



**THE RITZ - CARLTON SPA**

The Ritz-Carlton Live Well  
Treatment Procedures

**NATURAL RESILIENCE FACIAL**

## ROTATIONAL GROUNDING PROCEDURE FOR ALL TREATMENTS

### **Guest face up**

- Mitt feet
  - Gastrocnemius stretch x 3
  - Wipe right foot then left foot
  - Cover & blot dry
- Rotate at top of ankle
- Achilles stretch & rotate
- Support opposite ankle & knee – rotate at knee
- Repeat to other side
- Rotate at patella simultaneously
- Bear walk up thighs
- Stretch opposite shoulder to hip – rotate at shoulder
- Repeat to other side
- Rotate both shoulders together
- Hold head in hands
- Stretch to right shoulder
- Centralise head repeat to left
- Rotations to the occipital
- Rotations to the back of scalp

## SKIN TREATMENTS

### **Breathing exercise for all Skin treatments**

- Collect a few drops of the chosen Treatment Oil
- Ask the guest to takes 3 deep breaths
- Adjust the guest's breathing - place one hand on the chest (lightly) and place the other hand on the sacral chakra, ask the guest to inhale into the abdomen to raise the therapist's hand, repeat until this technique to done with ease.
- Repeat movement asking guest to take a deep breath in through the nose and hold for the count of 3 and release breath for the count of 3
- Repeat breathing for a count of 4 and 5
- Ask the guest to return to a natural organic breath
- Placing both hands on the heart chakra and rotate x 3 clockwise

# NATURAL RESILIENCE FACIAL

80/90 minutes

## The relationship between exercise and skin health

- Exercise is great for your heart, lungs, and mental outlook. Regular exercise is one of the keys to healthy skin.
- By increasing blood flow, exercise helps nourish skin cells and also helps carry away waste products, including free radicals from working cells.
- By increasing blood flow we increase the function of the lymphatic system, so a bout of exercise helps flush cellular debris out of the system, cleansing your skin from the inside.
- Exercise has also been shown to ease stress by boosting endorphins. By decreasing stress, some conditions that are exacerbated by stress can show improvement, such as acne and eczema.
- Yogic breathing also creates an increased intake of oxygen, lowers stress levels and balances the heart rate. There is a huge connect between stress and an increased rate of skin ageing as well as acne.
- Never underestimate the link between the wellbeing of the body and mind with the vibrancy of the skin, they are all crucial to skin health.
- The Natural Resilience Facial incorporates all of the above skin benefits that we get from exercising within the facial, this is possible because massage can have many of the same benefits as physical exercise –
  - Increased blood circulation
  - Improved cell vitality (ATP) Adenosine Triphosphate
  - Detoxification through increased lymphatic circulation
  - Relaxation and reduced stress levels
  - Skin radiance

## Natural Resilience Facial

The treatment has been developed around the following four principles of exercise, to work on the skin from the inside, outside and holistically.

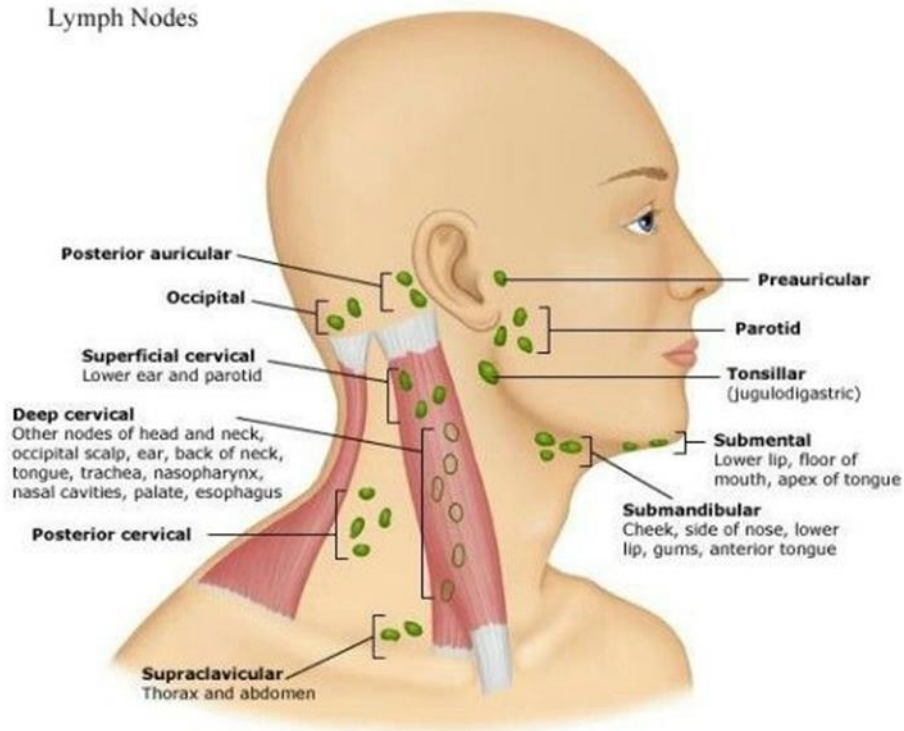
1. **Detoxify** - Lymphatic system
2. **Invigorate** - Circulatory system
3. **Sculpt** - Stimulates firmness and enhances facial features by reducing tension
4. **Relax** – Lowering stress levels to help reduce the rate of skin ageing



# I. Detoxify

## The Lymphatic System

Lymph Nodes



## 2. Invigorate

Stimulates the circulatory system.

### **Japanese Kobido Massage**

- Kobido means “The Ancient Way of Beauty” and is known as “the non-surgical facelift”. Inspiration has been taken from Japanese Kobido Massage for the Natural Resilience Facial.
- Japanese Kobido massage works on the facial meridians and acupressure points to achieve a balance in the skin, muscles and the related system of the body.
- Kobido massage activates facial nerves and increases the Qi (energy) flow to the face, which brings about a natural face lift effect.
- Kobido is one of the most efficient anti-ageing techniques. This technique incorporates a mix of fast and slow hand movements to improve the deep circulation of the face, neck and décolleté area. To massage with different speed levels is essential as it helps to remove dead cells and to encourage elastin and collagen production.

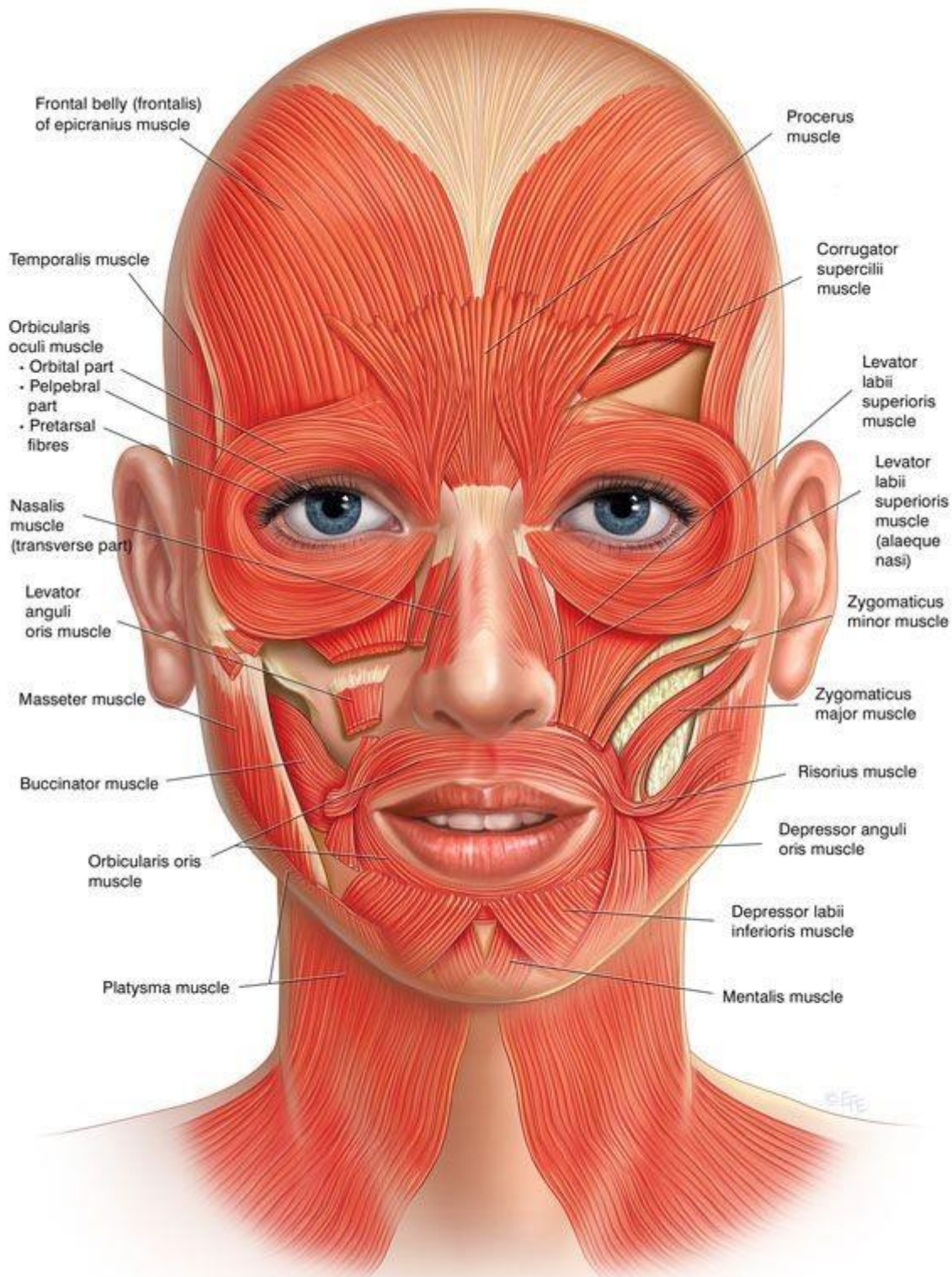
### **Benefits of this massage include:**

- Enhance the beauty and improve the overall appearance of the face, giving it a healthy look and a fresh and youthful feeling
- Rejuvenate and help repair the facial tissue
- Stimulate cell metabolism
- Improve blood circulation bringing more nutrients to the skin
- Release blocked tension in the facial and neck muscles

### 3. Sculpt

It is vital to understand and know all the facial muscles to correctly perform the sculpt movements and to achieve the best results.

#### Facial Muscles





## 4. Relax

After any physical activity it's important to cool down and relax. We achieve this by applying the ESPA Professional Lifting & Smoothing Mask and performing the ESPA relaxing scalp massage.

### Benefits of Lifting & Smoothing Mask

- Absorbs sebum
- Reduces the appearance of fine lines and wrinkles
- Cooling
- Skin toning and firming properties
- Instant skin radiance
- Hydrates skin
- Clears and firms the skin (red seaweed)
- Improves skin elasticity
- Nourishes and protects
- Restores skins lipid layer
- Improves overall skin health

### Key ingredients



- Seaweed Extracts - Gives the setting action, improves elasticity, nourishes the skin and absorbs sebum



- Larch Extract – Skin tightening & firming

Argan Extract – Strengthens elasticity & restores moisture



- Menthol – Cools and soothes skin irritations

### **Contra-indications**

- Seaweed allergies / thyroid sensitivity
- Over sensitive skin
- Open wounds
- Active Herpes Simplex

### **Precautions**

- Claustrophobia
- Guests that do not like setting masks

### **ESPA Lifting & Smoothing Mask**

- At the consultation explain to the guest that the mask will set and they will feel a cooling, tightening and tingling sensation.
- Ensure the guest closes her eyes during the application. Avoid the eye area.
- Using a clean bowl measure 25-30mls of powder mask and add 20mls of cold water to form a smooth paste.
- Apply to the skin using a spatula, from the chin working up the face, keeping a thickness of 2mm.
- Leave on the skin for no longer than 15 minutes.
- To remove, loosen the edge of the mask (working down the hairline) and lift away from the skin from the neck area upwards.

NOTE – Storage of the mask should be in an air tight container and should not, under any circumstances come into contact with water. The unopened shelf life of the mask is 3 years and once opened is 6 months.

# NATURAL RESILIENCE FACIAL

80/90 minutes

## Preparation

- Eye pads – 2 sets of damp cotton wool for Bio-Active Eye Cleanser, 2 sets of damp cotton wool with Soothing Eye Lotion
- Sensory test pads – 2 sets of dry cotton wool pads soaked with Balancing Herbal and Hydrating Floral Spa-Fresh
- Bowl of warm/hot water
- 4 pairs of mitts
- SkinVision™ lamp
- Steamer
- Lifting & Smoothing Mask 25g – 30g and 20mls of water
- Jade rollers

## Consultation

- Meet / greet guest and introduce yourself – repeat name twice throughout time with guest
- Confirm treatment
- Ask open questions to establish your guest's needs during the verbal consultation
- Perform sensory experience with Spa-Fresh and treatment oils x 2 most appropriate for guest's skin
- Show guest poultice and explain the benefits

## Procedure

### Guest face up

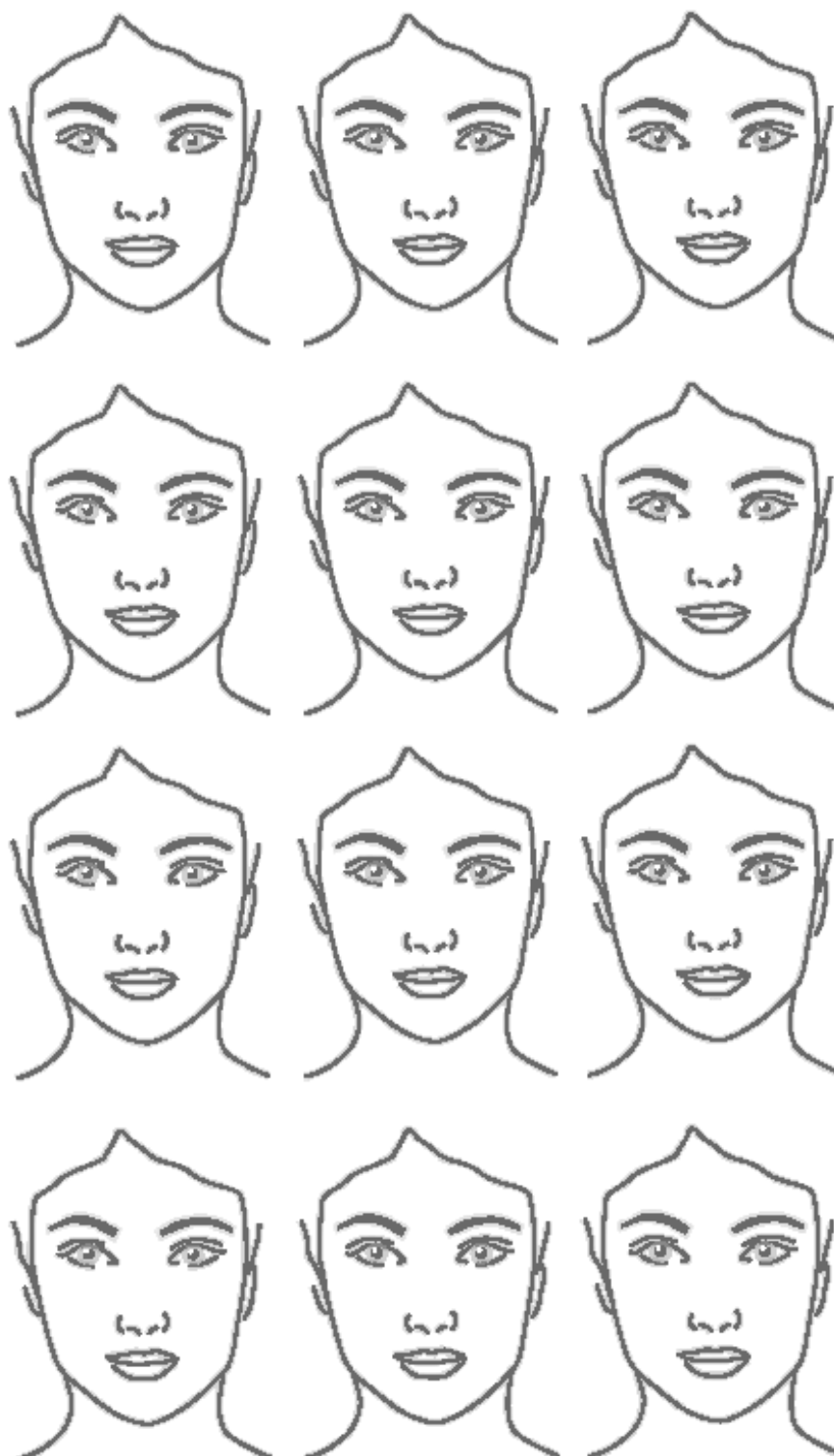
- Rotational grounding – see procedure
- Collect a few drops of the chosen treatment oil
- Guide the guest through breathing (see procedure below)
- Eye and lip cleanse (see procedure)
- 1st cleanse with Tri-Active™ Resilience Detox & Purify Cleanser
- Skin analysis with Skin Vision™
- 2nd cleanse with Tri-Active™ Resilience Detox & Purify Cleanser and Refining Skin Polish. Use steam if appropriate
- Spa-Fresh Tonic on cotton pads
- Apply appropriate treatment oil mixed with Tri-Active™ Pro-Biome Serum
- Detoxify Massage – see procedure
- Invigorate Massage – see procedure
- Jade rollers – see procedure
- Sculpt massage - See procedure

- Lifting & Smoothing Professional Mask to face only
- Tri-Active™ Rest & Recovery Overnight Balm to neck and décolleté and Nourishing Lip Treatment to lips
- Scalp massage – see procedure
- Peel off mask remove residue with mitts
- Spa-Fresh Tonic on cotton pads and Mist
- Apply Tri-Active™ Resilience Pro-Biome Serum
- Apply Tri-Active™ Resilience Pro-Biome Eye Treatment
- Apply Tri-Active™ Resilience Pro-Biome Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip treatment as appropriate
- The Ritz-Carlton Finishing Ritual

**Link retail products**

- Tri-Active™ Resilience product range

# I. DETOXYFY



## 2. INVIGORATE

### KOBIDO MASSAGE

- Push shoulders towards feet together.
- Side neck stretch
- Heel of hand lift at Zygomatic
- Heel of hand pressure and lift at third eye
- Palms facing up fingertip slide under mandible finishing with a flick
- Slide under jaw line with hands and up cheeks with fingertips finishing with a flick
- Knuckling to cheeks
- Tapotement to cheeks together
- Alternate finger flicks to right cheek then left
- Alternate finger flicks to third eye and across to mid-point of each brow
- With fingertips slide out over forehead and flick at temples
- Palms facing up fingertip slide under mandible finishing with a flick at temples
- Jade rollers over -
  - The jawline
  - The Levator Labii Superioris
  - Procerus
  - Frontalis
  - Roll down sides of face, release at décolleté

## 3. SCULPT MASSAGE

- Turn head to left side support at Occipital and using thumb deep kneading down Sternocleidomastoid \*
- Knuckling to Trapezius
- Fingertip deep rotations into Occipital Ridge
- Jaw sculpting sequence
  - Index finger, thumb, middle and index of the other hand contour the jaw from chin to ear
  - Palm sweeps up cheek with alternate hands
  - Thumb sculpt under Zygomatic
  - Alternate thumb kneading to Masseter muscle
- Thumb rolling across Zygomatic
- Thumb rolling to lower Orbicularis Oculi
- Eye sculpting sequence
  - Thumb stretch at bridge of nose
  - Using index fingers sculpt around Orbicularis Oculi to Temporalis and roll the ear x3
- Centralise head

- Kneading to the Corrugator and to the mid-point of each brow
- Repeat to left side \*
- Palms facing up, fingertip slide under Mandible finishing at temples
- Hands facing inward on scalp, whole head hair tug

## 4. RELAX

### SCALP MASSAGE ROUTINE

- Single double thumbs
- Single split thumbs
- Deep upward, static rotaries
- Stroking with flat palmer hands (heel to fingertips)
- Clawing, standing facing the guest, one side to the other (allow the head to roll to the side)
- Gentle hair tugging – pull straight out with continuous alternate pulls right to left, then work to the back of the head pulling each section
- Stroking with flat palmer hands
- Support head - taking full weight of guest's head
- Turn the head (supporting with hand)
- \*\*Deep finger kneading to Trapezius then occipital
- Deep static rotaries to back and side of scalp
- Cover ear for 5 seconds
- Pressures to outer ear from lobes to upper ear
- Cover for 5 seconds
- Outer ear gentle tugs
- Cover for further 5 seconds
- Effleurage entire outer ear
- Slide up Trapezius, support the head, centralise head (hold for 3 seconds), turn to opposite side
- Repeat movements to other side \*\*
- Centralise the head – keeping the head in the hands (taking the weight) place the fingertips under the occipital ridge and knead the head until it rests on the couch
- Frictions
- Gentle stroking through to the end of the hair
- Ponytail push and pull
- For guests with short or no hair, place both hands to the side of the head and compress with gentle circles and finish with double hand crown circles, releasing slowly and gently