

# Ten Things About...

## When to Say No to Your Clients!

Skip the facial massage when working on your acne clients, especially those with open sores and inflammation. Massage stimulates the oil glands, and spreads germs and bacteria. In addition to this, heavy oils and creams used for the facial massage clog the pores, causing even more irritation and inflammation. Choose pressure point massage instead, which is relaxing and calming.

**Stay on the safe side and don't use any electrical equipment on your pregnant clients. Even a simple steamer can cause over-stimulation.**

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### Always deny facial waxing to any client using Retin-A, or those who are sunburned.

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Many clients request fashionable chemical peels and microdermabrasion in hopes that it will tame their over-active oil glands and acne, and give their face a more matte appearance. Instead, teach your clients to embrace their combination or oily skin, and learn to maintain it. These harsh treatments dehydrate the skin and strip it of all natural oils which are necessary to postpone the signs of premature aging such as crow's feet and laugh lines.

Regarding rosacea – say no to paraffin face-masks, hot towels, steam, extractions on vascular areas, acids, waxing, chemical peels, microdermabrasion, and rigorous massages.

Say no to acne clients requesting airbrush foundation, even though they may have heard that it is the newest way to camouflage their blemishes. Streams of pressurized air push foundation deeper into the pores causing more harm than good in the long run. Help them clear up their problem instead.

It is better not to perform any services to clients who ask if there's a money back guarantee if the treatment doesn't meet their expectations. Don't make any promises to those who clearly don't have confidence in your professionalism and sincerity. It may be best for them to seek another aesthetician's advice.

Many clients may act surprised when they feel their aesthetician has gloves on during the facial. Acne patients and men with cuts from shaving should not be touched with unprotected hands, even if they request it. Protect yourself and educate your client – tell male clients to not shave their face at least two days before their appointment.

Many older clients complain that their skin is constantly dry, and request to purchase heavy oil-packed creams which give the illusion of moisturizing their skin, when in reality, their skin is still dehydrated. Greasy products stay on skin's surface, blocking the pores and not allowing skin to breathe. Don't stock-up on heavy creams to please your clients, but educate them about the benefits of water-based products, and advise them to drink more water to help them feel hydrated from the inside out.

Don't wax over an area where you may notice any suspicious lesions or moles that may be pre-cancer or cancer signs. Never take the liberty of diagnosing the problem yourself, thus alarming the client. Tactfully explain to her that it would be in her best interest if she sought medical advice. This goes for any skin disease that may require the attention of a dermatologist, and should never be treated in the salon.

*Margarita Saian, state-certified educator and an Ambassador for the Aesthetic International Association, has been in the skin care industry for more than 20 years. She has studied aesthetics and mesotherapy in both the U.S. and France, and has been featured on KTLA5 News, as well as in trade magazines. Saian is a licensed aesthetician, CMA/cardiac technician, national certified phlebotomy technician, certified ECG and the founder of SAIAN natural clinical skin care.*

