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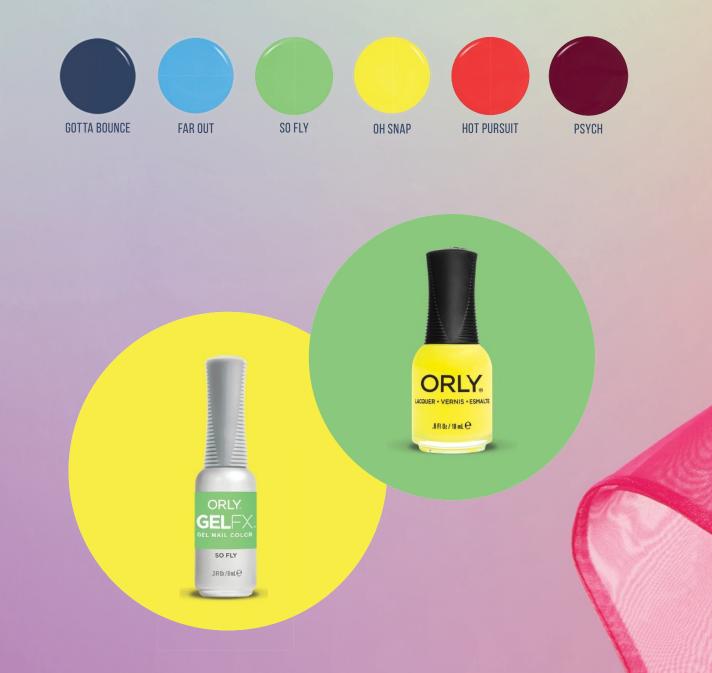
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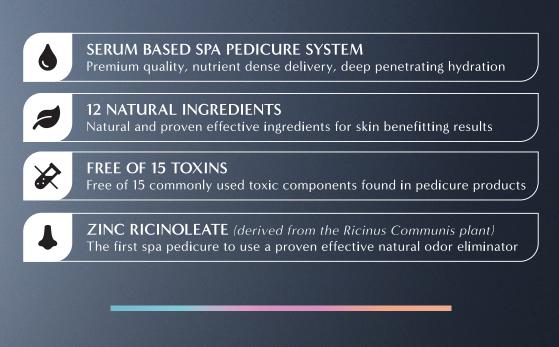
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**COVER CREDITS** Courtesy of Artistic Nail Design

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## EDITOR'S NOTE



In lieu of being able to get a facial over the last few months, I've been using this Éminence peel and peptide kit at home.

The three-step system helped keep my skin looking radiant and youthful while I was stuck indoors. «Éminence Organic Skin Care Arctic Berry Peel & Peptide Illuminating System, eminenceorganics.com»



**PROTECT** Summer and sunscreen simply go hand in hand,

and the latest launch from Shiseido is the ideal skin saver. The invisible broad-spectrum sunscreen is powered by WetForce and HeatForce technology, which creates a protective barrier that becomes more effective with heat, water and sweat. Plus, the formula is ocean-friendly and Hawaii-compliant so you can snorkel to your heart's content! «Shiseido Ultimate Sun Protector Lotion SPF 50+, shiseido.com»







My favorite season is finally upon us-and I couldn't be happier. There's something about the summer sunshine, beach days and pool time that soothes my soul. Not to mention, most nail pros are back to work, clients are clamoring for appointments and we have a whole crop of wonderfully inspiring summer shades to play with (check out "Sweet Surrender" on page 12)! But because everyone has been on hiatus for the last few months, it's more important than ever to care for your clients in the way they need. For instance, there are likely many a neglected hand and foot that could use a hydrating refresher-and a summer paraffin add-on may be just what nail tech ordered (see "Take a Dip" on page 28). Let's not forget that you may be building a whole new clientele as you reopen, with old customers falling away and new ones coming in. Make sure that you're nurturing loyalty with the helpful tips in "Building Client Relationships" on page 22. Finally, don't forget to take care of *yourself* this summer. Jumping back into the pace in which you left off can leave you burnt out. Baby steps to building up that stamina-and don't forget to enjoy the sunshine.

slavery@creativeage.com Stephanie Yaggy Lavery @ @steph\_lavery

**MY MANICURE** 

weathered some wear and tear during my time away from the salon, so nail

artist Erin Moffett (@beautyundone)

and I decided to stick with a simple

length, this patriotic set was just what

overlay for now, as the damaged stress area grew out. Still, despite the

I needed to kick off summer!

At long last: I have acrylics again! And just like that, I

feel back to my normal self. Of course, my natural nails







med a WARLUF CALL with your INC. REDIBLE\* Di-PUTFING UNDER PAD RATH GONFLEMENT ROUGHAUD BALADE ANTH GONFLEMENT FOURLIS YOUX.

COOL When I need a midday pick-me-up, I reach for this cooling under-eye brightener with real jade crystal roller. Formulated with enriching antioxidants and a slight hint of radiance reflective pearl to brighten dark circles, it seriously helps reduce signs of fatigue. «Need a Wake Up Call INC. Redible De-Puffing Under Eye Jade Roller, nailsinc.com»



#### COLOR

This makeup kit contains everything you need to create a summery look. Inspired by the colors of the ocean, the kit-which contains four eye colors, All-Over Face Bronze Color and two Gel Color Lip + Cheek Balmshas everything you need to create beachy, sundrenched looks for any occasion. «Nudestix Sun & Sea Palette, nudestix.com»

#### LACQUER

While Kathleen Lights may be known for her makeup artistry, she has also made headway in the nail world with her Lights Lacquer polishes. Using her experience in makeup and color theory,

she creates gorgeous lacquers that are on trend and 7-free, like these luscious hues from her summer collection. «Light Lacquer Sweet as Summer Collection, lightslacquer.com»

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# CREATING THE COVER | BY STEPHANIE YAGGY LAVERY

NAILPRC

Getting Back to Business

> SEE MORE about the cover nails and color collection at nailpro.com/ videos/behind-thecover!

# City Scape

It may be the height of summer, but any color connoisseur has her sights set on the upcoming season-and this fall proves to be one to watch. For this month's cover, Artistic Nail Design executive vice president and creative director Alisha Rimando created a look that's both artistic and a little edgy with a fall color palette. First, she extended the model's nails with the Artistic Rock Hard acrylic system into a what's-old-is-on-trend-again elongated square free edge. She then utilized the gorgeous gel colors in the fall Artistic Colour Gloss Detour Allure collection. The muted earth tones reflect the cool girl chic vibe from our model casually perched on the seat of a city bus. Using primarily the mauve and periwinkle tones, Rimando designed a different look on each nail, using striping techniques and a reverse French. She then topped them off with strategically placed crystals for a flashy flair.









#### BUSINESS | TRENDS | NEWS | PRODUCTS BY LOTUS ABRAMS

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# SWEET SURRENDER

After many salon manis were put on hold, clients are now reveling in the promise of sweetly hued tips courtesy of summer color collections.



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**ORLY** Far Out orlybeauty.com **ZOYA** Fisher zoya.com



.6 FI Oz / 18 mL 🗨

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## TOOLS Safety First

Keeping up with the new safety restrictions in the salon can be easier than you think with some key tools from these manufacturers:



Ultracide Ultraviolet LED Sterilizer (americanails.com) uses UVC light to kill 99.9 percent of viruses, bacteria and pathogens. Place your dirty nail brushes, metal implements, nail art brusheseven your cell phone!-into the sterilizer, close the lid, and in three minutes the sterilization process is complete without the use of liquids or chemicals.



Place these durable Stick-and-Stand Mats (info@bridgetteinternational.com) around the salon to help clients maintain social distancing. The heavyduty adhesive keeps the markers in place-even with regular floor cleaning-and won't leave any sticky residue behind when removed. Slip and odor resistant, the mats will last up to four months.



LeChat (lechatnails.com) launched a series of PPE items to keep both you and your clients safe while back in the salon: washable three-layer face masks; lightweight wrap-around face shields for splash protection; compact, freestanding table guides specifically for use during manicure services; and fragrance-free, 80-percent alcohol hand sanitizer available in three sizes.



## SPOTLIGHT



As clients continually search for customized beauty solutions, one company has taken the principles of skin care and incorporated them into foot care. SerumSpa (allurspa.com) is a carefully developed, six-step, deluxe spa pedicure system that works to address three different client concerns: hydration, detoxification and firming. Unlike other pedicure systems, which use the same ingredients with a variety of fragrances, each SerumSpa variation-Moisture Soothe, Detox Pure and Slim & Firm-utilizes unique ingredients and even individual steps to address each targeted goal, whether it's moisturizing and improving skin texture or increased elasticity and pore tightening. Another key ingredient: zinc ricinoleate. Derived from the Ricinus communis plant, it naturally and safely traps and absorbs odor-causing molecules. Free of the 15 most common toxins found in the market, all systems contain 12 core natural and proven effective ingredients for a comprehensive spa pedicure service.

## TIP OFF



# Rub It In

Formulated with healing ingredients, including sunflower and sesame oils and ashwagandha and rice bran extracts, new SpaRitual (sparitual.com) Massage Oil protects, soothes and deeply moisturizes skin while relieving aching muscles. Free of parabens, petrochemicals, GMOs, gluten, and synthetic fragrances and dyes, the vegan massage oil is available in two fragrances: earthy and fresh Geranium Cedarwood and sweet and exotic Jasmine Tuberose.



# Marketing to **Millennials**

Public relations agency 5WPR (5wpr.com) released its first-ever Consumer Culture Report for 2020 focusing on the beauty shopping habits of millennials, and the results provide valuable insight to salon owners. According to the study, millennials are projected to spend \$1.4 trillion this year, and although they're the biggest leaders in social media usage and online shopping, 68 percent of respondents reported that they prefer finding new products in-store rather than online. "This data shows that nail salon owners may be able to use retail as an additional revenue stream for their businesses, especially if the products offered are new to their customers and allow for discovery," says Dara A. Busch, 5WPR president, consumer practice, though she admits that just stocking your shelves with tempting products may not be enough to convince them to purchase.

While millennials say they prefer to discover new products at brick-andmortar retail, 72 percent said they're also influenced to purchase by external sources, including blogs, Instagram influencers, celebrity endorsements and especially news articles–all of which salon owners should keep in mind when setting up their retail areas. "We suggest using point-of-sale items that show a press mention or celebrity or influencer who has used the product," says Busch. "This strategy capitalizes on the desire to shop in-store while reminding the person that someone else whom they admire or trust has endorsed the product." When it comes to social media, the report found Facebook still dominates across all age groups, followed by Instagram, YouTube, Twitter, Snapchat, Reddit, Pinterest and TikTok.

Whether interacting with clients on social media or in-store, salon owners should be authentic about their guiding mission and principles to appeal to millennials, asserts Busch, as 83 percent of survey respondents said it's important to them that the companies they buy from are aligned with their own beliefs and values. "Nail salons tend to be community specific, so sticking to an authentic voice for your region and surroundings is a best practice," she says. "Highlighting feel-good trends from your community is a great way to ensure your customers feel connected to your business."



Stick With It

GERmanikure (germanikure.com) introduces a must-have tool for every nail tech: the patented Glass Stick Cuticle Remover. The permanently etched glass tool gently and safely removes cuticles without cutting, exfoliates dead skin and can be reused after sanitizing and disinfecting. Best yet, the multipurpose tool can be used for a variety of tasks, such as removing excess polish and positioning nail gems and charms.

I GERMANIKÜRE

GREEN FIG & GINGER CANDLE Nomodie, Vegan Hand Bound 100% Sore Way

# Green Light

Sundays (dearsundays.com) nail salon, which has two locations in New York, recently launched two signature-scent candles that perfectly complement the brand's wellness mission. The candles are intended to remind guests of their mindful experience at the studios, which offer meditation manicures; simple, modern nail art; vegan, 10-free polish; and organic tea blends in a cozy Danish hygge-inspired atmosphere. The candles, which come in Green Fig & Ginger and Smoked Hemp Flowers scents, are free of petroleum and are made using only 100-percent natural oil, soybean wax and a 100-percent cotton wick. Another planetfriendly perk: The zero-waste ceramic container is designed to be reused as a planter, penholder or table decor. "Around two years ago, I started a journey with the vision to create a candle that is nontoxic, but with an elevated Sundays scent," says Sundays founder Amy Ling Lin. "The marriage of both can be difficult to achieve without chemicals, but I managed to use all 100-percent natural materials to achieve complex earthy scents that best reflect Sundays."

#### NEWS SOMETHING TO CELEBRATE

Tweezerman (tweezerman.com) is celebrating the 40th anniversary of its bestselling Slant Tweezer with a special-edition celebratory black-and-white design. The award-winning, handcrafted tweezers are the company's most popular tool, with loyal fans ranging from beauty professionals to consumers.

TWEEZERMAN

02

## TIP OFF

# SKETCH OUT

Celebrity nail artist Julie Kandalec (@julieknailsnyc) has made a name for herself in the industry as a brand educator, creating spectacular looks backstage at New York Fashion Week and as the founding creative director of Paintbox nail salon in New York. She is now taking her creative and collaborative experiences to launch her *Nail Art Design Book* (nailmasterclass.com). Curated over a five-year span and perfected with clients like designer Christian Siriano, Essie, and *Elle* and *Cosmopolitan* magazines, the chic sketchbook comes with heavy, opaque paper that allows you to design and create nail art looks to your heart's content. Opening with a list of the best art tools and an introduction to color theory, the book includes templates to create nail art looks on almond, oval and square nails. Use them to try out new art ideas or as a diary of your favorite designs—the sky's the limit!



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## PORTFOLIO







SUBMIT

NAILPRO readers sourced the brightest seasonal shades for these neon nail looks, incorporating paisley patterns, matte marbling and big bling!







● Abigail Tovar @abigailsviewofbeauty ● Devin Strebler @nailz\_by\_dev ● Amanda Leong @\_allured ● Hope Jung @glittersandpolishes 🛿 Jade Tang @the.imperial.room 🖨 Miya Adams @thenailritual 🗨 Jessica Bornstein @arizonails 🕲 Verenice Mendoza @vee\_nailedit O Don Nguyen @don\_of\_nails O Chau Tran @chauchau\_does\_nails

If you'd like to submit your own nail art for NAILPRO's Portfolio, look for the next theme by following @nailpromagazine on Instagram. Then, send an email to nailpro@creativeage. com that includes your name and Instagram handle along with your high-resolution photos. By emailing your photos, you grant Creative Age Publications the right to use any of your submitted images in NAILPRO magazine, corresponding electronic media and/or marketing materials without any compensation. In addition, you grant Creative Age Publications the right to these images for future use without any compensation due.



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## NAILSPIRATION BY ANGELINA LEWIS



Valentino Beauty Pure educator and handpainted nail artist Peka Grayson (@impekablenails) transports us to a summer evening at the fair with a set of hand-painted ombré tips. "Ferris wheel rides under cotton candy skies inspired me to create a nail look reminiscent of a summer carnival," says Grayson. "With the global pandemic, painting the sky on these nails took me to such a good place and reconnected my soul and spirit to nature–it brough me so much joy. I hope they bring others joy, too."



**Step 1** Follow the steps above to create an ombré look down the nail. Then, paint a half circle through the center of the nail with navy gel polish.

**Step 2** Paint bucket seats inside the circle with white gel polish.

**Step 3** Use white gel polish to create lines connecting the outer circle to the center of the Ferris wheel. Add accents to the seats with red and pink gel polish. Add a dotted line around the edge of the half circle with sea foam gel polish. Finish with top coat.

\*Cure after every gel application unless otherwise noted.

**Step 1** Apply sea foam and purple gel polish to the base of the nail, ensuring that the colors touch. While wet, blend the shades together with an ombré brush.

TIP! Clean your brush between blending shades.

**Step 2** Apply red and pink gel polish to the bottom half of the nail. Blend the colors together horizontally. Cure, and repeat with a second coat for a more vibrant and pigmented look.

TIP! To paint realistic clouds, use less product and blend the cloud bottoms into the sky.

Do not cure.

Step 3 Use a small gel brush to paint clouds with pale blue gel polish. Stipple the brush to add texture. Add white gel polish to create accent areas and dimension. Finish with top coat.

## $INSIDE \ LOOK \ | \ \text{with morgan & taylor}$



# Back in Business

Nail salons across the country are reopening, but business is not as usual. There are new guidelines that have been established and precautions that must be taken. Here, Morgan Haile and Taylor Daniel, the innovative team behind Morgan Taylor Professional Nail Lacquer, talk about how to prep for getting back to work.

#### K.I.T. (KEEP IN TOUCH)

Technology has never taken a bigger role in business than it has today, and it allows you to stay connected with your clients during this extended time apart. Post your reopen date and new guidelines on your social media pages, send them in an email blast, or even call or text your clients. Don't feel strange about reaching out; they would love to hear from you! It's been a long time and they miss you just as much as you've missed them. Get creative by doing a countdown post as you get ready to reopen to garner some real excitement. Or take the introduction process a step further: Demonstrate what the atmosphere will be like when clients return by going live on social media, or record and post a video of the experience.

#### PROPER PREP

Before opening up to the public, make sure that you educate your staff on the new requirements

for operating. The more they know, the more conformable they will feel–and, in turn, the more comfortable your clients will feel. It's also important that you have all of the right products on hand to reopen. You'll need face coverings for staff, as well as have extras on hand for customers who don't bring their own. Ensure staff is protected with gloves, masks and shield protectors. Clean each station after



every client, and continue to sanitize and disinfect all metal implements between uses. Remove and dispose of high-touch lobby amenities like beverages and magazines. Instead, look for items that can be easily cleaned, like tablets/iPads. And don't forget the hand sanitizer. Keep a bottle at the reception desk, in the retail area and at nail station. As people are using hand sanitizers more frequently now, it's important to research the right one for you and your clients. CurX (morgantaylorlacquer.com) contains FDA-approved benzalkonium chloride, rather than alcohol, in its hand sanitizer. As a result, it doesn't burn on open wounds or dry out the skin, it's not hazardous and it kills 99 percent of germs.

## MINDING DOLLARS & SENSE

Times are tough for every business, and we have to relook at the way we operate in all areas. Unfortunately, many of these precautions, including smaller numbers

> of bookings allowable at one time, can affect your bottom line. But there are small acts that can make a big difference to everyday costs. For instance, ask clients to book online and hold a deposit for appointments. This will help ensure a client's commitment, and if she isn't able to commit, the salon hasn't completely lost out. You can also retail healthcare products like hand sanitizer, as well as offer homecare solutions in the event clients aren't visiting as often.

Forget everything you know about nurturing client relationships: **The rules have changed.** BY LESLIE HENRY

# BUILDING CLIENT RELATIONSHIPS



#### Nurturing client relationships is

critical to any nail tech's success–and that's a fact. Studies across industries have proven that building relationships leads to client loyalty, which positively impacts the bottom line. "Client loyalty is huge because it leads to client retention," says RJ Horsley, president of San Francisco-based SpotOn, a software platform that provides digital management tools to service industries. Horsley cites a particularly eye-opening statistic: Improving client retention by just 5 percent can lead to an increase in profits between 25 and 95 percent.

But decades old relationshipbuilding advice that may have worked "like a charm" on the baby boomer generation (clients born before 1965), isn't so charming for the generations that follow. To varying degrees, generation X (born roughly between 1965 and 1979), millennials (1980-1994) and generation Z (1995-2015) define what makes a good client-tech relationship in a much different way.

As the nail industry's boomer clientele shrinks, these differences can no longer be ignored. "When it comes to relationships with clients, a lot of professionals don't understand that the generations are changing," says Tina Alberino, management consultant for This Ugly Beauty Business in Tampa, Florida. "Our clients are getting older, and millennial clients in particular really don't appreciate all of the prying and small talk that boomers used to like." Today, the importance of a strong, personal connection with a client takes a backseat. Instead, the ultrabusy, internet-reliant, modern generations simply want the same quality, reliability and convenience that they expect from any other service industry, such as law, medicine or accounting.

In many ways, building a clientele is so much easier now. "It's really not that complicated," says Alberino. "You have to deliver consistent services. That's it. Make sure that your clients get the same thing every single time they come in, within the time parameters that are assigned to that service, no matter what. That's how you build relationships and keep clients." With this shift in mind, here are five (sometimes surprising!) relationship-building strategies for your next-generation clientele.



Twenty years ago, a working nail tech would strive to be best friends with her clients because that created loyalty. Clients would follow you to new salons, accommodate your changing schedule and generally treat you like a member of their family. In turn, many manicurists attest to attending clients' weddings, memorizing clients' family members' names, and knowing all about grandma's hip replacement or a recent breakup so they could ask about it at the next appointment.

How would these same tactics fare today? Not well, according to Alberino. Sure, clients want a friendly, courteous experience, but many nonboomers find personal questions prying and their tech knowing detailed information about their lives downright creepy. (Ironic, considering the prevalence of oversharing on social media.) Likewise, offering up too much about your own personal life comes across as unprofessional, which can devalue your professional worth.





Silence during an appointment may feel weird and rude to those who aren't used to it, so many techs avoid it. However, clients now seem to value quiet over chitchat. "But my clients love to talk," you may insist. Maybe so. Or perhaps they simply find it too uncomfortable to ask you to stop.

When in doubt, always follow the client's lead. If she's talking, join in. If she's giving one-word answers or keeps looking at her phone, then perhaps it's time to be quiet. Still not convinced? Consider the growing popularity of "silent services." Some salons are now giving clients the ability to choose a silent service when booking their appointment. If a client selects this option, the tech is alerted to skip the talk before the service begins, and no awkwardness ensues. Learn to embrace silence and use it to your advantage to improve your speed–an attribute today's clientele truly values.



A 2014 Adweek survey reported that over 90 percent of millennials are on Facebook, and 53 percent of them believe brands are more accessible and trustworthy on social media versus traditional advertising. "Social media has become integral in building and maintaining client relationships," says Amy Dodds,

director of social and digital media for Creative Age Communications. "Never before has it been easier to get your name out there, build a following and grow your client base."

If your time is limited, Dodds recommends focusing on Facebook and Instagram, posting once or twice a day and then engaging with every person who comments for the next hour. "See how your engagement goes and you can dial it up or down from there," she says. Besides salon-centric news like promotions and appointment openings, create posts that show you care about your clients and have their interests at heart, such as tips on how to care for their nails in between visits and explanations of the different types of nail services, suggests Dodds.

While engaging with clients on social media is a must to boost your business, be wary about crossing the line into personal relationships. In fact, you should never add a client as a "friend" on your personal social accounts, advises Alberino. "A lot of salon owners don't allow it, for good reason-it can become a liability," she says. "In my salons, our techs are not permitted to friend clients on social media. We don't want to limit their freedom of expression in any way, but at the same time, we don't want to worry about our clients being exposed to something that may reflect badly on our brand." If you're on your own and want to connect socially, know that the best strategy is one where you behave professionally at all times.





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Crush



Today's X and Y generations are overworked and extremely busy. "Time is money," Alberino says. "We want everything delivered electronically. We don't pick up the phone. If you call us, you're not getting an answer," she says. Sending text message appointment reminders is a more effective way to make sure that your clients return. Or send an iCal link so clients can add the appointment directly to their personal calendar with one touch, suggests Alberino.

"Salon clients also expect the convenience of being able to book online and pay however they want, whether it's with cash, card or a mobile payment method," says Horsley. Fortunately, regardless of the size of your salon, you can easily meet these expectations with software tools that can be scaled from a large, multi-salon company to an individual renting a salon suite. While you may be reluctant to incur the additional cost, consider the revenue you may be missing because a potential client doesn't want to call for an appointment or never pays in cash.





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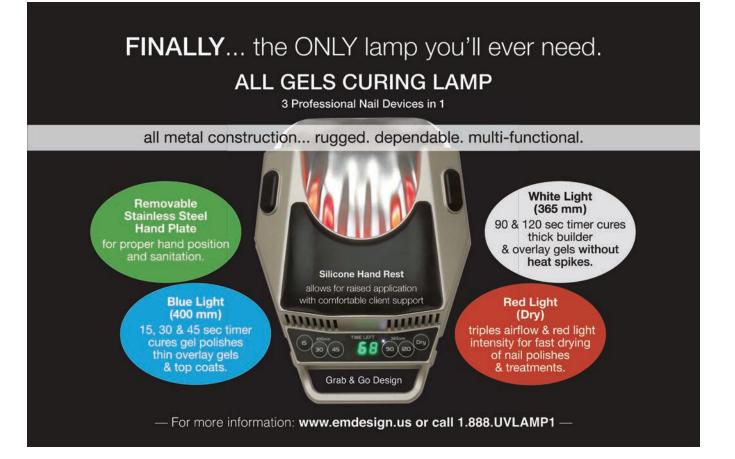
## **COMPLETE THE CIRCLE**

Getting clients in and performing quality services are important, but client feedback is indispensable. "It allows salons to know what they're doing well and where they can improve," says Horsley. Additionally, peer reviews are an increasingly important component to building solid client relationships: According to *Adweek*, 93 percent of millennials say that they rely on blogs and user/consumer reviews before making a purchase.

It's fairly easy to amass client reviews through programs like SpotOn, which offers an integrated solution for getting client feedback after an appointment, and Google Forms and SurveyMonkey are free or inexpensive options that allow you to send out a brief survey to clients to gauge their experience. "Beyond that, client feedback can be used as a marketing tool," says Horsley. "When you find a loyal client who gushes about your salon, take advantage of that opportunity to get a testimonial quote for your website or shoot a quick testimonial video to share on social media, and ask the client to write a review on Yelp, Facebook or Google."

While it's good to be aware of the changes in consumer habits, it's also important to note that there's an exception to every rule. "Obviously, baby boomers are an exception," says Alberino. "Small town salons can also be an exception. For instance, a small town salon where everyone knows everyone outside of the salon-that's different because it's not a forced connection." In these cases, connecting on a personal level with the client may be very important. And, if your existing relationship with a client is quite friendly and personal, keep doing what works. The key, no matter what the generation, is to read your clients' cues and follow accordingly. At the end of the day, quality work delivered consistently in a professional environment will always lead to retention and referrals-the hallmarks of good client relationships.

Leslie Henry is a business development executive, licensed nail technician and blogger behind workplaypolish.com





etween the constant handwashing and warmer temps, dry skin is a major concern these days. Fortunately, nail techs have one of the most effective means to combat dryness at their disposal: paraffin treatments. Paraffin wax, a colorless natural emollient known for its heat-retaining properties and low melting point, deeply moisturizes while creating a barrier around the skin to lock in hydration long after the treatment is over. Additionally, paraffin wax, an effective form of thermotherapy, is recommended by doctors and techs alike to alleviate muscle and joint pain, combat inflammation and soothe conditions such as arthritis, fibromyalgia and more. "Paraffin opens up the blood vessels and increases circulation to help transport more oxygen and nutrients to the area," raves Paula Pedrero, nail tech at Spring Valley, California-based Perceptions Beauty Salon. The heat from the wax relaxes the muscles, breaking up stiffness and relieving discomfort.

TAKE A By Taylor Foley

HELP CLIENTS KICK DRYNESS TO THE CURB-AND BOOST YOUR BOTTOM LINE ALONG THE WAY-WITH THE LATEST PARAFFIN TIPS, TRICKS AND PRODUCT PICKS. Besides relieving clients' dry skin woes, aches and pains, paraffin treatments also provide techs with an easy way to boost ticket prices. "Paraffin treatments are neither timeintensive nor cost-prohibitive, making them an ideal add-on to any service," enthuses Dave Crisalli, founder and CEO of the Prose salon franchise. "They provide a perceived level of indulgence and elevate the salon experience." Some easy ways to entice clients to give paraffin a try? "Offer clients a complimentary treatment for their first time to allow them to experience the benefits firsthand," suggests Pedrero. You can also run a seasonal promo or offer a treatment as part of a wax or pedicure package. Or, simply leave the paraffin warmer running on or near your nail table–clients will inevitably grow curious about what it is and may ask to experience the results themselves.

While paraffin boasts a number of benefits, there has been some backlash over the past few years regarding the service, primarily as a result of sanitation and the product itself. However, with a little care, neither of these issues needs to stand in the way of a stellar service. If clients are concerned about double dipping in the paraffin warmer, Haley Fresco, a tech a Lacquer Gallery salon in Columbus, Ohio, suggests portioning out the product and placing it in a plastic bag or a lined bowl, then proceed with the application. (See more about paraffin safety in "Paraffin Myths: Busted" at right).

With regard to paraffin itself, some environmentally focused



## PARAFFIN MYTHS: BUSTED

Fear of cross-contamination has put a damper on paraffin services, as many clients-and techs alike-worry about the sanitation of double dipping. Fact: Traditional paraffin wax is an oil-based product that doesn't contain water, which means that bacteria and viruses cannot breed-regardless of the temperature of the wax. Plus, by virtue of the product, the simple act of dipping the hand into paraffin is sanitary. "Paraffin wax encapsulates anything that touches it, so what drips back into the machine is wax that was on top of wax and not on the skin," explains Joy A. Johnson, global educator for Thermal Spa. If clients express concern, explain how you clean the bath, that you dispose of used wax and that paraffin encapsulates everything it touches, so there should be no fear of contamination.



nail salons have eschewed the treatment because the traditional formula contains petroleum, derived from crude oil, which is a nonrenewable resource. Despite the fact that petroleum is a natural-occurring, nontoxic substance, some pros prefer a plant-based formulation. As a result, some manufacturers have developed "green" alternatives that promise to provide standout results, as well as peace of mind. "At our salon, we use a plant-based wax that comes in single-use tablets," explains Fresco. "Because the product is preportioned, clients can also rest assured that the wax hasn't been used on anyone else."

Before you introduce any new service, it's important to have a consultation with your client first to determine if she's a good candidate. "Avoid using paraffin on clients with sensitive skin, diabetes, open sores, poor circulation, numbness or allergies to certain chemicals or artificial fragrances," Pedrero advises. Another best practice to implement? "Avoid applying too much product to the skin at one time," warns Fresco. "Otherwise, the wax will take too long to dry and you'll be left with an unnecessary mess."

If you're ready to give your paraffin treatments a muchneeded refresh, check out our roundup of the latest and greatest products on the market guaranteed to provide clients with baby-soft skin all season long. >>>

Taylor Foley is a freelance writer and editor in Los Angeles.

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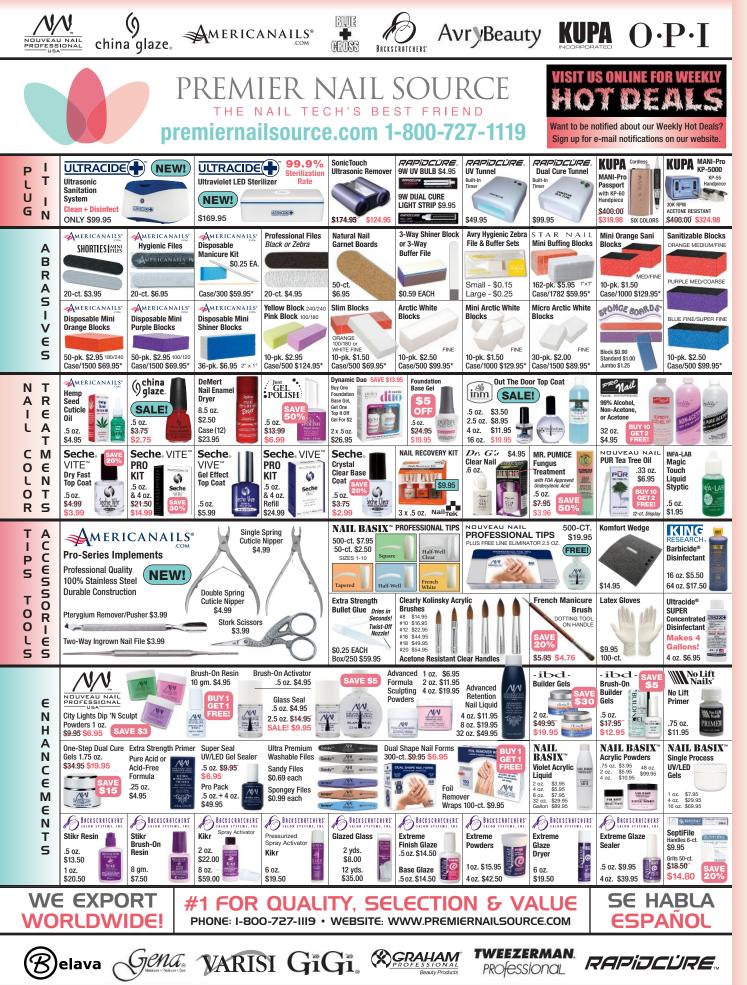
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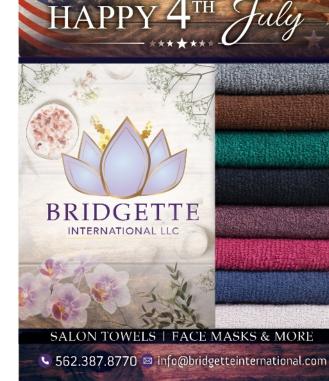
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# MAELING PARRISH

#### – Dean of Education, Hand & Nail Harmony -

With more than 30 years of professional salon experience and 20 years as an educator, Ohio-based nail artist MaeLing Parrish has made her mark in the nail industry. Her motto of quality over quantity has led to her success not only in the salon, but in the competition arena as well. Parrish believes in the importance of education, and currently leads a team of global nail technicians. "There is no better accolade than when someone you've mentored surpasses you in the industry," she says. Here, we explore her five sources of inspiration.

**HOTELS** "I'm very aware of my surroundings when traveling. Hotels are a great source of inspiration for me, from the marble floors and counters to the carpeting, tabletops and room keys—yes, even the room keys! Las Vegas hotels have some great design elements. I fell in love with a tabletop at a restaurant there and have attempted to recreate it multiple times!"



**FLOWERS** "The colors and textures of flower petals always inspire me. The color saturation, delicate texture and the way the light on them creates contrast provide endless inspiration."







Busic "Music can alter your mood and help clear your head of all the everyday 'noise' that blocks creativity. When I need to concentrate, I listen to classical music. I think it helps clear out the clutter because I'm feeling the music rather than thinking about it. I choose music to fit my design needs: upbeat for fun, energetic designs (like Britney Spears,) and softer sounds for subtle, more romantic nail designs (like Michael Bublé)." **COCKTAILS** "Not the effect of the cocktail—OK, *sometimes* that loosens up the creative juices!—but the actual packaging of different spirits. Wine bottles often have inspiring art on them, and handcrafted libations can inspire color variations only visible in liquids."



**OTHER ARTISTS** "I save pictures from nail artists; everyone has a different aesthetic, so using other artists' work as inspiration helps me design outside of my box. I also take pictures of artwork I see at art fairs. When I get stuck in a creative rut, I look through those pictures for inspiration."





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#### STEP 3

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#### STEP 2

Apply **SHEEK WHITE** onto the free edge.

Clean up the smile line using a brush of your choice.

#### STEP 4

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