions will renew itself. It is a protective covering for the body and it has five basic sensations: pressure, touch, temperature, heat/cold regulation and pain. The skin contains pores, which are openings for the hair follicles, sebaceous glands and sweat glands. The skin sheds one surface layer of dead cells every 24 hours and renews itself by mitosis over three to four weeks (longer in the elderly). It is estimated that 90% of household dust is composed of dead skin cells. The skin can create up to 88 pounds of discarded particles, dust and fragments in the lifetime of an average person.

The skin is comprised of different layers, but sectioned into three main layers.

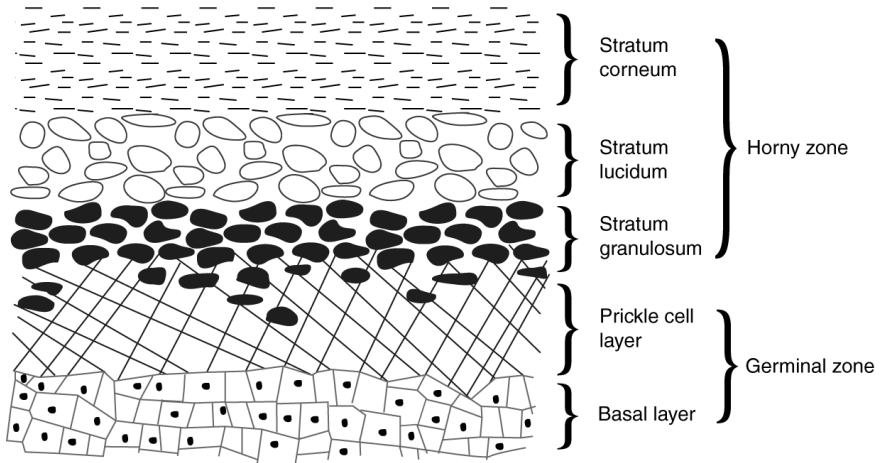
THE SKIN LAYERS



THE EPIDERMIS

This layer of skin is the most superficial layer, the part we see and touch, being on average, $\frac{1}{16}$ " thick. It varies in thickness on the soles of the feet, palms of the hands and is much thinner on the face. The eyelids are finer still. This layer prevents us from bleeding and dehydration. It contains no blood vessels or nerves. The epidermis is made of sheets of flattened keratinized cells that are either dead or dying. New cells develop through a process called mitosis (cell division) whereby one cell becomes two, two become four, four become eight, and so on. These newly formed cells push the older cells upward to the surface where they change shape, die, and are eventually shed.

**THE EPIDERMIS CONSISTS OF FIVE LAYERS
AND DIVIDED INTO TWO ZONES**



A. THE HORNY ZONE (3 LAYERS)

- HORNY LAYER (STRATUM CORNEUM)
- CLEAR LAYER (STRATUM LUDICUM) ONLY PRESENT IN SOLES OF FEET AND PALMS OF HANDS
- GRANULAR LAYER (STRATUM GRANULOSUM)

B. THE GERMINAL ZONE (2 LAYERS)

- PRICKLE CELL LAYERS (STRATUM SPINOSUM OR MUCOSUM)
- BASAL CELL LAYERS (STRATUM GERMINATIVUM)

THE HORNY ZONE

- A. The horny layer (stratum corneum) is the most superficial layer. It consists of dead, flattened, keratinized cells, which are constantly being shed and replaced. If they are exposed to too much light or heat, or are damaged, they become completely dehydrated, flaky scales. The horny layer of cells plays a major part in the skin's water retention and in preventing dehydration. Nuclei are no longer evident here.
- B. The stratum lucidum consists of small transparent cells. Light can pass through these cells. This layer is the thickest in the skin of the palms of the hands and the soles of the feet, where no follicles are present.
- C. The granular layer (stratum granulosum) consists of distinctively shaped cells that look like granules. This

layer of cells is believed to represent the first stages of keratinization (transformation of epidermal cells into horny material, keratin – dead cells).

THE GERMINAL ZONE

- A. The prickle cell layer (spinosum) is comprised of well-defined polygonal cells. The whole layer is connected organically by means of the prickle-like threads which serve to join the cells. This layer is often classed with stratum germinativum to form the basal layer.
- B. The basal layer (germinative cells) is where new epidermal cells reproduce. This is the layer responsible for growth. These cells live about six weeks before they are discarded into the horny layer to be shed. In this layer, there are a number of cells called melanocytes. These are melanin-producing cells. Melanin is the pigment that gives the skin its color, determining whether one is fair, brown, or black skinned. An absence of melanin produces white hair and pink eyes, a condition known as albinism. Melanocytes react to ultraviolet radiation by producing more melanin. The skin is protecting itself from the penetrating rays; generally, the darker your skin is, the more protection it has.

THE DERMIS

Sometimes called the true skin, it is formed of tough, flexible (elastic) connecting tissue. It contains:

- A. **Capillary Blood Vessels** - a fine network of blood vessels supplying oxygen and nutrients from the arterial network feeding the skin, then deoxygenated blood and waste products carried by a venous network to the lungs and body to eliminate them as necessary.
- B. **Lymphatic Vessels** - drain away waste products.
- C. **Sensory Nerve Endings** - these carry impulses to the brain and are found below the epidermis and in the lower dermis. These nerve endings carry the signals of pain, heat and cold to the brain so the body can react to any hazards.

- D. **Sweat Glands** - found deep in the dermis and are tubular in shape. These glands take materials from the blood and transform them into new substances, which pass through ducts to the skin's surface or into the hair follicle. Their main function is to regulate body temperature. There are two types of sweat glands.
- E. **Apocrine Glands** - found in greater numbers in the axillae, genital and breast areas and open into the hair follicles. Their functions are to help regulate body heat and eliminate waste material. Body odor is most closely connected with these glands.
- F. **Eccrine (Merocrine) Glands** - found all over the body and they have ducts that open onto the surface of the skin through sweat pores. They excrete mainly water with little salt. They respond to ultra violet radiation, emotional distress and fevers. These glands are found in great numbers on the palms of the hand and the soles of the feet.
- G. **Sebaceous Glands** - found all over the skin, with the exception of the soles of the feet and the palms of the hand. They usually, but not always, open into the hair follicles. They are found in great numbers on the scalp, face and in decreasing numbers on the back and the rest of the body. They secrete a fatty substance called sebum, which helps to keep the skin moist and the hair soft. The large sebaceous glands of the face open directly onto the skin's surface. Too much sebum gives the skin and hair a greasy appearance and causes infection in the hair follicle. Too little results in dry skin and brittle hair.

Hormone imbalance during puberty and pregnancy increases sebum production. If the pores become blocked, trapping the sebum and sweat, it will cause blackheads and white heads.

THE SUBCUTIS (SUBCUTANEOUS FAT)

Consists of loose connective tissues. The subcutis separates the dermis from the underlying muscle and permits the skin to move more easily over it. A great supply of blood and lymph vessels, nerve endings and fat cells are found here. The fat cells act as a storage

depot, and are thicker in women, giving them a more feminine round appearance. The fat also helps to reduce heat loss.

THE SKIN'S FUNCTION

PROTECTION

The skin protects the body against blows and falls through the fat cells of the subcutis. The horny layer acts as a barrier against bacteria and excess fluid. The germinal layer protects the body from harmful ultraviolet light.

SENSATION

Skin contains many tactile nerve endings, which send messages to the brain to react to the disturbance of the epidermis from heat, cold, touch and pain.

HEAT REGULATION

Skin helps to regulate the body temperature through the secretion of the sweat glands and contraction or dilation of the blood vessels in the dermis.

EXCRETION AND SECRETION

The skin excretes waste materials through the sweat glands and controls fluid loss from the body. Sebaceous glands secrete sebum, which helps to keep the skin oily and supple. Sebum assists in producing an “acid mantle” on the skin, which is of great importance in maintaining a healthy skin surface. A decrease in acidity results in an unhealthy appearance with uneven texture.

SKIN TYPES

Skin is usually categorized by its degree of oiliness. The sebaceous glands produce and secrete sebum that is normal in healthy skin. Sebum is one of the constituents that help to keep the skin's surface supple. The second is moisture, the key to healthy and vibrant looking skin. Moisturizers are vital for the skin on the face, for it is particularly exposed to the environmental elements and atmospheric pollution, which lead to water loss and damage. Regular use of moisturizers will both add moisture to the skin and help prevent moisture loss. They trap water naturally present in the skin and prevent excess evaporation. With age, the need for moisturizing increases. To make the most of your skin, proper care and attention is needed. It will bring positive results. The first step is to identify your client's skin type.

DRY SKIN

- Dull, chalky appearance, often flaky and chapped
- Finely textured, often lined, frequently fair and sensitive
- Feels “tight” after washing

Although this skin type looks attractive and delicately textured during youth, it will often develop wrinkles and lines at an early age, if the skin is not kept supple.

OILY SKIN

- Looks shiny, greasy to the touch
- Pale skin complexion
- Coarsely grained texture with the pores often visible
- Blackheads and skin blemishes are common

This skin type is subject to infections. Excess sebum can clog the pores, which develop blackheads and pimples, particularly if cleansing is neglected. Teenagers are most prone to oily skin.

NORMAL SKIN

- Soft and supple with a smooth velvety feel
- Clear, with a fine-grained texture
- No areas of excess oiliness or dryness

Normal skin often becomes dryer with age. Very few people, in fact, have this type of skin.

COMBINATION SKIN

- Oily central panel of forehead, nose and chin
- Dry cheeks
- Oily skin often becomes combination with age

Many people have this kind of skin. To balance and keep oiliness and dryness under control, the skin needs to be cared for as two types - oily and dry.

AGING SKIN

Heredity and environmental factors both contribute to aging skin. As we grow, physical changes occur in the skin's make-up. Less oil and moisture are produced. The epidermal and dermal layers become thinner, so the skin becomes looser and wrinkles appear; the elasticity is lost.

TEEN SKIN

Hormonal changes make the skin of adolescents more prone to pimples and acne. Hormonal activity is the major cause, but also diet, stress and environmental factors contribute to the skin's health. When some glands are producing too much oil, pimples can develop. Sebum thickens and then combines with dirt and dead skin cells to block the opening of a pore. Bacteria multiply beneath the blockage causing a local infection - a pimple. It is not a good idea to pick these pimples, as it will spread the infection and may lead to scarring. Make sure the skin is cleansed thoroughly and wait for the inflammation to subside.

SENSITIVE SKIN

Potentially, we all have sensitive skin. Our skin may become sensitive to certain substances or in certain circumstances. Aging can also increase sensitivity. Symptoms are pale, translucent and often freckled skin, which will be quickly burned by wind as well as sun. The skin will irritate or redden with little provocation. In dealing with this type of skin, gentle care should be taken. Avoid hard water, alcohol in skin toners, skin abrasives, highly perfumed products and the use of harsh alkaline soaps or cleansers. Always ensure that the skin is kept well hydrated by using good moisturizers, and be sure to protect this type of skin from extreme weather conditions. A man's skin can be sensitive too. It is usually tougher and oilier than a woman's, but it still needs careful attention.

DISORDERS OF THE SKIN

Abscess - a localized formulation of pus, usually requiring lancing by a doctor.

Acne Vulgaris - one of the most common skin conditions. It can affect the face, neck, back or chest. This condition is most common at puberty, affecting both sexes, and may be caused by an increase of the sex hormones, sebum, and bacteria. Seborrhea may progress to comedones and eventually closed comedones. These can develop into pustules, which may rupture and spread the infection. Treatments must be very carefully performed or severe scarring will result. Usually, the earlier this condition appears, the longer it lasts.

Boil - acute inflammation of the subcutaneous layer of skin, gland or hair follicle, caused by a staphylococcal infection, producing suppuration.

Bulla - a large blister containing fluid.

Carbuncle - a deeper-seated infection than a boil.

Chloasma - brown areas of skin caused by an increase of melanin. Often associated with pregnancy and advancing age, as well as chemicals on the face.

Closed Comedones - plugs of sebum completely enclosed by skin.

Comedones - commonly called blackheads, formed by sebum trapped in the pores. The surface becomes hardened with oxidized keratin and turns black.

Contagion - where a specific disease is transferred either by direct or indirect contact with an infected person.

Crust - a scab, which may contain dry serum, blood or pus.

Dermatitis - an inflammation of the skin characterized by erythema, itching and various skin lesions, such as papules and vesicles. It can affect both sexes, at any age, in any climate.

Eczema - similar to dermatitis, but of unknown origin.

Erythema - a general reddening of the skin.

Hyperidrosis - a disorder of the sweat glands causing increased sweating.

Keratin - a fibrous protein, which forms the chemical basis of hair, nails and horny tissue.

Lesion - a change in tissue formation.

Macule - a small area of abnormal color.

Nodule - a small raised node beneath the skin.

Papule - a firm elevated pimple containing no fluid, but may eventually create pus.

Pigmentation - a variation in skin color due to the amount of melanin deposits in the skin.

Pustule - similar to a papule but containing pus.

Scale - an accumulation of surface cells which may be either dry or oily.

Seborrhea - an excessive production of sebum.

Septic Foci - a local area of infection where pus is usually present, characterized by boils, carbuncles or abscesses.

Skin Cancer - affects those areas of the body most often exposed to the sun. It may start as a pale lesion, a red patch, or a colored mole. If there is any rapid change in appearance - becoming larger, changing color, or becoming ulcerated - it may indicate skin cancer. It is usually painful.

Ulcer - an open lesion on the skin or mucous membrane; pus may be present.

Urticaria - also called hives and nettle rash. An allergy marked by the eruption of wheals with severe itching, it may appear on one part of the body and disappear, only to reappear elsewhere. Certain foods, drugs, insect bites, and pollen can cause it.

Vesicle - a small blister containing clear fluid.

Vitiligo - areas of milky white skin surrounded by normal pigmentation.

Weal - a slightly raised lesion, white at the center, pale red at the edge, accompanied by itching.

Wen - a cyst resulting from the retention of sebum.

SKIN INFECTIONS

Bacteria - multiplies by dividing in half and produces waste products. Large numbers of bacteria live on the human skin and in body cavities. Conditions that favor bacterial growth and reproduction are warmth, moisture, food and oxygen.

Some skin infections caused by bacteria are:

Boils - infection around the base of the hair follicle is killed by white blood cells, thereby forming pus. Boils commonly appear in areas where there is friction, e.g. the neck, bikini line, and inside the thighs.

Impetigo - a highly contagious skin infection, which starts off as a red spot, then changes to a blister. After the blister breaks, a yellow crust develops, which can spread the infection. The most affected areas of the face are the nose and mouth. Impetigo needs treatment by a physician.

Conjunctivitis - infection on the surface of the eyelids, where a thin skin covers the white of the eye making it sore, red and sticky.

Sty - a painful swelling and redness of the eyelid due to a small boil at the root of the eyelashes. Hot compresses can help to reduce the swelling and draw out the pus.

Remember, any of the causes of cross-contamination should be avoided. Do not treat an infected area. Cleanse your hands with Presept™ Skin Cleanser before and after treatments.

Viruses - enter and attack the body cells. They cannot live on the surface of the skin because of the layer of dead skin cells. Viruses can stay in the body for a period of time, and can re-occur.

Some skin infections caused by viruses are:

Warts - a virus invades the epidermis. They cause abnormal keratinization of the skin, making small solid growths of light brown color. Some may darken and become rougher or greasy. On the face, neck, or eyelids, warts may appear as a thin strip of skin with a hard tip.

Cold Sores - usually appear on the face, on either side of the nose, lips or cheeks. The virus lies dormant in sensory nerve cells and is stimulated by a cold infection, general health conditions, or sunburn. The skin becomes infected, causing pain, and may take 10 – 14 days to heal. Cold sores usually reappear in the same area.

Shingles - generally persons who have had chicken pox are more susceptible to shingles. However, anyone can develop shingles at any time. A rash and blisters appear along the path of a sensory nerve; a week later scales form. The rash can take two to three weeks to disappear, leaving some scarring. This is a painful condition, even after the symptoms have disappeared.

Fungi - attacks and lives on the dead horny outer layer of the skin, but may also attack the living part as well. They need oxygen to survive. Fungi can cause various types of ringworm, which is a highly contagious disease that can spread easily from the infected area. It appears like a red pimple, and spreads to a red ring with normal color skin in the center. It is important that treatment not be carried out on any infected skin, or if your hands are infected. Latex gloves should be worn. Skin contact and hand hygiene should be kept to high standards to avoid any cross-contamination.

REVIEW

1. What is the largest organ of the body?
2. List the five sensations of the skin.
3. Name the three layers of the skin.
4. What is the top layer of the epidermis made of?
5. The epidermis consists of five layers. What are they?
6. Which layer is responsible for producing hair?
7. List seven things contained within the dermis.
8. What is the role of the subcutis?
9. List the five functions of the skin.
10. List every skin type and give two characteristics of each.

CHAPTER 9

BACTERIOLOGY AND SAFER AESTHETICS

OBJECTIVES

The trainee will learn:

- Where bacteria is present
- The two types of bacteria
- How bacteria enters the body
- How to prevent bacteria from entering the body
- Areas of the body that should not be treated
- Caution should be taken when sugaring a client taking or undergoing glycolic peels, retin-A, Acutane, alpha hydroxy acids or vitamin c treatments
- When a client should not be sugared
- The importance of wearing latex gloves

BACTERIOLOGY AND SAFER AESTHETICS

Bacteria are single-celled microorganisms. They are present nearly everywhere including dust, air, water and the body. There are two types of bacteria: non-pathogenic (which are harmless) and pathogenic (which are harmful). It is the pathogenic bacteria that concern the beauty industry.

As professionals we need to know how bacteria enter the body and how we can prevent it from entering.

How it enters:

- A break in the skin such as a cut or scratch
- The mouth (breathing)
- The nose
- The eyes
- The ears

How to prevent contamination:

- Always wear latex or Nitrile gloves on both hands
- Examine your client's skin for any visible infection or disorders

- Keep a reasonable distance between you and your client (breathing space)
- Use Cavicide to disinfect all contaminated surfaces and instruments such as beds, tweezers, scissors and clippers
- Use disposable equipment whenever possible
- Use clean linen for every client and when laundered use hot water
- Use the proper pre and post epilating procedure for each and every client
- Wash hands thoroughly with Presept™ Skin Cleanser before and after every client
- Use tubes or jars with pumps for creams
- Cover any cuts, inflamed or broken skin with a bandage
- Dispose of blood contaminated materials in a double wrapped plastic bag
- Puncture wounds are proven ways to spread HIV and Hepatitis B so be careful when handling sharp instruments

Since primary infections may take between two and twenty days to show, you may be treating a client who has no visible signs of infection. Many skin infections, in their early stages, can mimic less severe skin conditions and could be transmitted through even the tiniest abrasion in your hand. Although these infections are treatable with antibiotics and it is not certain if they pose a threat to our life, there is one however that is life threatening, the HIV virus (AIDS). Every time we extract hair and blood spots appear there could be potential danger. Wearing protective gloves is a very sensible and professional approach.

AREAS THAT SHOULD NOT BE TREATED

Enlarged Varicose Veins: Touch them and feel if they are overly warm and ask the client if they feel discomfort. If no discomfort is felt, try a patch test before sugaring the area.

Phlebitis: Inflammation of the veins.

New Scars: A new scar should have time to completely heal without being disturbed.

Sunburned Skin: The skin will be very sensitive and should be left to heal.

Warts: Warts should be avoided to prevent spreading them.

Inner Ear: This would cause too much pressure to the inner ear and could potentially cause damage.

Network Beards: the male beard may have a network rooting system (the roots are intertwined beneath the skin), which may cause the tearing of the follicle, leading to folliculitis. We have no way of knowing whether or not a male beard is networked without a patch test.

Bruises or Lesions

Skin tags: Skin growths generally found in areas such as the underarms. May tear off and bleed. Review the underarm technique in the DVD Certification Program to see how you can safely sugar around a skin tag.

Consider suggesting to your client that they consult their doctor.

► **Why do skin tags bleed?** Skin tags that bleed were likely formed with epidermis AND dermis cells. The Dermis cells contain blood vessels; when cut or torn can lead to bleeding.

Raised Moles: As always, we believe you should always err on the side of caution. This article “Is it safe to remove hair from a mole?” by Lucinda Chriss, Health Magazine – March 1999 may be of some interest.

The thought of yanking, shaving, or electrolyzing the offending strand may make you wince, but it’s not dangerous, says Ronald Moy, associate clinical professor of dermatology at the University of California in Los Angeles. Mole hairs do tend to be longer and thicker than other hairs and may smart more when tweezed. Yet a mole is no more likely to hurt or bleed than any other skin from which hair is removed. Nor will extracting a hair cause a mole to change appearance or become dangerous. In fact, says Moy, very rarely do hair moles turn into melanoma.

We at **Alexandria Professional®** recommend that you ask your client if they are currently tweezing the hair. If so, as a practitioner you can feel confident with sugaring the hair out of the mole. The sugar paste and advanced technique are gentle enough not to tear a mole. However, when in doubt, have your client consult a physician before extracting.

CHEMICAL AND MECHANICAL EXFOLIATION

RETIN-A TREATMENTS

Including: retin-A, enzyme peels, glycolic peels, AHA's and any similar products.

It is important that you become aware if any client is undergoing any of these treatments before you begin sugaring sessions. Basically, these treatments loosen the skin's inter-cellular glue, allowing the cells to separate and shed. The sugar will stick to the dead cells, weakening the area. Retin-A is a topical treatment, so you may sugar where it is not being used.

A client using retin-A may be treated, but there are precautions that need to be taken. If the client has been using retin-A for 5-6 weeks or more, usually the initial shedding has passed. At this point you may attempt to sugar the client by doing a patch test first. If the client has discontinued the use of retin-A, you should wait at least 28 days to safely sugar them. "Always do a patch test first."

Be sure to caution all patients using retinoic acid that their skin will usually be more sensitive to anything that would normally irritate it. It is common to see retinoic acid patients with significant irritation from the use of: facial chemical depilatories, hair dye, hair permanents or straighteners, facial waxing, etc. It is safest to avoid these products or to discontinue the application of retinoic acid for 5-7 days before using them.

AGE DEFYING – VITAMIN C

As we are all well aware, proper care and maintenance is essential for healthy looking skin. As time moves on this becomes more difficult, and we tend to look for the "miracle cure". History has shown us that chemical formulations may not be feasible for some, so we move to "natural" products.

One of the latest trends is vitamin C in a topical form. Several companies are producing their own forms of vitamin C as the key ingredient and they claim the benefits include:

- **Facial contours appear tighter and more defined**
- **Increased elasticity and resilience**
- **Skin appears firmer and rejuvenated**
- **Lessens the appearance of wrinkles and deep lines**

- **Increases collagen production**

To date, there is no published information available describing the long-term effects of these products. In fact, there is tremendous controversy between dermatologists, aestheticians, and scientists over the short-term results on the skin and even the stability of the products. Some manufacturers claim that vitamin C may also be used in conjunction with AHA's, glycolics and retin-A products. As we know, these substances loosen and exfoliate dead skin cells and a patch test is required before sugaring anyone using these products.

We suggest that until conclusive results are published concerning vitamin C, we as **Alexandria Professional®** Practitioners and Educators continue to follow our standard precautionary measures.

ACUTANE

Acutane is taken orally. It is a high dosage of vitamin A. It affects the whole body. If your client is taking Acutane **DO NOT** sugar them.

MICRO DERM ABRASIA

A mechanical form of exfoliation that removes the center most layer of skin cells, part of the stratum corneum and stimulates cell growth in the underlying dermis.

DO NOT SUGAR IF A CLIENT:

- Just started Retin-A or Retinol treatment and has a high amount of shedding
- Recently underwent a heavy peel (one to five day peel)
- Is using vitamin C topical products
- Is taking Acutane

NEVER RE-USE SUGAR PASTE ON ANOTHER CLIENT!

REVIEW

1. Name two types of bacteria.
2. List five ways bacteria can enter the body.
3. List ten ways to prevent bacteria from entering the body.
4. List eleven areas of the body that should not be treated.
5. Describe what a network beard is.
6. List the precautions you should take when removing hair from a mole.
7. What do retin-A products do to the skin?
8. Why is it important to know if your client is using retin-A products?
9. Which products or procedures can cause irritation to someone using retinoic acids?
10. List five benefits obtained from using vitamin C.
11. List the two very important facts regarding the use of Acutane.
12. When should you not sugar a client and why?

CHAPTER 10

THE KENNEDY THEORY® FOR SUGARING

OBJECTIVES

The trainee will learn:

- Why the Kennedy Theory® for sugaring is so unique and results oriented
- Why hair should be removed in the natural direction of growth
- The benefits of removing hair in the anagen stage
- How the follicle can become depleted

DEFINITION

The **Alexandria Professional®** advanced Technique is the most gentle and effective method of hair removal for all skin types and hair textures. Year after year, we continue to provide continual hair refinement and diminishment treatments, which can lead to permanent results. Professional, certified **Alexandria Professional®** practitioners are taught to share “the knowledge” with their clients. They understand the value of teaching their clients how their treatments will work and what they can expect from their treatments along with the importance of implementing the **Alexandria Professional®** home skin care regime.

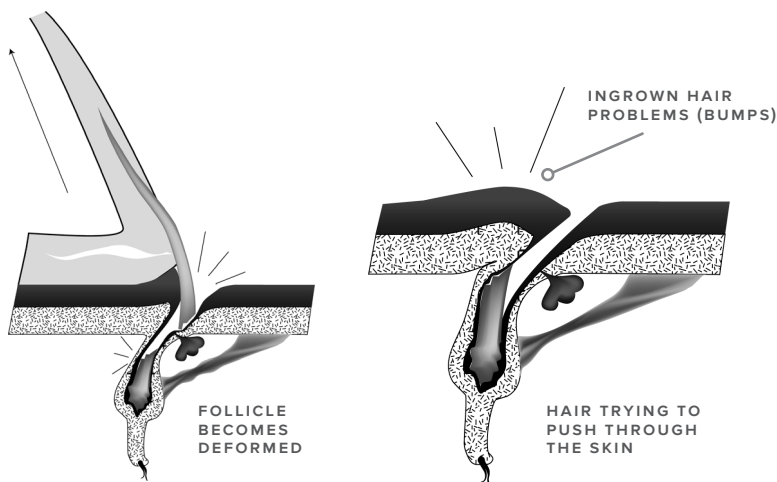
Other Hair Removal Related Problems: Ingrown hair, broken hair, early regrowth and traumatized follicles causing more discomfort and pain for the client.

THE SOLUTION: **Alexandria Professional®** Advanced Technique!

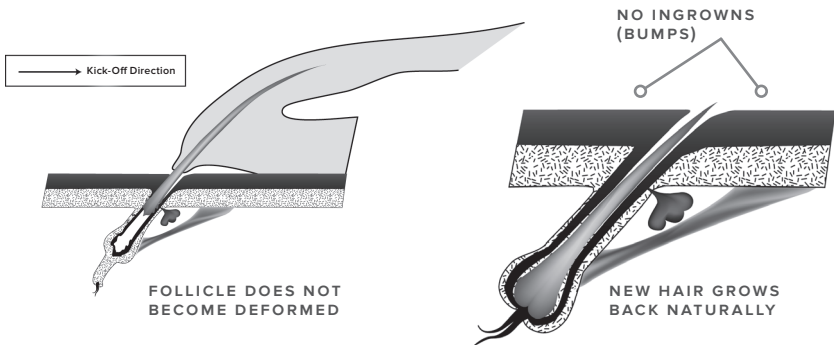
Let’s review methods commonly used for waxing and strip sugar. When strip sugar or wax is applied to the skin, it is first placed on the skin in the direction of the hair growth. In order to remove hair on the leg, for example, the strip sugar/wax is applied from knee to ankle. A strip of cotton is then rubbed onto the wax or strip sugar. Next, the cotton is grabbed at the ankle and ripped off violently in the opposite direction of the hair growth. With this method, it is probable that more hairs are actually broken off at the skin surface or just below it, rather than pulled out intact. Inevitably, many more ingrowns are likely to

develop as well as early re-growth. This procedure will cause far more unnecessary discomfort to the client receiving the treatment. This severe removal method can also leave the follicles traumatized. Another common method uses cold wax. The difference here is that the cold wax method does not require cotton strips to remove the wax. The wax is lifted or pushed back just enough for the technician to grab and remove the wax against the natural direction in a fast motion. Results are the same as with using cotton strips.

INGROWN HAIR AND HOW TO PREVENT THEM



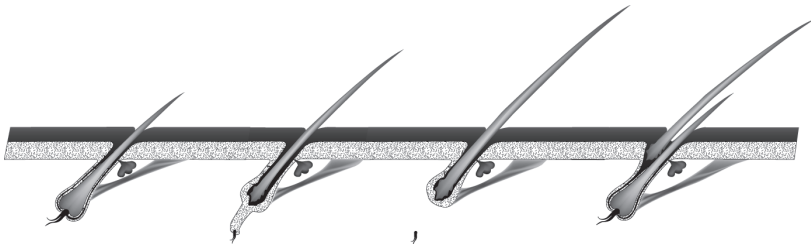
With our Advanced Technique, the sugar paste is massaged onto the skin against the natural growth of the hair. Our moulding technique allows the sugar paste to penetrate into the follicle while wrapping itself around the hair shaft. Full lubrication of the hair and the follicle by the sugar paste results in a more gentle extraction without traumatizing or re-directing the natural direction of the follicle, reducing and eliminating ingrown hairs. Factual and simple, the logic behind this part of the Kennedy Theory® enhanced our resolution to enlighten the entire beauty and wellness profession with the **Alexandria Professional®** Body Sugaring advanced technique. It's that simple.



By no means are we stating that all companies now offering a “sugar product” understand the Kennedy Theory® or have even experienced these results. We can only speak for professionals who have been educated by **Alexandria Professional®** and more so from personal experiences with clients as well as our own case histories. We are committed to the development of professional body sugaring as a form of hair extraction, which can lead to permanency.

EXTRACTING HAIR IN THE NATURAL DIRECTION OF GROWTH

An important objective of the Kennedy Theory® is to extract the hair **ONLY** in the natural direction that it grows. The ability to do so is one of several significant aspects that make this technique very successful in achieving results. The following will explain the Kennedy Theory® behind our Advanced Technique.



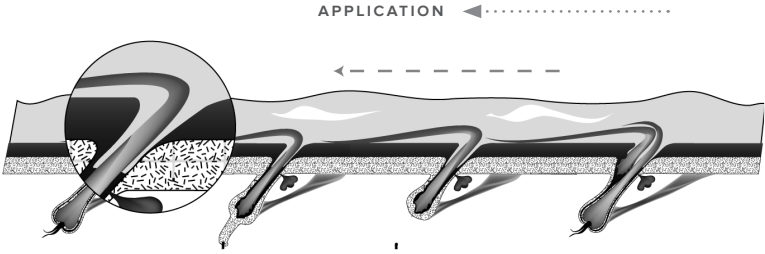
UNSHAVEN HAIR -

Demonstrating several stages of growth in the natural direction.

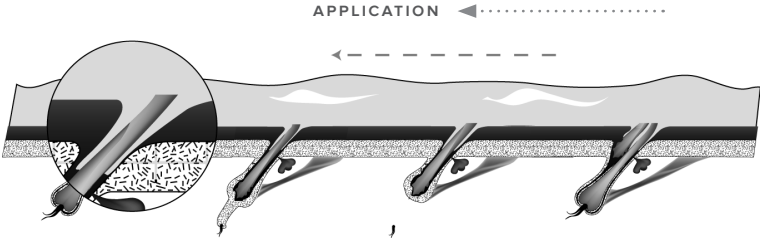
SUGARING TECHNIQUE

Our Advanced Technique is based on moulding the sugaring paste onto the skin against the hair growth. The sugaring paste wraps itself

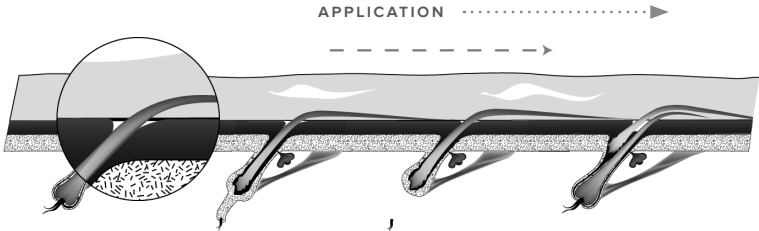
around the hair shaft and makes the hair more pliable. Simultaneously, the sugaring paste seeps below the mouth of the follicle and lubricates the hair root inside the follicle. This system gives much more ease to the extraction and much less discomfort to the client.



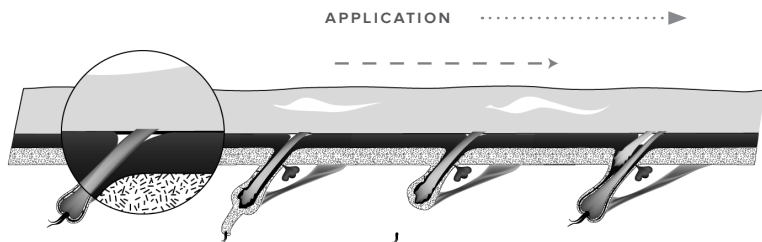
SUGAR TREATMENT -
Moulding sugar paste against the natural direction of hair growth.



SUGARING TREATMENT -
Hair is less than 1/16". Sugar penetrates inside the follicle.



WAXING APPLICATION -
Wax in the direction of the hair growth. Wax does not penetrate inside the follicle.

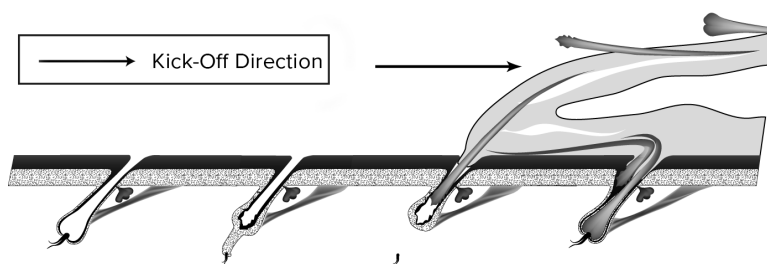


WAXING TREATMENT -

Hair less than $\frac{1}{16}$ ". Wax does not seep below the mouth of the follicle.

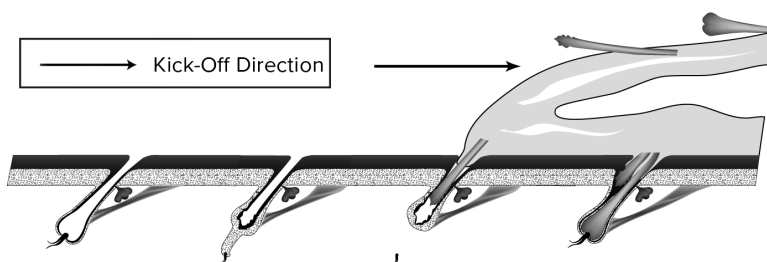
EXTRACTING HAIR IN THE NATURAL DIRECTION OF GROWTH

The follicle is less traumatized when the hair is extracted in its natural direction of growth. Since our moulding technique makes the hair more pliable, we can apply our paste against the direction of hair growth and extract it in the proper direction of growth. In doing this, the follicle is much less traumatized, which greatly reduces discomfort. Also, it helps to eliminate hair breakage, a leading cause of ingrown hair, and disrupted follicles, which can cause infected ingrowns. The kick-off action used to extract the hair is gentle yet firm enough to extract the hair intact since it is well lubricated in the follicle. The hair that is $\frac{1}{16}$ " or shorter can also be extracted intact and in the proper direction of growth with our advanced technique and product.



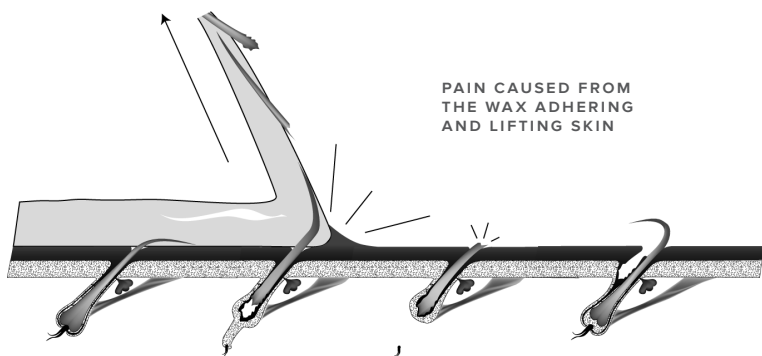
ADVANCED SUGARING TREATMENT -

Kicking-off (extracting) hair in the natural direction of growth.



SUGARING TREATMENT -

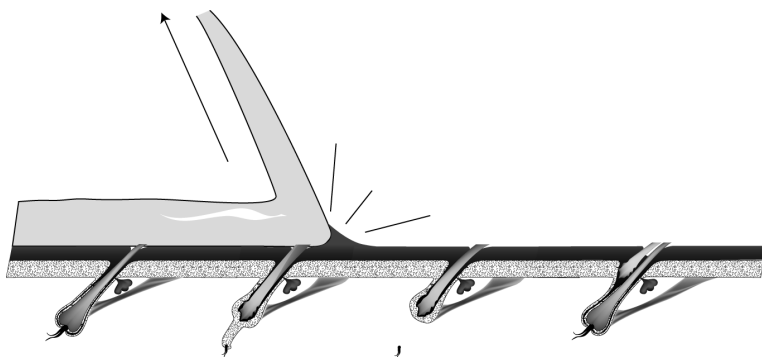
Hair is completely extracted, even at less than $\frac{1}{16}$ ".



PAIN CAUSED FROM
THE WAX ADHERING
AND LIFTING SKIN

WAXING TREATMENT -

Pulling wax off against the natural direction of growth.



WAXING TREATMENT -

Hair is not extracted because it is too short.

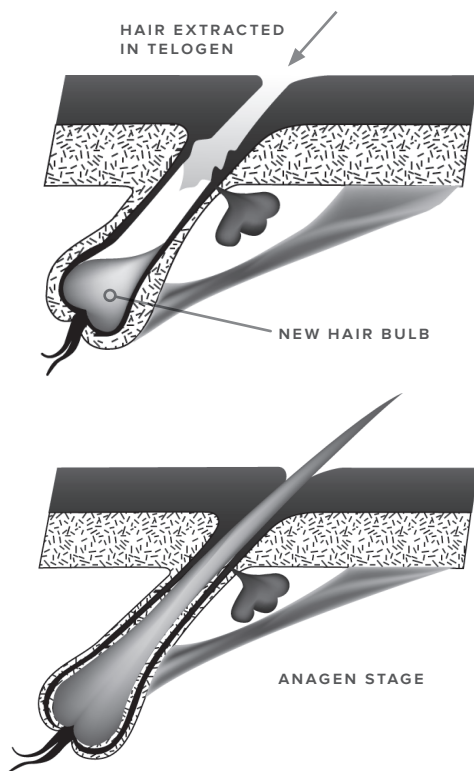
LENGTH OF HAIR

EXTRACTING HAIR IN THE ANAGEN STAGE VS. TELOGEN STAGE

The most beneficial time to extract hair is in the early anagen stage of growth. In this stage the hair bulb is at its largest size and when extracted the follicle cycle is interrupted resulting in the partial removal of the follicle wall (inner root sheath made up of DP cells or also known as matrix cells) thus destroying a percentage of matrix cells. Regular extraction, in the early anagen stage, results in a continual deterioration (or depletion) of the follicle, which in turn leaves a smaller diameter allowance for the next hair to grow in. This usually results in instant and continued refinement of the hair and leads to the collapse of the follicle and the depletion of matrix cells (permanent hair removal).

Telogen Removal - The hair has been extracted in Telogen Stage. The diameter of the inner follicle has not changed in size. The new bulb will develop at the very least as large as the last hair was.

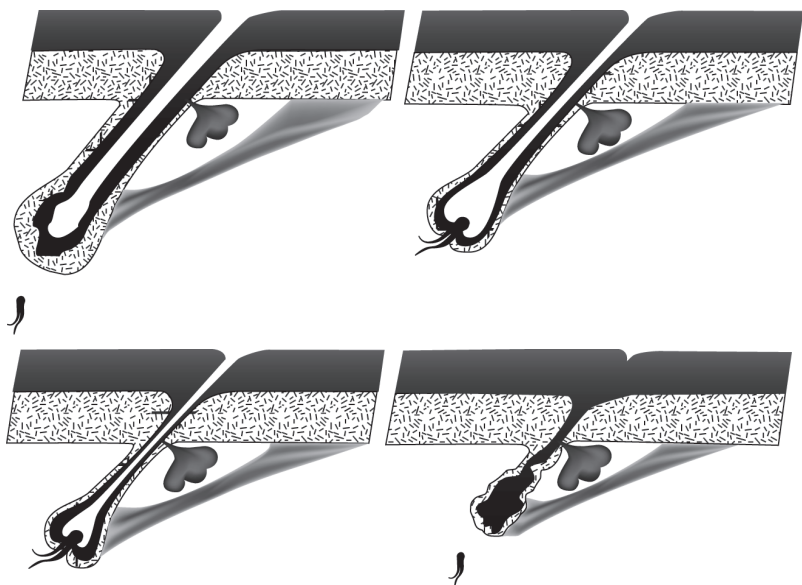
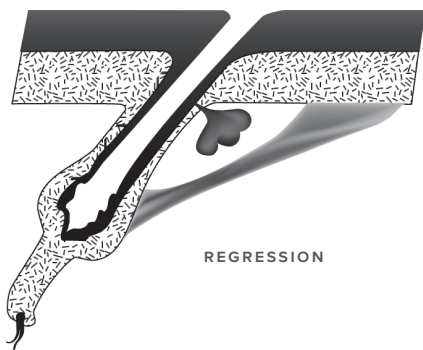
Anagen Stage - The hair is still attached to the Dermal Papilla. This is where the extraction should take place. Due to its size, when the bulb is extracted in the early Anagen Stage it will take some of the inner root sheath out. This is the clear jelly substance seen wrapped around the hair when looking at an extracted hair.



Regression - The follicle continues regressing to Telogen without the hair present.

As with its usual pattern the follicle returns to Anagen Growing Phase to produce a new hair. As the diagrams below clearly demonstrate, the diameter of the inner follicle becomes smaller due to the extended period of time without a hair present and some of the inner root sheath having been removed at each treatment.

The following diagrams project an image of what happens to a follicle when the hair is repeatedly extracted in the Anagen Stage.



Complete follicle depletion varies not only from each individual but also from each body part. It is important to understand the variables and factors that affect hair growth rates.

REVIEW

1. Why is our Kennedy Theory® advantageous in the extraction of hair?
2. Explain the reasons for removing hair in the natural direction of growth.
3. Explain why we can extract hair less than 1/8" with our sugar paste.
4. Briefly state your understanding of the Kennedy Theory®.

CHAPTER 13

PRE & POST TREATMENT ADVICE

OBJECTIVES

The trainee will learn:

- Why the skin may become red and itchy directly following a treatment
- How to treat skin that has become red and itchy following a treatment
- What to advise the client to avoid after a treatment
- The different types of ingrown hair, and how to identify each
- The causes of ingrown hair
- How to treat ingrown hair and how to prevent them
- The importance of using a water based cream
- The importance of Alexandria Professional® Body Sugaring brochures
- The importance of keeping client records

BROCHURES

Your personal advice along with the **Alexandria Professional®** Full Circle of Skin Conditioning® brochures will help your clients receive the best results from their treatments.

CLIENT RECORD CARDS

It is very important to record information regarding your clients as provided for you with the Client Record Cards. Keep these records handy as a reference for past treatments; these records are to be kept confidential and should be updated regularly.

PRE-TREATMENT ADVICE

- For best results, do not exfoliate the day before, the day of or the day after treatment
- It is best not to tan or exercise prior to treatment

- No cream or lotions applied 24 hours prior to treatment; the exception to this would be Restore™ Hydrating Lotion
- We suggest you do not schedule your appointment while on antibiotics, if you think you may have a virus or to coincide with your menstrual cycle, as you may be more sensitive
- Do not use razors or depilatory creams between treatments, as this will interfere with your goal to refine and diminish your hair growth and to have smooth healthy skin. Soak in Salt Spring™ ½ cup for 20 minutes then exfoliate using spa massage gloves
- Regularly cleanse with Presept™ Skin Cleaner, apply Essential Tonic™ and hydrate with Restore™ Hydrating Lotion. This will ensure your skin is in the best possible condition pre and post treatment
- Remember extraction of the hair at ¼" or less on a regular basis leads to permanency

POST-TREATMENT ADVICE

- We recommend waiting 24 hours before exposing your skin to the sun or infrared lamps
- Avoid perfume soaps or products with chemical irritants and make up 12 hours following a facial treatment
- Do not apply any of your own creams or lotions for 24 hours
- Following your bikini, chest or back treatment, your Alexandria Professional® Practitioner will apply Mud Puddle® and Essential tonic™; this will reduce inflammation and calm the skin. Restore™ Hydrating Lotion will then be applied to hydrate the skin
- To keep your skin in optimal condition following Body Sugaring treatments, Saltspring®, Presept™ Skin Cleanser, Essential Tonic™ and Restore™ Hydrating Lotion should be used on a daily basis
- Ask your Certified Alexandria Professional® Practitioner about our pre and post care treatment products developed specifically for your Body Sugaring treatment

It's not just about the hair it's about the condition of the skin.

REDNESS & ITCHY SKIN

Due to excessive blood flow to the treated areas, some client's skin will look pink and feel hot and/or itchy immediately after treatment. Others may take a longer time to react, or not react at all. These reactions are normal as long as the redness disappears within an hour.

TREATMENT ADVICE

- Avoid direct heat such as hot baths, sun-beds, and sunbathing after the treatment
- Skin must not be rubbed or scratched after treatment
- Clients should avoid wearing tight-fitting garments immediately following treatment
- Clients should not exercise immediately following treatment

INGROWN HAIR

Due to a build-up of dead skin cells formed over the mouth of the follicle, the new hair does not have the strength to push its way through the skin's surface. The client may feel itchy and develop bumps. Clients with dry skin are more prone to this condition.

TREATMENT ADVICE

Proper exfoliation and hydration of skin will help prevent bumps, which can lead to ingrowns.

- Teach your clients the importance of hydrating with a cream containing a high percentage of purified water, i.e., Corn Flake Analogy

CORN FLAKE ANALOGY

To make this point clear to your clients, use the following analogy:

You have a bowl of corn flakes and you pour syrup on top. The corn flakes represent skin cells and the syrup represents a high emollient cream. What happens? Well, the syrup covers the first layer of corn flakes, making it look shiny, and it might even seep down a couple more flakes. Now take another bowl of corn flakes and pour milk over it and see what happens! By the time you get to the bottom of the bowl, your flakes are all soggy. That is the difference between a good water based moisturizer and a high emollient cream.

There is nothing wrong with an emollient cream, as long as you rehydrate your skin first. Usually, when they get a clear understanding,

they are more willing to cooperate with your request. If your clients do these things in between regular sugaring treatments, there should be a noticeable difference in their skin tone, color and ingrown problems (if there were any) within three to six treatments.

Note: There are times when our clients should not exfoliate: the day prior to treatment, the day of a treatment, and the day after a treatment. If the client has exfoliated prior to the treatment, the skin could easily be over-worked resulting in some irritation. Using an exfoliating mitt the day after treatment may irritate sensitive skin.

TYPES OF INGROWN HAIRS

Ingrown hairs take on different appearances:

- A. Blockage in the pores forming blackheads, due mainly to the hair growing up the length of the follicle, turning around and growing back down the length of the follicle or spiraling near the skin surface. This is known as pseudofolliculitis.

It is important that you do not to apply too much pressure so that you do not scar the surrounding tissues. If the hair is not ready to release, leave it be and suggest the client continue their home regime.

- B. Hair running parallel to the epidermis layer.

Additional Recommendations: If the client is faithfully using our basic ingrown prevention regime, they should not be experiencing this type of superficial ingrown. Generally, if there are only a few at time of treatment our sugaring technique will extract them.

- C. Hair trapped deep within the follicle - the hair is not visible, but the skin raises into a hard lump, often dark in color.

Additional Recommendations: If the client has this type of ingrown reoccurring more than once or twice, it would be best to review your technique to ensure that you are not breaking hair. These clients should be purchasing Alexandria Professional® Full Circle of Skin Conditioning® products to help release these ingrowns.

- D. Infected spots, in which the hair is visible, caused by the trapped hair struggling to come through the surface of the skin.

Additional Recommendations: If the client has this type of ingrown reoccurring more than once or twice, it would be best to review your technique to ensure that you are not breaking hair.

REVIEW

1. Describe the types of reactions a client might experience following a sugaring treatment.
2. Explain why reactions might occur.
3. Why is it important to use a water-based moisturizer?
4. When should we not exfoliate?
5. List and describe four different types of ingrown hair.
6. Why is it important to keep a Client Record for each and every client?
7. Why are brochures helpful to the client?

CHAPTER 14

CLIENT CONSULTATIONS

OBJECTIVES

The trainee will learn:

- How to effectively communicate with clients
- How to maintain conversation during the treatment
- How to promote home care
- How to promote other salon services
- How to let your client know you care
- The importance of the Client Record Card

THE CONSULTATION

Start each client's visit with a warm smile and a sincere greeting! Consultations must begin the moment you spend private time with your client, with continuation throughout the client's entire salon visit.

SPEAK TO EACH CLIENT BY NAME

Personalize your greetings and professional salon consultations by using their name often. Shake hands! "Mrs. Jones, my name is Alexis." "Mrs. Kennedy, thank you so much for coming into our "name of salon" today... I really enjoyed sharing several new professional sugaring hair extraction ideas with you and know that next time we will do x , y, and z".

ASK OPEN-ENDED QUESTIONS: Use 'open-ended questions' that avoid receiving simple yes or no answers! Instead, ask questions that get clients to talk about their hair removal and beauty care needs, desires and wishes. Ask "How do you feel about x "or "Tell me what you like and do not like with your professional hair removal services and skincare products?"

LISTEN CAREFULLY: Listen to what your clients tell you. Never react immediately to their first direct requests by simply saying "Okay", while just proceeding to their first requested hair removal, spa or salon service. Always NOD positively that you do understand their needs and desires. Use eye contact! Then, begin to encourage them to fully express themselves even more.

REPEAT NEEDS: Using your own words, confirm back each client's personal beauty care needs and desires. (Avoid offering any quick solution.) Say, "Mrs. Kennedy, I understand your hair removal and skincare desires to be a , b, and c, yet you wish to avoid d , e ,and f is that correct?"

ASK MORE QUESTIONS: Ask additional open-ended questions about their salon needs, desires, likes, and dislikes. If they only told you what they do want, ask what else they do and do not want. Avoid leaving anything to chance -- before you begin any salon service.

OFFER TODAY'S SERVICE SUGGESTIONS: Confirm today's professional hair removal and salon services as well as any product suggestions for each client. Also offer at least one, if not several, important alternative service options. Explain each of these alternative hair removal and skincare services you are recommending for future consideration.

EDUCATE ON HOME BEAUTY CARE: Educate clients on how to take care of themselves at home between salon visits with specific personalized beauty care tips and techniques. Product education should begin at your salon station, continuing throughout the entire salon visit.

EDUCATE ON ADDITIONAL PRODUCTS: Educate and prescribe a professional retail skincare product regimen, with alternatives for them and for their family. Educate clients on at least one to three products that you are using on them. Offer the new **Alexandria Professional®** skincare regimens, by teaching the benefits of each product and system.

EDUCATE ABOUT YOUR SALON: Educate clients on your complete full-service salon programs. Offer details on as many salon, hair removal, skincare and beauty care services as you feel comfortable with. Tell about your special promotions. Use 'Cross Marketing' by taking the time to personally introduce clients to other members of your salon staff. Partner with other salon professionals to promote each other's services.

ASK IF THEY LIKE TODAY'S RESULTS... AND "THANK" THEM: Always show a very sincere and caring attitude. Share excitement when reviewing results of each new sugaring hair removal service. Personally escort each client to the front desk. Thank them for coming in to see you and invite them to visit again. Do not be afraid to follow-up with a telephone call after offering new services and products.

HELP EACH CLIENT KNOW THAT...
YOU SINCERELY CARE ABOUT THEM!

REVIEW

1. When your client arrives, how should you greet him/her?
2. Why should you ask open-ended questions?
3. How could you let your client know that his/her needs and concerns are important to you?
4. Why should every client complete the Client Record Card?
5. List what you feel to be the most important questions on the Client Record Card?

CHAPTER 15

TIPS AND TROUBLESHOOTING

OBJECTIVES

The trainee will learn:

- Reasons you might become stuck and how to get unstuck
- How to avoid bruising the skin
- How to warm up the paste both in the warmer and the microwave

REASONS WHY THE SUGAR GETS STUCK

- The sugar paste has become too soft to kick-off
- The skin is not held taut before the kick-off
- The sugar paste was not brought back just past the edge of the moulded paste before the kick-off
- The sugar paste was applied too thin
- The pressure before the kick-off was too hard
- The sugar paste was spread too wide
- Overworking an area
- The tips of your fingers are pushing into the sugar paste when you kick-off

HOW TO GET UNSTUCK

- Do not apply as much pressure; use a lighter and quicker kick-off
- Use short and sharp kick-offs
- Do not try to remove a large amount of sugar paste in one kick-off
- Do not mould the sugar paste over an area you just freed; it will only become stuck again
- Discard the paste in your hand and add a fresh piece to the edge of the area
- Apply powder at the edge of the sugar paste; drag the tail of the sugar paste onto the powder, and then kick-off
- Use cotton, pellan or paper strips
- Wash off the area with water

IMPORTANT

Try to remove the sugar with your hand before you use a strip or water. You will not waste as much product. Do not use too much powder as it makes the sugar softer and more resistant to gripping the hair.

BRUISING OF THE SKIN

Bruising of the client's skin can occur when the paste gets stuck to their skin and there is constant effort to remove the paste from the same spot. It may also occur if you have not supported the skin properly when kicking-off the paste, or if you are kicking-off the paste in an upward motion instead of parallel to the skin. This upward motion will also cause broken hairs. It is very important to roll the paste past the end of the moulded paste, before you kick-off. Avoid applying too much pressure with your support hand or when you are moulding the paste onto the skin. Refer to Advanced Sugaring Technique chapter.

REVIEW

1. List six reasons why the sugar paste may become stuck.
2. List six ways to get unstuck.
3. Explain how bruising of the skin can occur and how to avoid it.

GLOSSARY

ACUTANE: A retinoid, which inhibits sebaceous gland function and keratinization.

AESTHETICIAN, ESTHETICIAN: A specialist in aesthetics or on the theory of beauty.

AHA: (Alpha Hydroxy Acids for Skin Care) Derived from fruit and milk sugars. Supposed ability to reduce wrinkles, spots, and other signs of aging, sun-damaged skin. Are these products safe?

BACTERIA: Microorganisms, usually single-celled, constituting the class Schizomycetes, occurring in a wide variety of forms. Most bacteria are either free-living saprophytes, bringing about decomposition; or parasites, many of which cause disease.

BACTERIOLOGY: The study of bacteria especially in relation to medicine and agriculture.

BLEMISH: To impair or spoil by a flaw; mar. A flaw or defect; a stain; a disfigurement.

BRUISES: To damage the underlying tissue or bone without breaking the skin. An area of skin discoloration, caused by the escape of blood from ruptured capillaries following a blow; a contusion.

BULB: Any of various rounded, enlarged, or bulb-shaped structures.

COLD SORES: A small sore on the lips that often accompanies a fever or cold and is caused by a viral infection; a fever blister; herpes simplex.

CONNECTIVE TISSUES: Tissue arising chiefly from the embryonic mesoderm, consisting typically of a jellylike matrix in which are embedded collagen and elastic fibers, fat cells, fibroblasts, and mast cells. It forms the supporting and connecting structures of the body and occurs in tendons, ligaments, cartilage, and bone.

CORTEX: A layer of tissue in roots and stems lying between the epidermis and the vascular tissue.

CUTICLE: The strip of hardened skin at the base of a fingernail or toenail.

DEPILATE: To extract hair from (the body).

DEPILATORIES: A liquid or cream used to remove unwanted hair from the body.

DERMAL: Of, or pertaining to, the skin.

DERMATOLOGY: The branch of medicine concerned with the physiology and pathology of the skin and treatment of skin diseases.

DERMIS: The living part of the skin that forms a thick layer below the epidermis and is made up of connective tissue containing blood and lymph vessels, nerve endings, sweat and sebaceous glands, and smooth muscle. Also called “corium,” “Derma,” “derm.”

ECCRINE (MEROXRINE) GLANDS: Any of the small sweat glands distributed over the body’s surface.

ENZYME: Any of numerous proteins or conjugated proteins produced by living organisms and functioning as biochemical catalysts.

ENZYME PEELS: This is an intriguing approach to exfoliation. Enzymes (primarily papaya and pumpkin) consume dead protein. This might be a way to reveal new skin.

EPIDERMIS: The outer, protective layer of the skin in vertebrates.

EXFOLIATE: To remove (skin for example) in flakes or scales; peel. To cast off in scales, flakes, or the like. To come off or separate in scales, flakes, sheets, or layers.

FOLLICLE: An approximately spherical group of cells containing a cavity, such as a sac from which a hair grows.

FUNGI: (Plural of fungus)

FUNGUS: Any of the numerous organisms of the divisions Eumycophyta (true fungi) or Myxomycophyta (slime fungi), which lack chlorophyll and are generally parasitic or saprophytic. They range from single cells to masses of filamentous hyphae that often produce specialized fruiting bodies and include the yeasts, molds, mildews, and toadstools.

GERMINAL: Of, in, or pertaining to the earliest stage of development; embryonic.

GERMINATE (VERB): To begin to grow; sprout. To come into being and develop; produce.

INFECTION: Invasion of the body by pathogenic microorganisms. An instance of such invasion. The pathological state resulting from such

invasion, characterized by inflammation and tissue damage due to the action of toxins produced by the microorganisms.

KERATINIZE: To form keratin in or on. To form a keratinous layer.

KERATINIZED CELLS: Dead skin cells.

LANUGO: Fine, soft hair, such as that covering a fetus.

LESION: A wound or injury. A circumscribed pathological alteration of tissue or an organ. A point or patch of a skin disease.

LYMPH: A clear, transparent, watery, sometimes faintly yellowish liquid, derived from body tissues, that contains mainly white blood cells and travels through the lymphatic system to return to the venous bloodstream through the thoracic duct. It acts to remove bacteria and certain proteins from the tissues, to transport fat from the intestines, and to supply lymphocytes to the blood.

MEDULLA: The inner core of certain animal body structures, as bone marrow, where this differs in form or function from the outer zone. The pith or central tissue in stems of certain plants.

MELANIN: A dark pigment found in the skin, retina, and hair.

MELANOCYTE: An epidermal cell capable of synthesizing the black pigment melanin, and responsible for color variations in the skin of many animals including humans.

MELANOMA: A type of skin cancer. It begins in certain cells in the skin called melanocytes.

MITOSIS: A type of cell division in which the nucleus divides to produce two daughter cells, each with the same number of chromosomes as the parent cell. Also called “karyokinesis.”

MOLE: A small, pigmented growth on the human skin, usually slightly raised and brown, and sometimes hairy.

NETWORK BEARD: A system of hair follicles that cross or interconnect. A complex, interconnected group or system of hair.

NUCLEI: Plural of nucleus.

NUCLEUS: A central thing or part around which other things are grouped; a core. A complex, usually spherical, protoplasmic body within a living cell that contains the cell's hereditary material and that controls its metabolism, growth, and reproduction.

PEEL: To lose or shed skin. To come off in thin strips or pieces, as skin.

POLYGONAL: A closed figure bounded by three or more line segments; “having many angles.”

PRACTITIONER: One who practices an occupation, profession, or technique.

SEBACEOUS GLAND: Any of various glands in the dermis of the skin that open into a hair follicle and produce and secrete sebum.

SEBUM: The oily secretion of the sebaceous glands, which protects the skin from desiccation.

SHAFT: The section of a hair projecting from the surface of the body.

SHEATH: An enveloping structure or part, such as the tubular base of a leaf surrounding a stem. A protective covering.

SHINGLES: An infection caused by chickenpox viruses and characterized by the skin eruptions along the routes of cutaneous nerves on one side of the body, often accompanied or followed by severe neuralgia. The virus may remain latent within the body between outbreaks. Also called “herpes Zoster.”

SKIN TAGS: A skin condition involving small benign skin growths. These are very common, benign skin growths; occur most often after midlife. Tiny skin protrusions may have narrow stalk connecting to skin bump to the surface of the skin. Located on the neck, underarm, trunk, body folds, or other areas. Usually skin colored, occasionally darker.

ULCER: An inflammatory, often suppurating lesion on the skin or an internal mucous surface of the body, resulting in necrosis of the tissue and taking a long time to heal.

URTICARIA: A skin condition characterized by intensely itching, red, raised patches and usually caused by allergic reactions to internal or external agents. Also called “hives.”

VARICOSE: Designating blood or lymph vessels that are abnormally dilated, knotted, and tortuous, as in the legs.

VESICLE: A serum-filled blister formed in or beneath the skin.

VITILIGO: A skin disease.

WART: A small, usually hard elevation on the skin that is caused by a virus, covered with a keratinous layer, and occurs typically on the hands or feet.

WEAL: A ridge on the flesh raised by a blow; a welt.

WEN: A cyst containing sebaceous matter, especially on the scalp.

MY FUNDAMENTAL SKIN LIFESTYLE®

Alexandria Professional® is a rapidly growing company dedicated to providing world-class solutions to the beauty and wellness industries. We have developed a unique and innovative process for the removal of unwanted facial and body hair called “advanced body sugaring”.

Our commitment is to educating professionals in our advanced body sugaring and skin conditioning treatments and offering the finest in wellness and spa therapy treatments.



FIND US

5500 Main Street, Suite 103
Williamsville, New York 14221
United States



LOCAL 716.242.8514
TOLL FREE 800.957.8427



alexandriaprofessional.com



info@alexandriapro.com



MY FUNDAMENTAL SKIN LIFESTYLE[®]



“Liberate your skin with Alexandria
Professional’s Full Circle of Skin
Conditioning[®]!” – **LINA KENNEDY, PRESIDENT**

Welcome to the
SWEET
REVOLUTION®!



\$33.95
ISBN 978-0-578-44289-1
5 3395



9 780578 442891

ALEXANDRIA PROFESSIONAL®