



THE RITZ-CARLTON SPA

FACIAL COLLECTION – GLOBAL
TRAINING MANUAL

PERSONALITY TYPES

There are three main personality types to think about when performing a consultation, treatment or retailing, however we all have a bit of all three and they can change daily depending on our surroundings and circumstances.

- **Direct**
- **Emotional**
- **Logical**

If we can learn to recognise these personality types, we can quickly find out which our guest is and adapt our communication style to suit and therefore help build the rapport.

Responding to each personality type:

Direct:

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-
-
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Emotional:

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-
-

Logical:

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-
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THE RITZ-CARLTON SERVICE PROCEDURE AND TOUCHES

1. Consultation

The consultation is an important part of the treatment as it assists the therapist to identify the guest's needs and find a solution. The aim is to ensure the guest receives a fully tailored treatment and homecare recommendations. The consultation should flow freely as a conversation.

Consultation questions

The therapists should ask the following questions during a verbal consultation at the beginning of each treatment.

Essential questions to ask each guest:

- Are there any medical conditions or allergies that I should be aware of?
- When did you last have a treatment and what type of treatment did you have?
- What are your main concerns?
- What results would you like to achieve?
- What areas would you like me to focus on?
- Tell me about your skin care routine?

Optional additional questions:

- How much time do you have to spend on your routine?
- How do you find the environment affects your skin?
- How does your lifestyle affect your skin / body?

Consultation tips

- Keep the conversation brief and relaxed interactions
- Ask mostly open questions to discover more (e.g. How? What?)
- Listen! Always allow the guest to tell you their concerns and needs, rather than you just telling them what you think they are
- Focus on the questions which have been answered yes or when extra information has been given
- Focus on the gaps in their present routine
- When performing the sensory experience show the guest the products they have selected and explain how they will help their concerns

2. Sensory Experience

A sensory experience is performed to finalize the consultation. This should be introduced to the guest as follows:

- “Based upon what you have told me I am going to select some products to further personalize your facial today”
- “These are the Spa-Fresh Tonics which we will use during your facial. This is option number one and this is option number two. Which do you prefer? You have chosen the XXX, it contains XXX and will help to ...Hydrate... your skin today.



- Repeat with the Treatment Oils
- The therapist will give a brief description of the facial focusing on the skin analysis and introduce Pink Hair and Scalp Mud

3. Treatment Procedure Applying The Ritz-Carlton Standards

- Upon returning to the room the therapist must check lighting, temperature of the room, the level of music and guest comfort on the treatment table
- Treatment couch heated to comfortable temperature
- When applying the first set of eye pads the therapist must inform the guest “this will feel cool and refreshing”
- The first time the warm towels or mitts are introduced the therapist is to check if the temperature with guest asking if it is comfortable
- The Ritz-Carlton Facial Analysis
- The use of the cleansing device during the second cleanse of each facial
- Guest’s robe and slippers placed within easy reach at the end of the treatment

4. Perform The Ritz-Carlton Body Analysis

- Application of Optimal Body Tri-Serum to the arms effleurage and cover
- Bear walk up the arms
- Alternate downward pressures into shoulders using hands
- Stretch into the occipital

5. Closing Protocol

- Gently sit the guest up on the treatment couch and offer a glass of water
- Ensure guest is satisfied and close the treatment. “Thank you Mrs....., it was a pleasure to work on you today, how are you feeling?”
- Provide knowledge about the treatment, products and benefits. “May I offer you some recommendations to help address your ‘dehydration’ we saw during the skin analysis today? (Offer free advice first, keeping hydrated, etc.)
- During your facial I used a product called It can be used
- To make it convenient for you today, I will assemble a small tray of the Oil, Cleanser and Serum for you. These will be waiting for you with your name on them when you are ready to depart for the day.



SENSORY EXPERIENCE

Spa-Fresh

1 pair of dry cotton pads with Hydrating Floral Spa-Fresh Tonic

1 pair of dry cotton pads with Balancing Herbal Spa-Fresh Tonic

Treatment Oils

Apply to guest hands with the ring fingers

CUSTOM FACIAL

50/60 minutes

See facial chart to adjust facial products according to skin type / conditions

Preparation

- 2 sets of damp cotton wool for Bio-Active Eye Cleanser and 2 sets of damp cotton wool with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh Tonic and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 4 pairs of mitts / towels
- Steamer, cleansing device and Woods / SkinVision™ Lamp

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

Treatment procedure

- Eye and lip cleanse (see procedure)
- 1st cleanse with appropriate Cleanser
- Skin analysis with Woods / SkinVision™ Lamp
- 2nd cleanse with exfoliation / Optimal Skin Pro-Cleanser using the cleansing device . Use steam and perform extractions if needed
- Spa-Fresh Tonic with cotton pads
- Eye protection movements with 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Custom face massage – lymphatic massage, facial pressure point massage and facial massage (see procedures)



- Apply appropriate mask and Soothing Eye Lotion pads to eyes
- Apply Nourishing Lip Treatment to lips and around the lip line
- Scalp massage or hand and arm massage with Pink Hair and Scalp Mud (optional)
- Remove mask
- Spa-Fresh Tonic pads and Mist
- Apply Tri-Active™ Lift & Firm Intensive Eye Serum / Face Serum (if appropriate)
- Apply 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Apply appropriate Face Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip Treatment
- The Ritz-Carlton Finishing Ritual

Custom Facial link retail products

- This will be dependent upon the guests concerns and skincare needs – refer to the facial chart

***If performing the 80 / 90 minute Custom Facial add in eye drains and pressures instead of eye protection movements**



THE MEN'S FACIAL

50/60 minutes

Preparation

- 2 sets of damp cotton wool with Soothing Eye Lotion
- 1 set of dry cotton wool pads soaked with Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 2 pairs of mitts / towels
- 2 hot towels
- Steamer,cleansing device and Woods / SkinVision™ Lamp

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

Treatment procedure

- Eye cleanse with Soothing Eye Lotion pads only (see procedure)
- 1st cleanse with Hydrating Cleansing Milk
- Skin analysis with Woods / SkinVision™ Lamp
- 2nd cleanse with exfoliation / Optimal Skin Pro-Cleanser using the cleansing device. Use steam and perform extractions if needed
- Spa-Fresh Tonic with cotton pads
- Eye protection movements with 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Face massage – lymphatic massage, facial pressure point massage and facial xmassage (see procedures)
- Apply appropriate mask (Dual-Action Shave Mud) and Soothing Eye Lotion pads to eyes (for hydration)
- Scalp massage with Pink Hair and Scalp Mud (optional) with focus to neck and shoulders
- Remove mask
- Spa-Fresh Tonic pads and Mist
- Apply appropriate Moisturiser
- Apply appropriate Face Moisturiser
- The Ritz-Carlton Finishing Ritual

Custom Facial link retail products

- Invigorating Face Wash
- Dual-Action Shave Mud
- Post Shave Rescue
- Appropriate moisturiser for skin type



CORE FACIAL TREATMENT PROCEDURES

Eye and lip cleanse movements

- Shake Bio-Active Eye Cleanser well to mix the two phases and use immediately
- Apply Bio-Active Eye Cleanser soaked pads to the eyes simultaneously
- Apply deep clockwise circles x3 followed by x3 deep constant contact pressures over the entire eye pad
- Pinch along brows x1
- Tapotement movements across zygomatic bone and continue movement up to forehead x1
- Anti-clockwise circles x3, leave pads in place
- Lip cleanse with Bio-Active Eye Cleanser pads
- Remove product from lips using the clean side of damp pads – sweep top lip, bottom lip until lipstick is removed
- Remove eye pads by holding the forehead with one hand (supporting eyebrow) and sweep the first pad inwards towards the nose, over the brow to the temple
- Halve the pad – gently work down lashes to remove mascara
- Quarter the pad and sweep under the eyelashes from outer corner to the inner corner – on the last sweep, continue over the brow, finish at temples, with a light pressure
- Repeat to other side
- *Repeat the eye movements again using Soothing Eye Lotion pads

1st cleanse application movements

- Apply cleanser from between bust area, up the centre of the face slide down the outside of the face, down the sides of neck, across décolleté, around shoulders, roll hands forward to décolleté and repeat x2
- Finger tips with upward circles to décolleté
- Continue up the neck, jaw line and chin
- Scissor slides to the mouth
- Continue with upward circles to the cheek
- Slide one hand to the beginning of the eyebrow, the other hand slides around the zygomatic to the nostril
- Work one side of the nose – circling upwards
- Repeat to the other side
- Circles to the forehead. Pressure on temples to finish
- Remove with mitts / hot towel



2nd cleanse

Apply steam (if required)

- Apply cleanser with application movements, then place on Refining Skin Polish or Optimal Skin Pro-Cleanser and continue with first cleanse movements then introduce the cleansing device
- Remove with 2 pairs of mitts / towels

Mitt removal

- Place warm mitts on the shoulders lightly – hold for a few seconds to allow the client to become accustomed to the heat
- Sweep one mitt at time across the shoulders, pushing down on each shoulder, finish by sweeping both mitts around the back of trapezius
- Continue to sweep up the front of the neck
- At the jaw line turn one mitt while the other maintains contact – repeat to the other
- Work both mitts over the face simultaneously to the forehead, keeping one mitt in contact at the forehead, workdown the contours of the face using the other mitt – replace the mitt to the forehead and repeat
- Finish with a pressure on temple area

Spa-Fresh procedure

- Spa-Fresh should be applied to dry cotton pads
- Hold the soaked Spa-Fresh cotton pads over the nose for a few seconds (so the client can smell the aroma)
- Work the cotton over the face, neck and décolleté, finishing with a pressure at shoulders

Eye protection movements

(as part of all 50/60 minute facials)

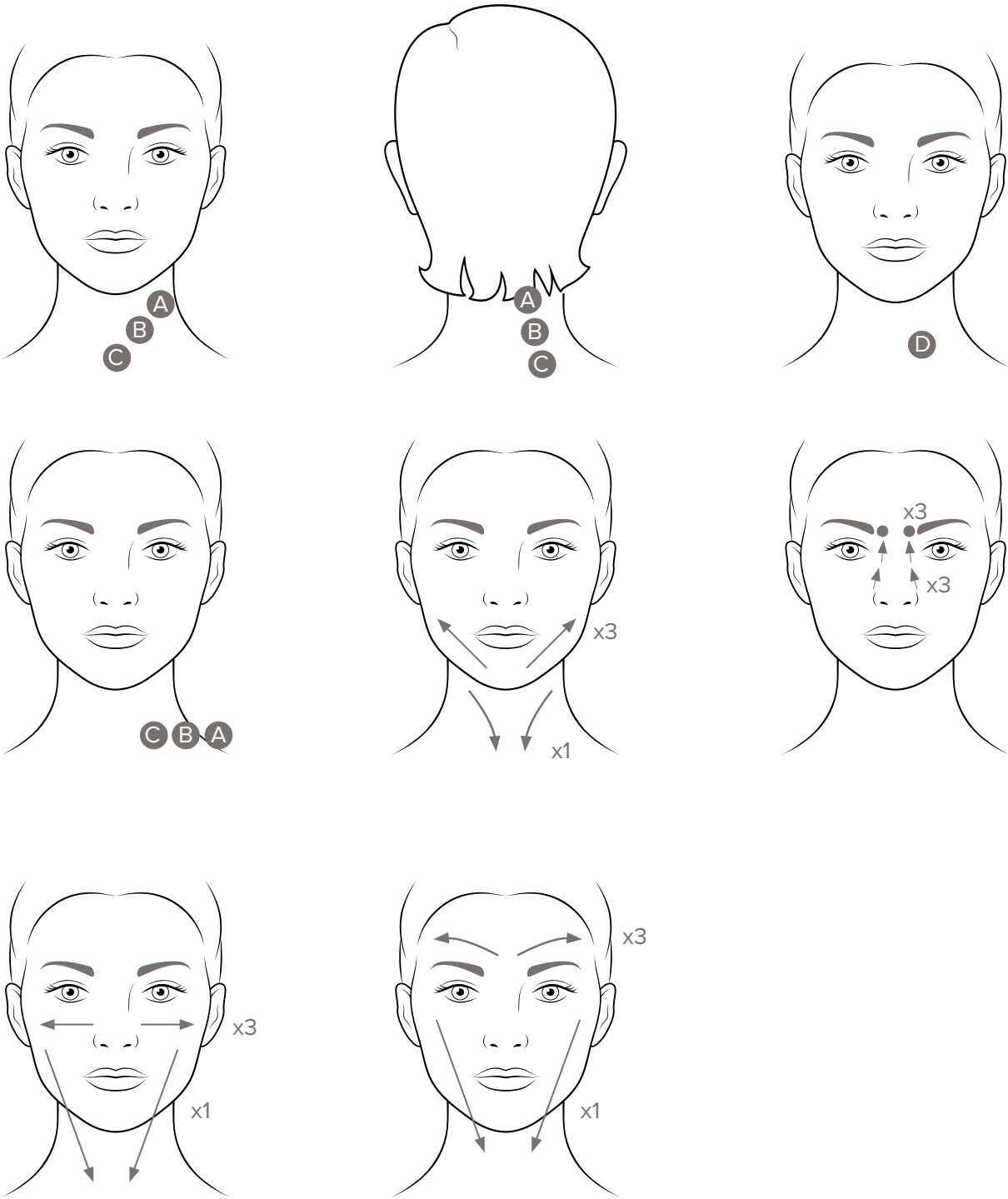
- Using 1 pump of 24 Hour Replenishing Eye Moisturiser
- Place product on forehead and hold
- Circular application of product to the zygomatic and forehead
- Pressures around eyes x 1 using first and second finger, hold pressure for 1 second each
- Pinch eyebrows using thumb and ring finger, use the ring finger to circle under the eyes
- Breaststroke to forehead x 1, one side to the other
- Flat hand sweeping to the forehead x1
- Prayer to forehead x 1
- Finish with pressure to temples

Treatment Oil application

- Inhalation as guest exhales
- Application of Treatment Oil using ESPA application movement



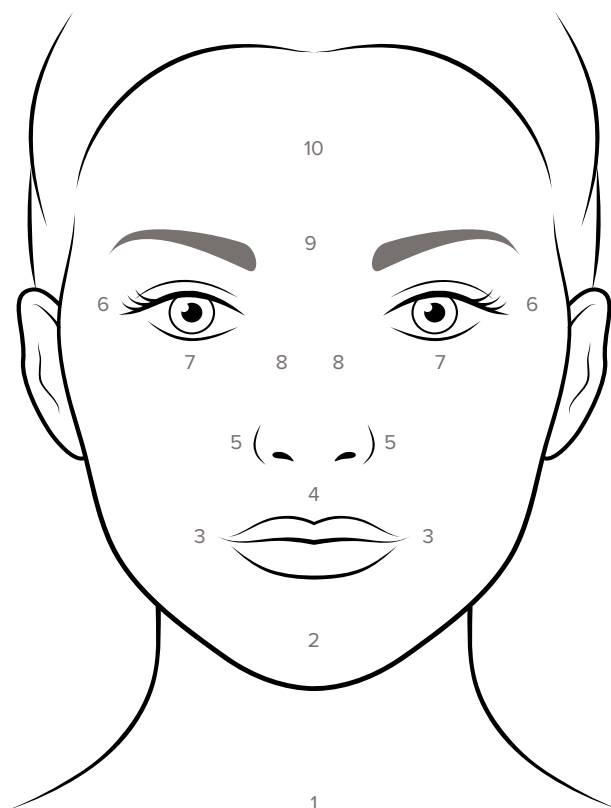
LYMPHATIC DRAINAGE



FACIAL PRESSURE POINTS

Meridians are energy paths that flow throughout the entire body. Facial acupressure points lie along these meridians lines on the face. Applying pressure to these specific points stimulates the flow of energy, blood and lymph in the body. By working on a deeper level we see benefits including toning muscles, energy balance and flow, specific point remedies, general wellness, skin tone and circulation.

Pressure is applied on the client's exhale breath using 1 full pressure (maintain pressure) and continuing with 3 static pressures to the same point.



- | | |
|---|-----------------------------------|
| 1. Congestion / asthma – Respiratory System | 6. Gallbladder – Digestive System |
| 2. Hormonal / menopausal – Endocrine System | 7. Kidney – Excretory System |
| 3. Colon – Digestive System | 8. Stomach – Digestive System |
| 4. Small intestines – Digestive System | 9. Liver – Digestive System |
| 5. Congestion / mucus – Respiratory System | 10. Heart – Circulatory System |



Custom facial massage (used in the 50/60 or 80/90 minute Custom Facial)

- Shoulder sweeps – one then the other pushing down
- Effleurage around back of shoulders and up to occipital
- Neck stretch to side, alternate shoulder sweeps and knuckling to neck and shoulders – repeat to other side
- Knuckle both shoulders, deltoids and décolleté
- Neck sweeps
- Pinch and jaw slide
- Upward chin circles
- Lip scissors
- Effleurage deep circles to cheeks – slide up to nose
- Alternate fingers to each eye (V) alternative lifting across forehead to transition from right to left
- Figure of eight to both eyes (8) first and second finger with light pressure to corner of eye
- Circles up onto forehead – working inwards across forehead
- Continue to slide down the sides of the face, down the neck, across the décolleté and around the shoulders
- Finish with an occipital stretch

SCALP MASSAGE ROUTINE

If the guest would like product in their hair, a minimal amount of Pink Hair and Scalp Mud should be applied to the scalp (not the hair). If the guest requests not to have a scalp massage, offer a hand and arm massage.

- Single double thumbs (pushing forward at the hairline)
- 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 finger tips under the occipital ridge and knead the head until it rests on the couch
- Frictions
- Gentle stroking through to the end of the hair
- Pony tail 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

Scalp massage with Hot Stones

- Carry out regular scalp massage to point of head turn
- With stones effleurage trapezius and small circles up neck and along occipital ridge x3
- Carry out regular ear movements – using stone to cover at each stage
- Centralise head
- Repeat to other side and finish as normal



SKIN ANALYSIS & WOODS / SKINVISION™ LAMP

Skin analysis should be performed using a Woods Lamp wherever possible, as it is much more effective

Why use a Woods / SkinVision™ Lamp

- It will assist the therapist in observing skin types / conditions
- It will help the guest to understand their skin from a different perspective

How should the Woods / SkinVision™ Lamp be used?

Step 1 Ensure the guest is comfortable, if possible in a semi-upright position

Step 2 The room should be dimly lit to allow the colours of the lamp to show clearly

Step 3 Give your guest a mirror so that she can see what you're explaining

Step 4 Position yourself facing your guest

Step 5 Hold the lamp in one hand and use your free hand to work over the face in the following order – see skin analysis technique below

Step 6 Looking and touching for the following skin types whilst acknowledging and explaining any skin conditions

- Skin analysis tips
- Turn the lamp on for 2-3 minutes prior to using
- Always give positive feedback first and last – the sandwich effect
- Always relate to your guest's concerns
- Give a solution to each skin type and skin condition you are finding
- Explain which products you have chosen and how they will help with the guest's concern
- Explain the steps of the treatment and how it will help the guest's concern

Skin analysis technique

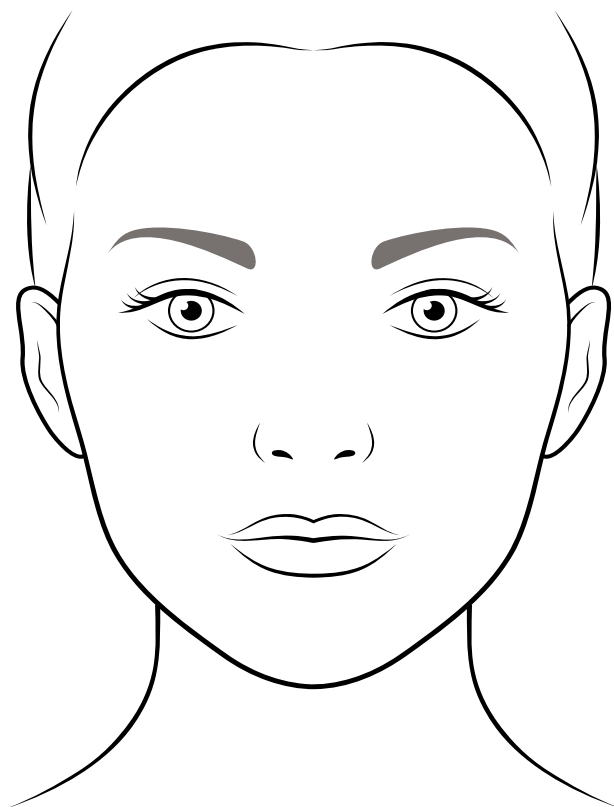
Approximately 3 minutes using the Woods Lamp (If the lamp is not available still use the looking and touching procedure below) observe the appearance of the skin as per the chart on the next page

- Using your hand sweep across the forehead, cheeks & chin feeling for texture – coarse to the touch-oily skin, tight and dry to the touch- dry skin
- Sweep your hand down the nose feeling and looking for congestion
- Woods Lamp / SkinVision™ – look for the colours showing on skin and relate to the skin condition and appearance
- Using your fingertips gently pinch around the eyes looking and feeling for skin firmness and elasticity
- Using your thumbs apply light pressures around the eyes looking and checking for puffiness and dark circles
- Gently lift the cheek looking for firmness and horizontal lines which indicate dehydration
- Gently lift the jaw, observing firmness and tonicity
- Using the back of the hand touch the cheeks looking for sensitivity and redness



SKIN ANALYSIS TECHNIQUE WITH WOODS / SKINVISION™ LAMP COLORS

Draw on the movements for the skin analysis technique without a Woods Lamp.



Normal skin	Small / medium pores, good moisture, even texture, no blemishes, firm	Blue-White
Dead skin cells	Flaky	White
Dry skin	Small pores, thin, flaking, sensitivity, millia, premature ageing	Light Purple
Thin, fragile and dehydrated showing first signs of ageing	Tight / taught, fine lines, crepiness, sensitivity, first signs of ageing	Dark Purple
Oily skin	Shiny skin / T-zone, blackheads and possible spots	Orange
Pigmentation	Uneven colour, brown pigmentation	Brown



STEAM AND EXTRACTION

Steam and extraction should be offered in all appropriate facials but only if the skin is suitable and it is required. Always ensure that the guest is happy with this – it is their choice. Ensure they understand that the facial massage will be reduced slightly to accommodate the steam and extraction.

Facial steaming

Steaming the face is the best way to thoroughly deep clean your pores, reduce the amount of pimples, blackheads and whiteheads. Steaming is very important to loosen debris that may be embedded into the skin – the benefits include:

- Increases circulation bringing blood and oxygen to the skin cells
- Opens pores and helps loosens debris
- Softens blackheads, making them easier to remove
- Prepares the skin for future treat

Contra-indications to steaming:

- Hypersensitive skin
- Open cuts
- Acne rosacea
- Claustrophobia
- Weak or broken capillaries
- Sunburn or previous ultraviolet exposure
- Eye infections, such as conjunctivitis
- Diabetes – the metabolic rate must not be increased
- Excessive high blood pressure or where the guest suffers from dizzy spells

Preparation and steam procedure:

- Ensure the water tank of the steamer is full, with purified water
- Turn the steamer on 5-10 minutes before the treatment commences to heat and turn on again before the skin analysis.
- Keeping the guest in a semi-reclined position after the skin analysis, position the steamer approx. 12-18 inches (30-45 cm) from the centre of the guest's face, making sure both sides of the face are exposed to the steam
- Apply cleanse medium (Nourishing Cleansing Balm is ideal as it will soften the sebum trapped inside the follicle and also helps to protect against capillary damage, but an oily skin may prefer a different cleansing medium), followed by Refining Skin Polish or Optimal Skin Pro-Cleanser and focus exfoliation on areas of concern
- Always be observant of how the guest's skin is reacting to this procedure note any hot spots, erythema or guest discomfort, if any of the mentioned occur, discontinue treatment
- Remove the excess skin polish from the skin with 2 pairs of mitts – ensuring all particles are removed, remove the steamer
- Perform extractions using tissue or damp cotton pads, only if needed (see procedure below)
- Spa-Fresh the skin and apply Purifying Tea Tree Gel to areas worked
- Continue with appropriate facial



EXTRACTIONS

Extraction procedure:

- After thorough cleansing, exfoliation and steaming of the skin, it is now softened and ready for extraction
- For hygiene purposes and for guest comfort, gloves can be worn for extraction. The fingers should be wrapped with either tissue or preferably dampened cotton pads. Do not use comedone extractors or extraction lancets as they can easily cause unnecessary superficial damage to the skin
- To extract – place the wrapped fingers to either side of the extraction area – stretch the skin and gently push in and roll the skin to ease the debris out (lift the skin away from the bone rather than pushing down on the face – the rolling motion prevents squeezing the skin too hard causing discomfort and capillary damage)
- After extracting it is advisable to sanitise the skin using Balancing Herbal Spa-Fresh. This will return the pH of the skin back to its natural equilibrium, and kills off any bacteria and reduce any inflammation that has been caused



PRODUCT SELECTION FOR CUSTOM FACIAL

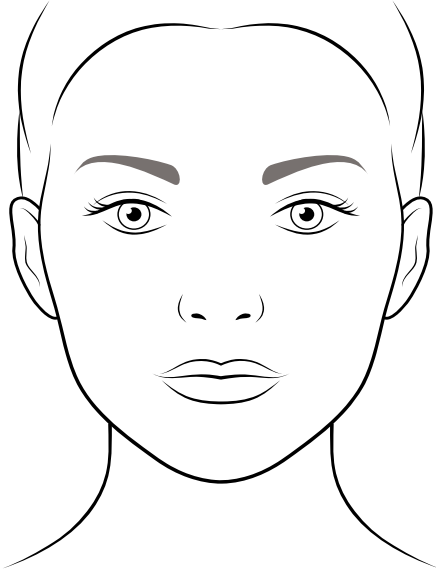
Dry and Dehydrated Skin

Dry

- The pores are small and tight
- The moisture / oil content is poor
- The skin texture is coarse and thin, with patches of visibly flaking skin
- Millia can often be seen around the cheek and eye area

Dehydration

- The skin may be tight / taught caused by lack of moisture
- There may be superficial flaking, irritated skin, dull appearance
- Fine, superficial lines are evident on the skin
- Broken capillaries are common

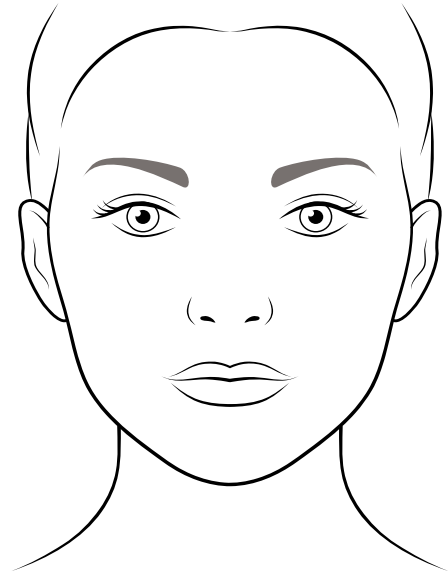


Dry & Dehydrated Skin	
1st Cleanse	
Exfoliate	
Massage	
Mask	
Finishing Products	



Oily / Combination Skin

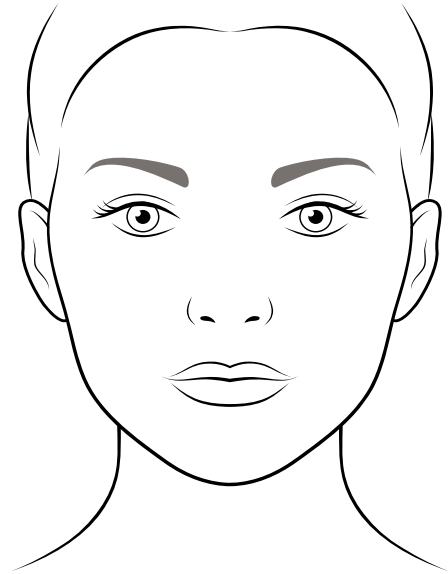
- The pores are enlarged (T-zone, while in the cheek area are small to medium)
- The skin is coarse and thick in the oily areas (but thin in the dry areas)
- The skin is sallow in colour, as a result of the excess sebum production
- Certain skin disorders may be apparent – comedone, pustules, papules, millia or sebaceous cysts



Oily / Combination Skin	
1st Cleanse	
Exfoliate	
Massage	
Mask	
Finishing Products	

Pigmentation

- Hyper pigmentation appears as brown discolouration caused by excess melanin. (Melanin is produced by the melanocyte cell and transferred in to the skin cells. Melanin protects from UV)
- Common causes of hyper pigmentation are
 - hereditary factors, UV exposure, hormones
 - pregnancy, contraceptive pill, stress, skin trauma, and fragrance



Pigmentation	
1st Cleanse	
Exfoliate	
Massage	
Mask	
Finishing Products	

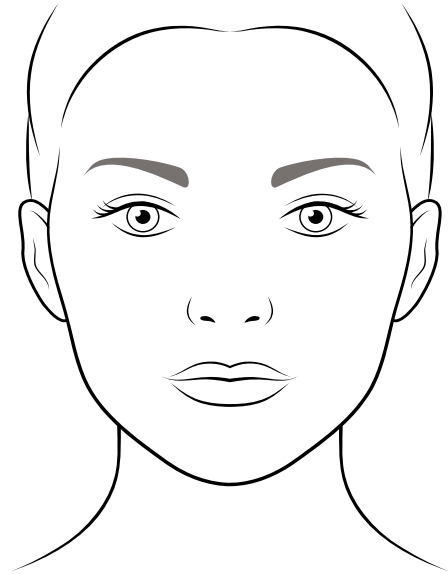
Sensitive and Sensitised Skin

Sensitive skin

- The skin may show high colouring and there are usually broken capillaries in the cheek area
- The skin feels warm to touch
- The skin reacts to temperature changes, seasons and emotional times

Sensitised skin

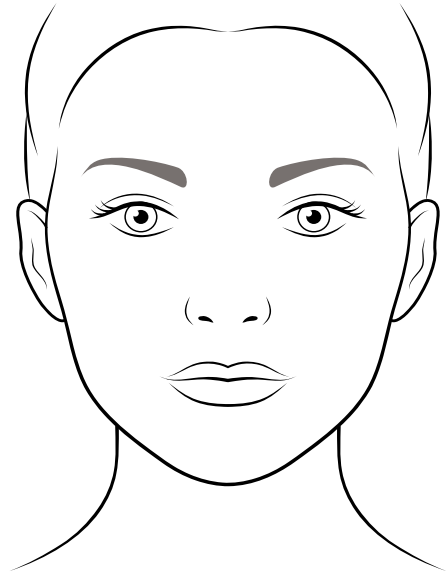
- Impaired Barrier function
- Inflamed, red or itchy and peeling skin
- The above can be caused by the environment, climate, cosmetics (artificial – colours, fragrance etc.) incorrect product usage, laser microdermabrasion / acid peeling or medication



Sensitive and Sensitised Skin	
1st Cleanse	
Exfoliate	
Massage	
Mask	
Finishing Products	

Premature Ageing

- Loss of tension and elasticity
- Wrinkle formation
- Reduced cell turn over
- Dilated capillaries
- Hyperpigmentation and other skin discoloration such as age spots

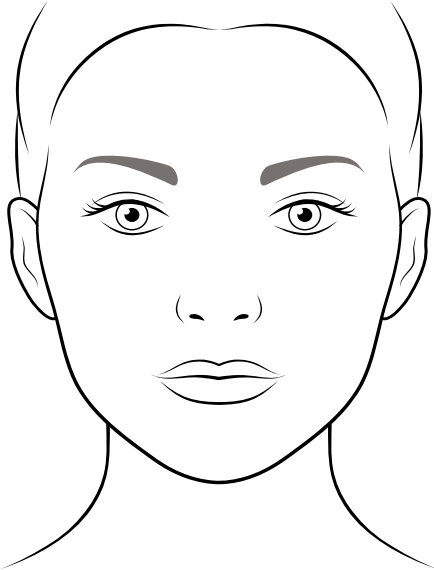


Premature Ageing	
1st Cleanse	
Exfoliate	
Massage	
Mask	
Finishing Products	



Men's Skin

- Produce more sebum so tend to be oily
- Shaving sensitivity /dryness /dehydration
- Folliculitis
- In-growing hairs



Men's Skin	
1st Cleanse	
Exfoliate	
Massage	
Mask	
Finishing Products	



ULTIMATE RADIANCE & RENEWAL FACIAL

80/90 minutes

Preparation

- 2 sets of damp cotton wool for Bio-Active Eye Cleanser and 3 sets of damp cotton wool with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh Tonic and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 5 pairs of mitts / towels
- Steamer, cleansing device and Woods / SkinVision™ Lamp
- Rose quartz crystals
- ESPA Professional Lifting & Smoothing Mask 25g – 30g and 20ml of water

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

Treatment procedure

- Eye and lip cleanse (see procedure)
- 1st cleanse with appropriate Cleanser (see procedure)
- Skin Analysis with Woods / SkinVision™ Lamp
- 2nd cleanse with exfoliation / Optimal Skin Pro-Cleanser, using cleansing device. Use steam and perform extractions if needed (Balancing Herbal Spa-Fresh and Purifying Tea Tree Gel if needed after extraction) x 2 pairs of mitts / towels to remove
- Spa-Fresh Tonic with cotton pads
- Apply Tri-Active™ Regenerating Resurface & Brighten Mask and Soothing Eye Lotion pads to eyes
- Apply Nourishing Lip Treatment to lips and around the lip line
- Scalp massage or hand and arm massage with Pink Hair and scalp Mud (optional)
- Remove mask with mitts / towel
- Apply 24 hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser – eye massage (see procedures) perform eye drains with rose quartz crystals
- Apply Optimal Skin Pro-Serum and perform lymphatic drainage with rose quartz crystals, facial pressure points and age defying massage (see procedures)
- Apply ESPA Professional Lifting & Smoothing Mask from jawline to hairline and Tri-Active™ Lift & Firm mask to neck and décolleté
- Scalp massage, hand and arm massage or shoulder massage with Pink Hair and Scalp Mud (optional)



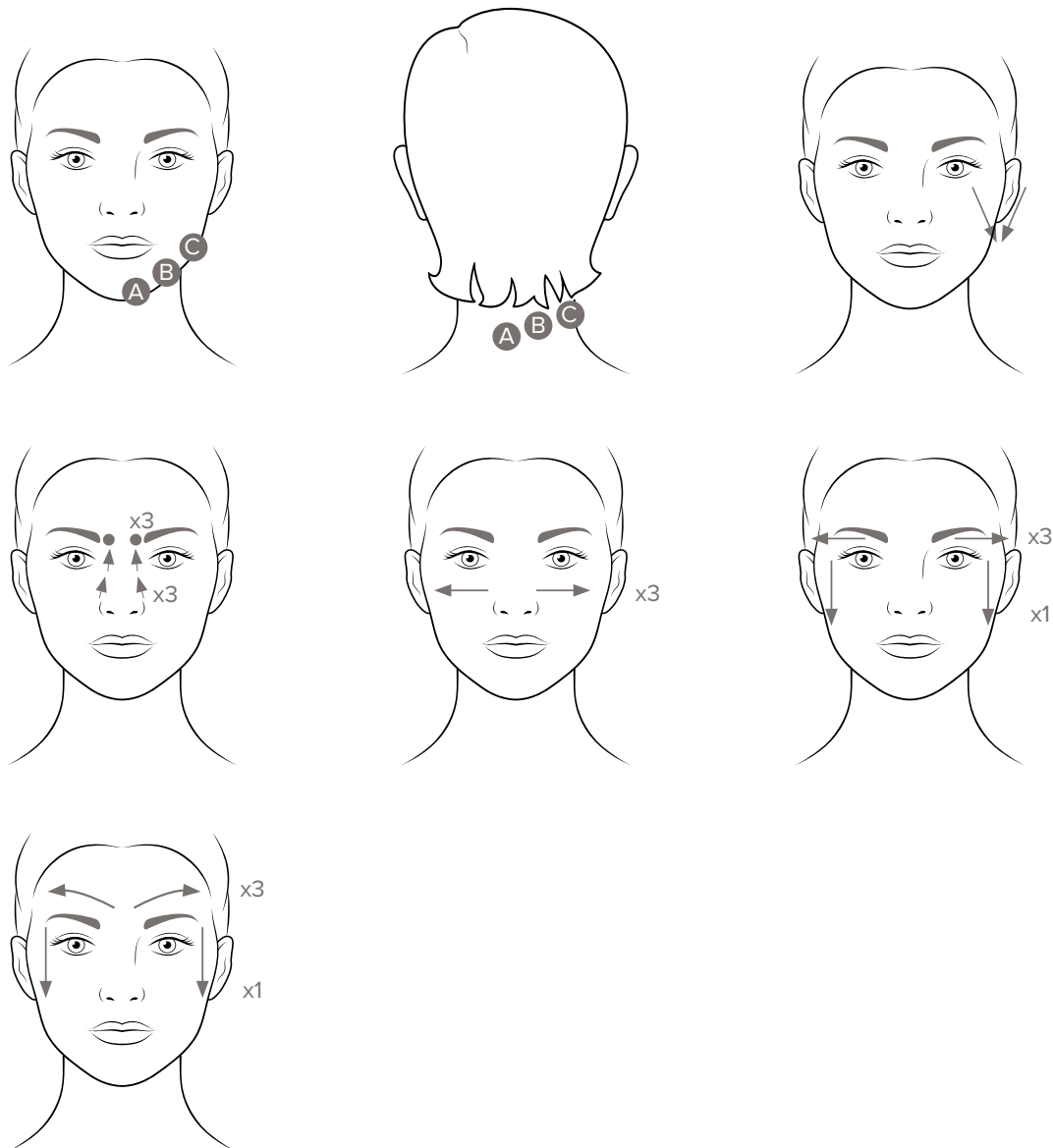
- Remove mask
- Spa-Fresh Tonic pads and Mist
- Apply appropriate Serum
- Apply 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Apply appropriate Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip Treatment
- The Ritz-Carlton Finishing Ritual

Link retail products

Optimal Skin Pro-Cleanser

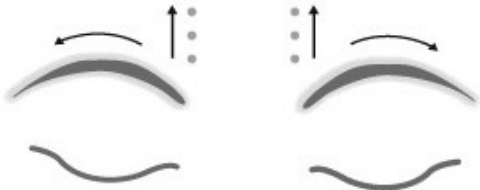
Appropriate skincare for guest's skin type or condition

EYE LYMPATIC DRAINAGE



EYE MASSAGE PRESSURE POINTS

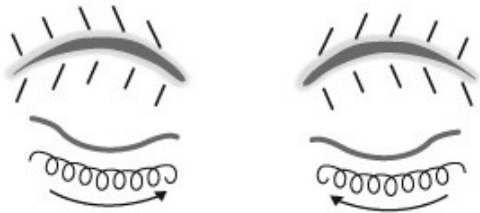
Pressure point massage – Hold all pressures for the count of 2 seconds



1. Pressure using 1st and 2nd finger x3



2. Pressure using middle finger x3



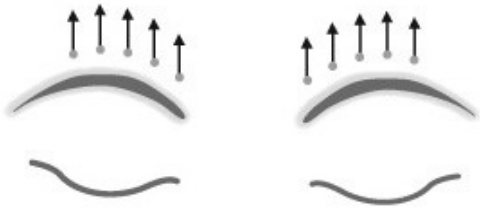
3. Pinch and press with index finger and thumb.
Pressure at temporal, light rotaries under eye x3



4. All fingers caterpillar across brows
Slide thumbs under eye x3



5. Crossing thumbs at corrugator up to hairline
Pressure along hairline to temporalis x3



6. All fingertips, deep pressure to brows – release



THE ESPA PROFESSIONAL LIFTING & SMOOTHING MASK

Benefits

- 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
- Clients that do not like setting masks

ESPA Professional Lifting & Smoothing Mask

- At the consultation explain to the client that the mask will set, and they will feel a cooling, tightening and tingling sensation
- Ensure the client closes their eyes during the application. Avoid the eye area
- Using a clean bowl measure 25-30ml of powder mask and add 20ml 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.



AGE DEFYING FACIAL

50/60 minutes

See facial chart for appropriate products

For the 80/90 minute Age Defying Facial perform eye drains and pressures instead of eye protection movements

Preparation

- 2 sets of damp cotton wool for Bio-Active Eye Cleanser and 2 sets of damp cotton wool with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh Tonic and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 2 pairs of mitts / towels
- 2 hot towels
- Steamer, cleansing device and Woods / SkinVision™ Lamp

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

Treatment procedure

- Eye and lip cleanse (see procedure)
- 1st cleanse with appropriate Cleanser (see chart)
- Skin analysis with Woods / SkinVision™ Lamp
- 2nd cleanse with exfoliation / Optimal Skin Pro-Cleanser using cleansing device . Use steam and perform extractions if needed
- Spa-Fresh Tonic with cotton pads
- Eye protection movements with 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Face massage – lymphatic massage, facial pressure point massage and age defying massage (see procedures)
- Apply Tri-Active™ Lift & Firm Mask including eye area apply Soothing Eye Lotion pads to eyes
- Apply Nourishing Lip Treatment to lips and around the lip line
- Scalp massage or hand and arm massage with Pink Hair and Scalp Mud (optional)
- Remove mask
- Spa-Fresh Tonic pads and Mist
- Apply Tri-Active™ Lift & Firm Intensive Eye Serum / Face Serum (if appropriate)
- Apply 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser



- Apply appropriate Face Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip Treatment
- The Ritz-Carlton Finishing Ritual

Link retail products

This will be dependent upon the guest's concerns and skincare needs – refer to the facial chart

- Nourishing Cleansing Balm
- Tri-Active™ Lift & Firm Range
- Tri-Active™ Regenerating Range

THE AGE DEFYING MASSAGE

- Therapists must be standing in order to achieve a very firm pressure on the décolleté and chest
- Then move hands low down on décolleté, between the breast over the heart chakra, hands flat, (one hand under towel and one on top of towel) apply pressure down on chakra (clockwise circles with exhale breath / anti-clockwise on the inhale breath)
- Deep pressures with fingers facing sliding outwards to axilla in 3 rows towards clavicle. *
- Effleurage down arms to elbows, sweep around back of shoulders to neck – stretch to occipital
- Deep thumb pressures, working from the base of trapezius to shoulders – working around deltoid and up to occipital – with deep knuckles x 3
- With the guest's head in the therapist's hands, stretch at the occipital ridge, with exhale breath gently carry out the chin to chest stretch – only take this to where is comfortable for the guest, check their comfort at all times
- Sweeping movements with fingers up to neck onto face
- Thumb and finger slide along jaw line out to ears x 3
- Scissors to mouth area – top and bottom lip
- Deep circles to cheeks
- Finger lift increases to side of nose, then up towards inner eye socket, slide back down x 3
- Alternate 'V' fingers to each eye – sweeping to temple over forehead to opposite eye
- Finish with figure of eight movement
- Deep Slide and Lift Movements to face (lifting to temples) x 3
 1. Place cupped hands from hairline over eyes – deep slide out to side of face and lift up to temple area
 2. Place cupped hand at zygomatic over cheeks – deep slide out to side of face and lift up to temple area
 3. Place cupped hands at chin – deep slide out to side of face and lift up to temple area
- Deep half-moon lifts to neck – working upper sternocleidomastoid muscle down to base of neck
- Work deeply across to axilla x 3



LIFT AND FIRM EYE TREATMENT

25/30 minutes

Preparation

- 2 sets of damp cotton wool for Bio-Active Eye Cleanser and 2 sets of damp cotton wool with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh Tonic and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 2 pairs of mitts / towels
- Woods / SkinVision™ Lamp

Treatment procedure

- Eye and lip cleanse (see procedure)
- Woods / SkinVision™ Lamp focus around the eyes. Look for dehydration / puffiness / dark circles / fine lines / pigmentation / millia
- 1st cleanse with Nourishing Cleansing Balm and Refining Skin Polish or Optimal Skin Pro-Cleanser (2nd cleanse procedure with no steam or cleansing device)
- Spa-Fresh Tonic with cotton pads
- Eye massage with 24 Hour Replenishing Eye Moisturiser (see procedure)
- Apply Tri-Active™ Lift & Firm Mask and Soothing Eye Lotion pads to eyes
- Neck and shoulder massage with Nourishing Body Oil (freestyle)
- Remove mask with Soothing Eye Lotion pads
- Spa-Fresh Tonic pads and Mist
- Apply Tri-Active™ Lift & Firm Intensive Eye Serum and Face Serum (if appropriate)
- Apply 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip Treatment
- The Ritz-Carlton Facial Finishing Ritual



CUSTOM EXPRESS FACIAL

25 minutes

Preparation

- 2 sets of damp cotton wool for Bio-Active Eye Cleanser and 2 sets of damp cotton wool with Soothing Eye Lotion
- 2 sets of dry cotton wool pads soaked with Hydrating Floral Spa-Fresh Tonic and Balancing Herbal Spa-Fresh Tonic
- Bowl of warm water
- 4 pairs of mitts / towels

Treatment procedure

- Eye and lip cleanse (see procedure)
- 1st cleanse with appropriate Cleanser
- Skin analysis with Woods / SkinVision™ Lamp
- 2nd cleanse with exfoliation / Optimal Skin Pro-Cleanser
- Spa-Fresh Tonic with cotton pads
- Eye protection movements with 24 Hour Replenishing Eye Moisturiser or Lift & Firm Eye Moisturiser
- Application only of chosen Treatment Oil or Optimal Skin Pro-Serum x3
- Appropriate mask and apply Soothing Eye Lotion pads to eyes
- Apply Nourishing Lip Treatment to lips and around the lip line
- Scalp massage or hand and arm massage with Pink Hair and Scalp Mud (optional)
- Remove mask
- Spa-Fresh Tonic pads and Mist
- Apply Tri-Active™ Lift & Firm Intensive Eye Serum and Face Serum (if appropriate)
- Apply 24 Hour Replenishing Eye Moisturiser or Tri-Active™ Lift & Firm Eye Moisturiser
- Apply appropriate Face Moisturiser
- Apply Pomelo Lip Balm or Nourishing Lip Treatment
- The Ritz-Carlton Facial Finishing Ritual



SPA ENHANCEMENTS

Enhancements: product / equipment add-ons built into the treatment time, increasing the spa experience and treatment revenue

SCALP & HAIR CONDITIONING TREATMENT

Using the strengthening properties of Vitamin C- rich Watercress and red clay with a deeply relaxing scalp massage to reduce tension, condition the scalp and leave you with beautiful healthy hair. (This enhancement can be carried out with all massage or facial treatments)

Product required

- Pink Hair and Scalp Mud

Procedure

- Gently warm Pink Hair and Scalp Mud in the towel cabinet
- When the guest is face up apply the heated mixture generously to the scalp and hair
- Apply to the scalp using a medium pressure and keeping the movement constant. Sweep the remaining product through the back of hair and through to the ends
- Wrap the guest's head using a warm dry towel
- Allow products to absorb and penetrate whilst the treatment is continued up to the scalp massage
- Unwrap head and perform scalp massage

HAND REVITALIZER

Using Optimal Skin Pro-Cleanser and Rejuvenating Hand Cream this treatment will soften soothe and brighten the hands (This enhancement can be carried out with all massage or facial treatments)

Product required

- Optimal Skin Pro-Cleanser
- Rejuvenating Hand Cream

Procedure

- Apply Optimal Skin Pro-Cleanser whilst mask is on and remove before completing the facial finishing ritual
- Whilst mask is on apply Optimal Skin Pro-Cleanser to hands and massage in, wrap with a warm dry mitt/towel
- Remove Optimal Skin Pro-Cleanser with warm mitts / towel, blot and dry
- Apply Rejuvenating Hand Cream



NECK AND DÉCOLLETÉ BALM

Designed specifically to nourish and support this fragile area of the body, targeting skin elasticity so it feels supple and looks more plumped, lifted, and youthful. (This enhancement can be carried out with any facial treatment or Ultimate Body Balancer)

Product required

- Tri Active™ Lift and Firm Neck & Décolleté Balm

Procedure

- Apply to neck and décolleté after applying appropriate eye serum and face serum

JADE ROLLER FACIAL MASSAGE

Calm & Soothe skin by incorporating these this ancient Chinese tool into your facial. Take home the tool as a gift from us to continue the regimen at home for more visible and long-lasting results. (This enhancement can be booked with any facial treatment or Ultimate Body Balancer)

Product required

- Jade roller

Procedure

- Perform lymphatic drainage massage with jade rollers

SKIN PROBIOTICS & PREBIOTICS

Boost any facial by using the technologically advanced Tri Active™ Resilience Pro-Biome serums and moisturizers to address the most visible signs of aging. (This enhancement can be booked with any facial treatment or Ultimate Body Balancer)

Product required

- Tri Active™ Resilience Pro-Biome Serum
- Tri Active™ Resilience Pro-Biome Eye Treatment
- Tri Active™ Resilience Pro-Biome Moisturiser

Procedure

- For facial massage mix chosen oil with Tri Active™ Resilience Pro-Biome Serum
- After the removal of chosen mask and Spa-Fresh Tonic pads and Mist apply Tri Active™ Resilience Pro-Biome Serum, Tri Active™ Resilience Pro-Biome Eye Treatment and Tri Active™ Resilience Pro-Biome Moisturiser





THE RITZ - CARLTON SPA

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