

Consultation

General

The consultation should take place the first time that the client meets the therapist. It is important to make a good impression on the client and to create an air of confidence. The therapist must use his/her professionalism and be able to discuss and to advise on what is best for the client.

The reasons for giving treatment must always be explained and any questions answered. The client should not be offered a treatment that they do not need and they should always know the cost of the treatments offered. The therapist should not recommend an expensive treatment when a cheaper one would serve.

At the end of the consultation, the client should feel confident in the therapist and look forward to their treatment.

It is advisable that the treatment will follow the consultation; exceptions may include lash/brow tinting where a patch test is required.

Key words when laying out a consultation:

- Client care
- Confidence
- Confidentiality
- Explanation
- Friendly approach
- Modesty
- Privacy
- Professional attitude
- Record card
- Surroundings
- Warmth

Introduction

The client may be tense and nervous, so the therapist's manner and appearance are vital. The environment should be welcoming to put the client at ease.

Effective Communication

This depends on using all the senses and adapting interview techniques depending on the motivation, attitude, age, sex etc. of the client.

Case History

Essential information is asked in a logical sequence, with the aid of a pre-planned record/consultation card. It checks that the treatment is not contra-indicated and that information will also be helpful if another therapist needs to take over.

Examination

Respect the privacy of your client at all times. A professional attitude, sensitivity and a kind manner will soothe the client and give them confidence.

Problem Analysis

The therapist checks whether the treatment is the right one, if there are contra-indications and, if so, if medical referral should be sought.

Explanation of Treatment

Explain how the treatment is carried out and all the short and long term benefits. Do not use too much jargon.

Motivation

The therapist must enthuse the client and give them confidence if necessary. This is not usually necessary for body massage.

Treatment Planning and Cost

The plan should include salon treatments and any homecare. When planning, the client's available time and money should be taken into consideration.