

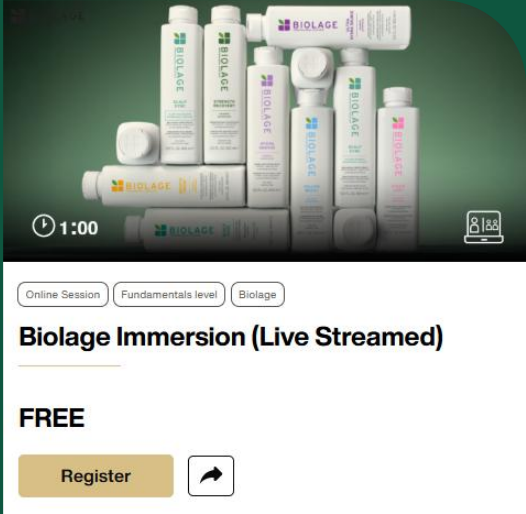


BIOLAGE
PROFESSIONAL HAIR SPA

HAIR SPA SERVICES STEP-BY-STEP TECHNIQUE GUIDE

BIOLAGE VIRTUAL EDUCATION OFFERINGS

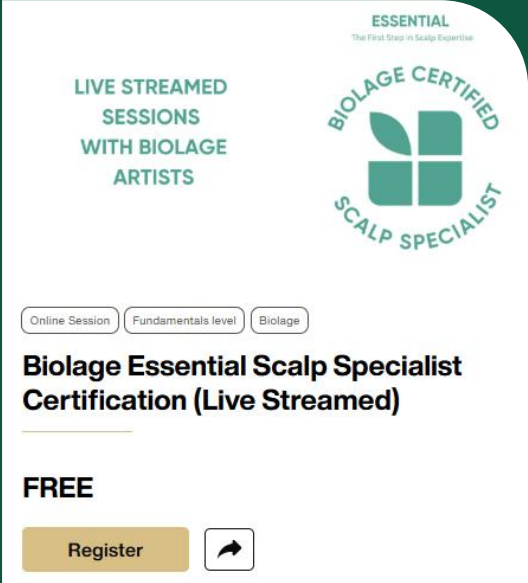
BIOLAGE IMMERSION



[LINK HERE!](#)

Gain in-depth knowledge of Biolage's diverse product ranges, from our iconic scalp care solutions to innovative styling & color care treatments.

VIRTUAL SCALP CERT CLASS



[LINK HERE!](#)

A free live stream training designed to elevate your scalp care expertise & transform client satisfaction.

SCALP 1.0



[LINK HERE!](#)

Will guide you to becoming a confident scalp practitioner through learnings of scalp anatomy, diagnosis, client communication, & treatment using in-salon services and take-home recommendations.

SCALP 2.0: HAIR FALL SOLUTIONS



[LINK HERE!](#)

Focused on defining hair fall & how it relates to scalp care to address the growing demand of salon scalp services.



INTRODUCING BIOLAGE SIGNATURE HAIR SPA SERVICES

4 unique services that combine a curated mix of Biolage product and stillpoint therapy for the ultimate selfcare moment.



In-salon Services:

- Rejuvenating Scalp Facial
- Restorative Scalp Facial
- Renewing Scalp Facial
- Calming Scalp Facial

Service Timing: 20 minutes



BIOLOGE
PROFESSIONAL HAIR SPA

SCALP FACIAL SERVICE MENU



FRONT

SCALP FACIAL SERVICE MENU

REJUVENATING SCALP FACIAL

Refresh your scalp and hair with our Rejuvenating Scalp Facial.

Our relaxing and Rejuvenating Scalp Facial effectively clarifies for a healthy-looking scalp, while cleansing the hair of any excess oil or build up. Leave your scalp feeling clean and refreshed—the perfect reset for your hair.

WHO IT'S FOR:

- + Those with oily scalp or dandruff
- + Those who use a lot of products and want to reset by removing sebum and buildup

RESTORATIVE SCALP FACIAL

Indulge in a Restorative Scalp Facial experience that will transform your dry, frizzy hair.

Our rejuvenating and Restorative Scalp Facial treatment provides intensive conditioning and hydration, transforming brittle, unruly strands into soft, smooth, and manageable hair—the perfect remedy for extremely dry hair in need of a revitalizing boost.

WHO IT'S FOR:

- + Those with dry scalp
- + Those with extremely dry and frizzy hair in need of an intense conditioning treatment

RENEWING SCALP FACIAL

Give stressed scalp and hair a much-needed break with our relaxing and Renewing Scalp Facial.

Our Renewing Scalp Facial treatment gently exfoliates the scalp removing impurities such as buildup, sebum, and dead skin cells. Scalp looks and feels balanced with hydration and nourishment and hair looks thicker and fuller.

WHO IT'S FOR:

- + Those with breaking, falling hair or thin hair
- + Those looking to relieve their hair and scalp from mechanical stress due to brushing

CALMING SCALP FACIAL

Say goodbye to irritation leading to scalp discomfort with our Calming Scalp Facial.

Our Calming Scalp Facial is a de-stressing treatment that relieves discomfort from dryness by gently soothing with hydration. It's a spa day for your scalp!

WHO IT'S FOR:

- + Those with a scalp that feels tight/uncomfortable from dryness



BACK



REJUVENATING SCALP FACIAL

Refresh your scalp and hair with our Rejuvenating Scalp Facial. Our relaxing and Rejuvenating Scalp Facial effectively clarifies for a healthy-looking scalp, while cleansing the hair of any excess oil or build up. Leave your scalp feeling clean and refreshed - the perfect reset for your hair.

STEP BY STEP GUIDE TO FOLLOW &
VIDEO DEMO AVAILABLE ON HIGH SPOT

REJUVENATING SCALP FACIAL: OILY

REQUIRED PRODUCTS:

1. Scalp Sync Purifying Scalp Concentrate
2. Scalp Sync Clarifying Shampoo
3. Scalp Sync Universal Conditioner
4. Scalp Sync Oil Balancing Serum

- 1) On dry hair, apply Scalp Sync Purifying Scalp Concentrate. The concentrate is going to help loosen any dandruff flakes trapped by excess oil, it will also aid in the breakdown of any product build up.
- 2) While the product sits, massage scalp for 5 minutes to make sure the product is fully distributed throughout scalp.
 - a) Place the palm gently on the crown, side or nape of the client's head, providing a sense of grounding.
 - b) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - c) Stretch the scalp by lifting upward with the fingertips to create a stretching sensation, holding for 3-5 seconds before releasing.
 - d) Conclude with light, stationary pressure using both palms for grounding.
- 3) Rinse the hair and follow with Scalp Sync Clarifying Shampoo. To fully remove any remaining buildup, use a scalp brush, moving the scrubber in circular motions around hairline, nape of neck, and rest of scalp.
- 4) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Follow with Scalp Sync Universal Conditioner. Comb the hair from root to ends with a wide tooth comb to evenly distribute.
- 5) While the conditioner sits for 5 minutes, follow with a second massage.
 - a) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - b) Maintain stationary fingertips while applying gentle pressure in small circles, allowing the scalp to shift slightly beneath them without friction.
 - c) Work systematically across the scalp, starting at the crown and moving outward. Maintain a consistent rhythm when transitioning between sections.
 - d) Conclude with light, stationary pressure using both palms for grounding.
- 6) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Towel dry hair. Then apply drops of Scalp Sync Oil Balancing Serum to your hands, fully coating and emulsifying with your palms. Your hands become the product applicator to avoid overuse of the product. Press into the scalp inch by inch and massage into the scalp.



REJUVENATING SCALP FACIAL: DANDRUFF

REQUIRED PRODUCTS:

1. Scalp Sync Purifying Scalp Concentrate
2. Scalp Sync Clarifying Shampoo
3. Scalp Sync Universal Conditioner



1. On dry hair, apply **Scalp Sync Purifying Scalp Concentrate**. The concentrate is going to help loosen any dandruff flakes trapped by excess oil, it will also aid in the breakdown of any product build up.
2. While the product sits, massage scalp for 5 minutes to make sure the product is fully distributed throughout scalp.
 - a) Place the palm gently on the crown, side or nape of the client's head, providing a sense of grounding.
 - b) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - c) Stretch the scalp by lifting upward with the fingertips to create a stretching sensation, holding for 3-5 seconds before releasing.
 - d) Conclude with light, stationary pressure using both palms for grounding.
3. Rinse the hair and follow with **Anti-Dandruff Shampoo**. To fully remove any remaining buildup, use a scalp brush, moving the scrubber in circular motions around hairline, nape of neck, and rest of scalp.
4. Rinse the hair using the waterfall attachment, thorough removing product and enhancing relaxation. Follow with **Scalp Sync Universal Conditioner**. Comb the hair from root to ends with a wide tooth comb to evenly distribute.
5. While the conditioner sits for 5 minutes, follow with a second massage.
 - a) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - b) Maintain stationary fingertips while applying gentle pressure in small circles, allowing the scalp to shift slightly beneath them without friction.
 - c) Work systematically across the scalp, starting at the crown and moving outward. Maintain a consistent rhythm when transitioning between sections.
 - d) Conclude with light, stationary pressure using both palms for grounding.
6. Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Towel dry hair.

REJUVENATING SCALP FACIAL: OIL/DANDRUFF



1. At the stylist station examine the condition of the client's scalp and hair.



2. Recommend Biolage Scalp Facial Service.



3. On dry hair, apply Scalp Sync Purifying Concentrate directly to the scalp (refer to label instructions).



4. Massage Product into the scalp for 5 minutes using signature Biolage stillpoint technique, then let the product sit for 10 minutes.



5. Rinse hair thoroughly.



6. Apply Scalp Sync Clarifying (for Oily) or Anti-dandruff Shampoo (for Dandruff) (refer to label instructions).



7. To fully remove any remaining buildup, use a scalp brush, moving the scrubber in circular motions around hairline, nape of neck, and rest of scalp.



8. Rinse using waterfall attachment (if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



9. Apply Scalp Sync Universal Conditioner (refer to label instructions).



10. Evenly distribute from root to ends.



11. Comb the hair from root to ends with a wide tooth comb to evenly distribute.



12. While the conditioner sits for 5 minutes, follow with a second massage.



13. Rinse the hair using the waterfall attachment (if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



14. Towel dry the hair. For dandruff client skip to step 16.



15. Apply drops of Scalp Sync Oil Balancing Serum to your hands (refer to label instructions), fully coating and emulsifying with your palm. Press into the scalp inch by inch and massage into the scalp.



16. Finish and style hair with your favorite Biolage products



RESTORATIVE SCALP FACIAL

Indulge in a Restorative Scalp Facial experience that will transform your dry, frizzy hair. Our rejuvenating and Restorative Scalp Facial treatment provides intensive conditioning and hydration, transforming brittle, unruly strands into soft, smooth, and manageable hair - the perfect remedy for extremely dry hair in need of a revitalizing boost.

STEP BY STEP GUIDE TO FOLLOW &
VIDEO DEMO AVAILABLE ON HIGH SPOT

RESTORATIVE SCALP FACIAL: DRY OR FRIZZY

REQUIRED PRODUCTS:

1. Scalp Sync Purifying Scalp Concentrate
2. Hydra Source Shampoo
3. Scalp Sync Universal Conditioner
4. Hydra Source Deep Treatment Mask
5. Ultra Hydra Source Deep Treatment Mask
6. Hydra Source Leave-In Tonic



- 1) On dry hair, apply **Scalp Sync Purifying Scalp Concentrate**. The concentrate is going to clear dehydrated and dead skin cells that cause flaking.
- 2) While the product sits, massage scalp for 5 minutes to make sure the product is fully distributed throughout scalp.
 - a) Place the palm gently on the crown, side or nape of the client's head, providing a sense of grounding.
 - b) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - c) Stretch the scalp by lifting upward with the fingertips to create a stretching sensation, holding for 3-5 seconds before releasing.
 - d) Conclude with light, stationary pressure using both palms for grounding.
- 3) Rinse the hair and follow with **Hydra Source Shampoo**. To fully remove any remaining buildup, use a scalp brush, moving the scrubber in circular motions around hairline, nape of neck, and rest of scalp.
- 4) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Apply **Scalp Sync Universal Conditioner** directly to the scalp. Apply **Hydra Source Deep Treatment Mask** or **Ultra Hydra Source Deep Treatment Mask** from mid-lengths to ends. Comb the hair from root to ends with a wide tooth comb to evenly distribute.
- 5) While the conditioner sits for 5 minutes, follow with a second massage.
 - a) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - b) Maintain stationary fingertips while applying gentle pressure in small circles, allowing the scalp to shift slightly beneath them without friction.
 - c) Work systematically across the scalp, starting at the crown and moving outward. Maintain a consistent rhythm when transitioning between sections.
 - d) Conclude with light, stationary pressure using both palms for grounding.
- 6) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Towel dry hair. Then apply **Hydra Source Daily Leave-in Tonic** all over hair and comb through from roots to ends to make sure the product has been fully distributed.

RESTORATIVE SCALP FACIAL: DRY/FRIZZY



1. At the stylist station examine the condition of the client's scalp and hair.



2. Recommend Biolage Scalp Facial Service.



3. Apply Scalp Sync Purifying Concentrate directly to the scalp (refer to label instructions).



4. Massage Product into the scalp for 5 minutes using signature Biolage stillpoint technique, then let the product sit for 10 minutes.



5. Rinse hair thoroughly.



6. Apply Hydra Source Shampoo (refer to label instructions).



7. To fully remove any remaining buildup, use a scalp brush, moving the scrubber in circular motions around hairline, nape of neck, and rest of scalp.



8. Rinse using waterfall attachment(if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



9. Apply Scalp Sync Universal Conditioner directly to scalp (refer to label instructions).



10. Apply Hydra Source Deep Treatment Mask or Ultra Hydra Source Deep Treatment Mask (refer to label instructions) from mid-lengths to ends.



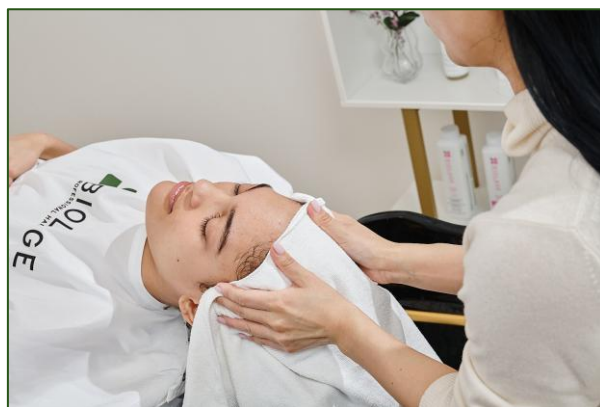
11. Comb the hair from root to ends with a wide tooth comb to evenly distribute.



12. While the mask sits for 5 minutes, follow with a second massage.



13. Rinse the hair using the waterfall attachment (if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



14. Towel dry hair.



15. apply Hydra Source Daily Leave-in Tonic all over hair and comb through from roots to ends to make sure the product has been fully distributed (refer to label instructions).



16. Finish and style hair with your favorite Biolage products



RENEWING SCALP FACIAL

Give stressed scalp and hair a much-needed break with our relaxing and **Renewing Scalp Facial**. Our **Renewing Scalp Facial** treatment gently exfoliates the scalp removing impurities such as buildup, sebum, and dead skin cells. Scalp looks and feels balanced with hydration and nourishment and hair looks thicker and fuller.

STEP BY STEP GUIDE TO FOLLOW &
VIDEO DEMO AVAILABLE ON HIGH SPOT

RENEWING SCALP FACIAL: HAIR FALL (THIN)

REQUIRED PRODUCTS:

1. Scalp Sync Purifying Scalp Concentrate
2. Full Rescue Shampoo
3. Full Rescue Densifying Leave-In Spray
4. Full Rescue Invigorating Scalp Serum
5. Full Rescue Restorative Mask



- 1) On dry hair, apply **Scalp Sync Purifying Scalp Concentrate**. The concentrate is going to exfoliate and clear dead skin cells to help promote cell turnover.
- 2) While the product sits, massage scalp for 5 minutes to make sure the product is fully distributed throughout scalp.
 - a) Place the palm gently on the crown, side or nape of the client's head, providing a sense of grounding.
 - b) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - c) Stretch the scalp by lifting upward with the fingertips to create a stretching sensation, holding for 3-5 seconds before releasing.
 - d) Conclude with light, stationary pressure using both palms for grounding.
- 3) Rinse the hair and follow with **Full Rescue Shampoo**.
- 4) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Apply **Full Rescue Restorative Mask** from mid-lengths to ends using a boar bristle brush to evenly distribute without pulling on delicate strands. Avoid using a wide tooth comb which can tug on strands from root to tip, causing breakage.
- 5) While the conditioner sits for 5 minutes, follow with a second massage.
 - a) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - b) Maintain stationary fingertips while applying gentle pressure in small circles, allowing the scalp to shift slightly beneath them without friction.
 - c) Work systematically across the scalp, starting at the crown and moving outward. Maintain a consistent rhythm when transitioning between sections.
 - d) Conclude with light, stationary pressure using both palms for grounding.
- 6) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Towel dry hair. Apply drops of **Full Rescue Invigorating Serum** to your hands, fully coating and emulsifying with your palms. Your hands become the product applicator to avoid overuse of the product. Press into the scalp inch by inch and massage into the scalp.
- 7) Apply **Full Rescue Densifying Spray** from root to tip and comb through with a boar bristle brush to make sure the product has been fully distributed without pulling on delicate strands.

RENEWING SCALP FACIAL: THIN



1. At the stylist station examine the condition of the client's scalp and hair.



2. Recommend Biolage Scalp Facial Service.



3. Apply Scalp Sync Purifying Concentrate directly to the scalp (refer to label instructions).



4. Massage Product into the scalp for 5 minutes using signature Biolage stillpoint technique, then let the product sit for 10 minutes.



5. Rinse hair thoroughly.



6. Apply Full Rescue Shampoo (refer to label instructions).



7. Gently cleanse the hair.



8. Rinse using waterfall attachment(if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



9. Apply Full Rescue Restorative Mask (refer to label instructions) from mid-lengths to ends.



10. Using a boar bristle brush evenly distribute without pulling on delicate strands. Avoid using a wide tooth comb which can tug on strands from root to tip, causing breakage.



11. While the mask sits for 5 minutes, follow with a second massage.



12. Rinse the hair using the waterfall attachment(if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



13. Towel dry hair, then apply drops of Full Rescue Invigorating Serum (refer to label instructions) to your hands. Press into the scalp inch by inch and massage into the scalp.



14. Apply Full Rescue Densifying Spray (refer to label instructions) from root to tip.



15. Brush through with a boar bristle brush to make sure the product has been fully distributed without pulling on delicate strands.



16. Finish and style hair with your favorite Biolage products



CALMING SCALP FACIAL

Say goodbye to irritation leading to scalp discomfort with our Calming Scalp Facial. Our Calming Scalp Facial is a de-stressing treatment that relieves discomfort from dryness by gently soothing with hydration. It's a spa day for your scalp!

STEP BY STEP GUIDE TO FOLLOW &
VIDEO DEMO AVAILABLE ON HIGH SPOT

CALMING SCALP FACIAL: SENSITIVE

REQUIRED PRODUCTS:

1. Scalp Sync Purifying Scalp Concentrate
2. Scalp Sync Clarifying Shampoo
3. Scalp Sync Universal Conditioner
4. Hydra Source Leave-In Tonic
5. Strength Recovery Repairing Spray

- 1) On dry hair, apply **Scalp Sync Purifying Scalp Concentrate**. The concentrate is going to exfoliate and clear dead skin cells that can harbor irritants.
- 2) While the product sits, massage scalp for 5 minutes to make sure the product is fully distributed throughout scalp.
 - 1) Place the palm gently on the crown, side or nape of the client's head, providing a sense of grounding.
 - 2) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - 3) Stretch the scalp by lifting upward with the fingertips to create a stretching sensation, holding for 3-5 seconds before releasing.
 - 4) Conclude with light, stationary pressure using both palms for grounding.
- 3) Rinse the hair and follow with **Scalp Sync Calming Shampoo**.
- 4) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Apply **Scalp Sync Universal Conditioner** from mid-lengths to ends using a boar bristle brush to evenly distribute without pulling on sensitive scalp and strands. Avoid using a wide tooth comb which can tug on strands from root to tip, causing irritation.
- 5) While the conditioner sits for 5 minutes, follow with a second massage.
 - 1) Slightly spread the fingers over the scalp, keeping them relaxed, yet firm.
 - 2) Maintain stationary fingertips while applying gentle pressure in small circles, allowing the scalp to shift slightly beneath them without friction.
 - 3) Work systematically across the scalp, starting at the crown and moving outward. Maintain a consistent rhythm when transitioning between sections.
 - 4) Conclude with light, stationary pressure using both palms for grounding.
- 6) Rinse the hair using the waterfall attachment, thoroughly removing product and enhancing relaxation. Towel dry hair. Then apply **Hydra Source Daily Leave-In Tonic** or **Strength Recovery Spray** [if lengths are damaged] from root to tip and comb through with a boar bristle brush to make sure the product has been fully distributed without pulling on delicate strands.



CALMING SCALP FACIAL: SENSATIVE



1. At the stylist station examine the condition of the client's scalp and hair.



2. Recommend Biolage Scalp Facial Service.



3. Apply Scalp Sync Purifying Concentrate directly to the scalp (refer to label instructions).



4. Massage Product into the scalp for 5 minutes using signature Biolage stillpoint technique, then let the product sit for 10 minutes.



5. Rinse hair thoroughly.



6. Apply Scalp Sync Calming Shampoo (refer to label instructions).



7. Gently cleanse the hair.



8. Rinse using waterfall attachment(if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



9. Apply Scalp Sync Universal Conditioner (refer to label instructions) from mid-lengths to ends.



10. Using a boar bristle brush evenly distribute without pulling on delicate strands. Avoid using a wide tooth comb which can tug on strands from root to tip, causing irritation.



11. While the conditioner sits for 5 minutes, follow with a second massage.



12. Rinse the hair using the waterfall attachment(if applicable, if not rinse as normal), thoroughly removing product and enhancing relaxation.



13. Towel dry hair



14. Apply Hydra Source Daily Leave-In Tonic or Strength Recovery Spray [if lengths are damaged] (refer to label instructions) from root to tip



15. Comb through with a boar bristle brush to make sure the product has been fully distributed without pulling on delicate strands.



16. Finish and style hair with your favorite Biolage products



HAIR SPA CONSULTATION GUIDE

HOW DOES THE CONSUMER UNDERSTAND THEIR NEED?



PROFESSIONAL
CONSULTATION



SELF
DIAGNOSIS



PUSHING THE PRO AS THE AUTHORITY



**MOST PROFESSIONAL
STYLISTS HAVE ADVANTAGES
THAT ENABLE THEM TO
UNIQUELY DISCUSS AND
DIAGNOSE HAIR & SCALP
CONCERNS**

PROXIMITY

To suggest a hair assessment given that the stylist is naturally working on & around the head.

TRAINING

To understand and identify the various hair conditions that exist.

SKILL

To navigate a potentially uncomfortable conversation about hair and scalp conditions and to make professional recommendations to assist the client.



THE STRUCTURE OF A PRO DIAGNOSIS

KEY QUESTIONS

1. Can we have a hair health conversation today?
2. How many days since your last shampoo?
3. What do you typically feel when you touch your hair?
4. What do you typically see when you look at your scalp/hair?



TRANSITIONING STATEMENTS

- Here is what I see...
- Let's discuss how to help address your concerns...



ENABLING THE CONSUMER TO SELF DIAGNOSE



**SIMPLE QUESTIONS COMBINED
WITH CONTEXTUAL EXAMPLES
HELP MORE ACCURATELY
IDENTIFY THEIR SCALP
CONCERN**

KEY QUESTIONS

1. What do you typically feel when you touch your scalp?
2. What do you typically see when you look at your hair?
3. How many days do you typically go between shampoos?



DO YOU HAVE OILY HAIR?

WHAT DO YOU FEEL?

- Hair feels greasy to the touch
- Scalp sometimes feels “tingly” or “tickles” toward the end of the day

WHAT DO YOU SEE?

- Hair looks greasy and visibly darker at the root within a day of shampooing
- Hair tends to go flat near the root within a day of shampooing



The scalp is producing more sebum than is needed to nourish the hair and scalp. The hair is unable to absorb the excess sebum making it difficult for this person to skip a shampoo day.

Left unmanaged, excess sebum may contribute to the development of dandruff.



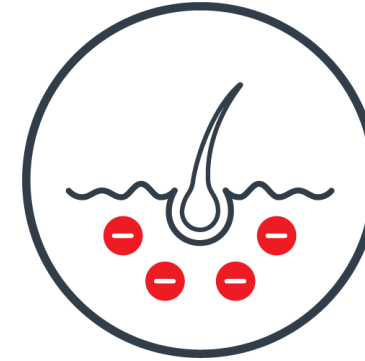
DO YOU HAVE A DRY HAIR?

WHAT DO YOU FEEL?

- Scalp feels tight or inflexible
- Scalp may feel itchy
- May feel a sensation of release when moisture is applied to scalp

WHAT DO YOU SEE?

- Small, lightweight flakes that may look like dust in the hair and on shoulders
- White or translucent scales on the scalp surface
- Frizzy hair



The scalp is producing less sebum than is needed. The scalp surface and hair becomes dry and flaky the same way that dry skin on the body can crack and flake.

Dry scalp is commonly mistaken for Dandruff.

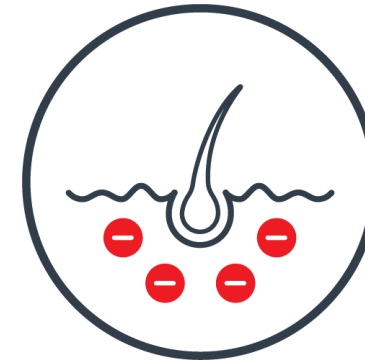
Left unmanaged, Dry scalp can lead to increased sensitivity.



DO YOU HAVE A SENSITIVE SCALP?

WHAT DO YOU FEEL?

- Scalp feels irritated or raw to the touch
- Scalp may feel itchy
- May feel slight burning sensation when scalp is exposed to elements



Sensitivity is often caused by dryness combined with an abundance of bacteria or other environmental aggressors.

Left unmanaged, scalp sensitivity can lead to additional complications on the scalp surface.

WHAT DO YOU SEE?

- Redness on the scalp surface
- May see cracked scalp surface



DO YOU HAVE DANDRUFF?

WHAT DO YOU FEEL?

- Scalp feels uneven or bumpy
- Scalp feels itchy
- Scalp feels oily or greasy

WHAT DO YOU SEE?

- Larger, heavy flakes that stick in the hair and may drop to shoulders
- Distinct patches of white and/or yellow flakes that form on the scalp



Dandruff is caused when there is an abundance of Malassezia (yeast) on the scalp. Yeast thrives when excess sebum is present.

To control dandruff, the yeast must be managed with specific ingredients. Managing excess sebum on the scalp can help prevent dandruff.



DO YOU HAVE HAIR FALL?

Stressors, such as scalp and mechanical stress, lead to hair fall due to breakage from brushing.

WHAT DO YOU FEEL?

- Scalp feels sensitive
- Hair feels brittle
- Hair feels thin, lacking density

WHAT DO YOU SEE?

- Hair looks thin
- Breakage and baby hairs at the scalp

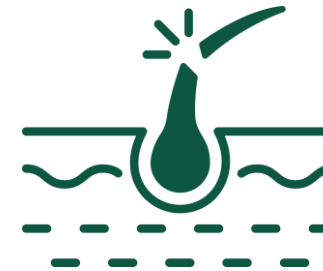


Normal scalp



Scalp suffering from an imbalance in moisture levels.

Scalp stress caused by dryness can weaken and break down the hair follicle cells, promoting increased hair fall out.



Mechanical stress from brushing can cause tears in the hair cuticle layer and overtime lead to split ends and hair fall due to breakage.



SCALP & HAIR DIAGNOSIS SUMMARIZED

What do you feel?		What do you see?		Recommended HAIR SPA Service
Scalp feels tight or inflexible	Itchy	Frizzy hair		Restorative Scalp Facial
Scalp feels irritated or raw	Sensitive	Redness on the scalp		Calming Scalp Facial
Scalp feels “tingly” toward the end of day	Greasiness	Hair looks greasy toward the end of day or the day after shampooing		Rejuvenating Scalp Facial
Brittle strands, thin hair lacking density		Fragile, thin hair	Hair fall from breakage	Renewing Scalp Facial
Uneven scalp surface	Itchy and/or greasiness	Larger, heavy flakes that stick in hair and may also land on shoulders	Distinct patches of white or yellow flakes on scalp	Rejuvenating Scalp Facial

