

CLIENT CONSULTATION

Benefits:

- The analysis and brief consultation establishes skin type and condition for determining present and future facial treatments and skin care products.
- Finds the best products for the skin and helps explain how products work.
- Obtains a history of lifestyle, diet, stress, and use of products.
- Learn medications used and/or health conditions, present and past.
- Update all skin types and all clients on every visit.

Indications:

- Client has made an appointment and you don't know about their skin, medication, lifestyle, etc.



Procedure:

- Stand in front of the client. Maintain eye contact with your client so they will not feel intimidated. Don't scold or make them feel small.
- Discuss alternatives for their problem. Give them several options on how to resolve their problem.
- After the consultation, allow the client to see their face in the mirror so they may see the areas of concern you have addressed.
- Always focus on the client's concern first.

- For the recommendation, pay attention to their needs, lifestyle and traits so you may understand the difference between selling the product and prescribing the product.
- The client will have a skin consultation, which includes a skin analysis.



Post-Procedure:

- The client will leave with a personalized skin care routine for home and suggested facial treatment series. Routines vary depending on client's needs, but a basic routine will include: cleanser, toner, active product, and any prescription products if necessary.
- Education on the acne process and how they can control their acne is also incorporated into the consultation.
- If a prescription is needed, the client or patient will need to see their physician to receive a written prescription.