



NAIL THERAPIST TRAINING MANUAL

milk + honey®



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Resources + Perks

Zenoti login: _____

Huddle time is: AM_____ PM_____

Spa phone number: _____

Spa address: _____

After-hours number: _____ After-hours email: _____

Parking details: _____

Employee entrance code: _____

My General Manager: _____ email: _____

My Assistant General Manager: _____ email: _____

My Department Head: _____ email: _____

My Brand Trainer: _____ email: _____

Who do I contact for...

...Benefits?

My HR Department: _____

...Professional Development + Protocols?

My Education + Training Manager: _____

...Payroll + Time Clock Adjustments?

My Accounting Department: _____

My perks are...

Last-minute discount: _____

Employee service discount: _____

Product discount: _____

Spa Education

Continued education is an important part of every Nail Therapist's growth at milk + honey. Product knowledge, technical demonstrations, and hands-on workshops are scheduled often to help you thrive.

Personal development training is also available to support your ability to communicate effectively and enhance the guest experience. milk + honey is committed to seeking out and coordinating a variety of educational opportunities in our locations.

You will be notified of classes scheduled within milk + honey by your managers via email.

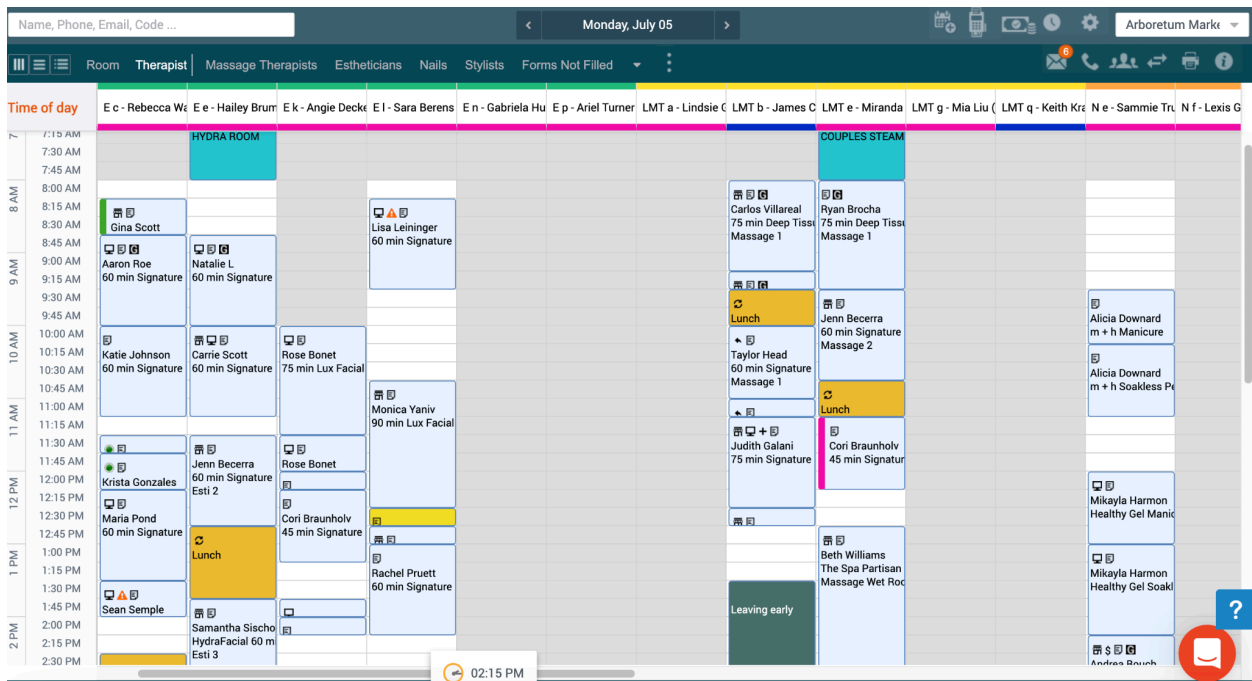
Those who RSVP to a class are expected to attend. 24 hours' notice is required to remove yourself from the class list. Any missed class for which an RSVP has been received will result in an unexcused absence and follow the Attendance Policy.

Welcome to Zenoti

Overview

Zenoti is the software we use to schedule and manage reservations. Zenoti allows us to view guests' history, communicate using notes, and verify whether a guest has been checked in.

Once you are logged into Zenoti, you'll be taken to the home screen where you can view the daily schedule:



You can right click on your name and select the week view to see only your schedule for the week, but please be mindful to switch back to the whole team when you're done.

Scheduling

As the Concierge team schedules reservations, they will factor in guest needs for timing and schedule based on Nail Therapist retention for the previous month, left to right on the screen. This is represented by letters A-Z next to the Nail Therapist's name on the reservations tab.

Before each AM + PM shift, the schedule will be balanced to ensure equal distribution of all new guest reservations. If time and preferences permit, non-request reservations will be balanced evenly to ensure all Nail Therapists have opportunities to build their retention.

Zenoti Codes

Reservations in Zenoti appear in different colors in a panel on the left-hand side of the reservation:



Fuchsia or Blue	The guest has a preference between a male or female Therapist
Green	The guest has requested you specifically by selecting your name while scheduling online or requesting you by name while scheduling with the Concierge
Orange Block	The appointment has not been confirmed

All other need-to-know items about the upcoming reservation will be listed as icons at the top. Please take some time to familiarize yourself with these:

Help ✕

Appointment Status

Booked	Confirmed	Checked In
Pending Actions	Closed	Time Elapsed
Locked	Recurring	Available Time Slot
Unavailable Time Slot	Block Out Time	Rebooked
Mobile Booking	Web Booking	Start
Completed		Appointment Note
Group Appointment	Cancelled	No Show
Parallel Appointment	Bot Booking	Clipboard Appointment
Family Booking		

Request Type

Male Therapist Female Therapist Specific Therapist
 Therapist Non-Binary

Guest Icons

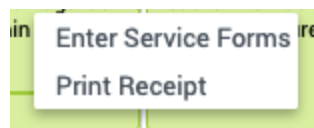
High Spender	Regular Guest	Member
Expired Membership	Suspended Membership	Frozen Membership
Low Feedback	Not-Recent Guest	No show Guest
Active Package	Due	Profile Alert
Other Center Guest	CTA	Credit Card on file
Credit Card not on file	Loyalty tier	Guest Form Not Filled
New Guest	Add-on	Frozen Package

Not Checked In	Check In Time Elapsed	Checked In On Time
Checked In Late	Not Scheduled	

If you are scheduled for a group reservation, check in with the other Nail Therapists to arrange to greet all guests together and coordinate timing. If the guest has a linked reservation, coordinate with the other service provider to pass on the intake form and share relevant details regarding their reservation.

Before The Service

Your guest will be sent an email once they make their reservation that will include a link to their intake form. Please review and sign the intake form before beginning your service. You can access the form by right clicking on the guest's reservation and click on Enter Service Forms



The intake form will pop up, make sure to read it thoroughly to make note of any allergies or contraindications.. Once you've read over the intake form you will sign the bottom and hit submit and close.

SKIN CARE INTAKE

milk + honey.
SPA | RETREAT | SHOP

SKIN CARE

SCHEDULED SERVICE :
60 min Signature Facial

FIRST NAME LAST NAME

PARTISAN SIGNATURE:

CLEAR

Print Submit And Close Save Cancel

The Concierge may make notes for a reservation, which you should refer to before greeting a guest. You can access them by hovering over the reservation with your mouse. Notes may include Therapist gender preference, birthday enhancements to be included, or guest needs to be addressed during the consultation.

Confirmed

Tabby Cat +1 555-555-5555
60 min Signature Massage

8:00 AM - 9:15 AM
of Services for Appt: 1
Created By: Cheryljn Jones
Note: NC NO NP EC cj 8/26

Enter required custom fields.
Enter feedback.

You should also check the guest's history to ensure consistency with their previous reservation and to customize their experience by commenting on something from a previous visit. You can do so by double clicking on a guest's appointment. This screen will pop up:

Total Visits 0

Last Visit N/A ⓘ

Therapist N/A

Open Apps 2

[History](#) [Merge](#) [Modify](#)

Click on history and then on the notes tab.

GENERAL NOTES APPOINTMENTS PRODUCTS MEMBERSHIPS PACKAGES PRE-PAID CARDS GIFT CARDS WALLET ISSUES COUPON

ADD A NOTE FOR THIS GUEST

Show on opening Guest History
 Show during check-in
 Show when booking an appointment
 Show when taking payment
 Private

[Add](#) All Notes ▾

NOTES

DATE CREATED	NOTE	NOTE TYPE	ADDED BY	CENTER
3/26/2021 12:00 AM	<p>Progress Notes : 60 min sig massage, med firm pressure, lighter pressure near low back/sacrum. Avoid glutes due to soreness. she said she fractured her tailbone 4 weeks ago so we did veery light massage there and applied some pain terminator. She loved it and ended up buying some cream + a patch. Right hip has arthritis. Lots of tension in traps+ lev scapula. Table on med, lav oil. Peppermint aromatherapy,60 min sig massage, med firm pressure, lighter pressure near low back/sacrum. Avoid glutes due to soreness. she said she fractured her tailbone 4 weeks ago so we did veery light massage there and applied some pain terminator. She loved it and ended up buying some cream + a patch. Right hip has arthritis. Lots of tension in traps+ lev scapula. Table on med, lav oil. Peppermint aromatherapy</p>	None ▾	Zenoti Support	Arboretum Market

Under *Recent Progress Notes*, you can read through a guest’s reservation history and if relevant, details about known allergies and medications. You may also find useful information like massage pressure preference, aromatherapy preference, and previous products used. Check for personal details that can influence the service and reminders from previous service providers. Always check the previous notes while preparing for a guest reservation.

Once a guest has been checked in, their reservation will fill in yellow:

The screenshot shows a reservation calendar grid with several yellow-filled blocks representing reservations. The blocks contain the following information:

- Joshua Nacol**: 90 min Deep Tis
- Megan Ryan**: 60 min Deep Tissu Massage 1
- Mallory Glusband**: 45 min Signature
- Emily Eargle**: 75 min Deep Tissu Massage 2

A horizontal dashed line is visible across the grid, and a vertical pink bar is on the left side.

This indicates that the Concierge has personally greeted and escorted the guest to the waiting area or locker room. If they are not waiting in the lounge when the reservation is due to begin, look in the locker room and check for linked services in another department to see if they may be running behind. If needed, seek assistance from the Concierge to locate them.

After The Service

After each guest reservation, you should complete a new entry under *Notes*. Notes should be objective and free of personal opinions. They should *not* be treated as a personality assessment. At times, these notes are released to lawyers, doctors, and insurance companies. They should be professional and detailed and should highlight recommendations given and service preferences. All notes should be completed before you leave the spa for the day.

See the following examples of notes, which include treatment details, home care and preferences:

75 min Sig + Hot Oil, Oil // FB relaxation light to firm pressure - Lydia Dec 4, 2018 10:00 pm, l
same as always. put her on nou nou ask how it was. get her net bottles next time. EXTRA THICK ALWAYS PLS _ kp Nov 8, 2018 8:16 am,
90, DT. FBM. PREFERS PLAIN WATER. -MH Jun 7, 2019 3:26 pm,
brow wax; white queen, finished with cc and jade roller- viky Jan 24, 2019

Additionally, you should use Zenoti to track your daily, monthly, and yearly service and product sales. Having knowledge of how you're performing can be useful when setting goals for further improvement! Click on your username on the bottom left hand corner and select My Dashboard and then select Payroll

Preferences

My Dashboard

Logout

Service Provider Training (Cash Register 1) ▲

Guest Policies

milk + honey has created a relaxing and safe environment for all of our Partisans. Our policies are designed to create clear expectations for our guests.

Cancellation Policy

milk + honey asks for 24 hours' notice when making last-minute adjustments to, or canceling, a reservation. Guests who reschedule, cancel at the last minute, or do not arrive for their reservation may be subject to a 50% service charge.

Underage Policy

For the safety and comfort of our guests and staff, babies, toddlers, and children are not permitted to accompany an adult during a service. We are happy to reschedule the reservation to a date and time for which childcare is secured. Additionally, children aged 17 and under (16 and under in the salon) **must** have a parent or guardian in the spa for the duration of the treatment. The guest and the parent or guardian must also provide written consent before any services commence. milk + honey reserves the right to terminate any service at any point if we feel that a child is interrupting another guest's relaxation.

Return/Exchanges Policy

Unused and unopened items may be returned within 30 days of the original purchase for a full refund using the original method of payment. A gift certificate may also be returned within 30 days of the original purchase for the remaining balance to be refunded using the original payment method. If a bonus gift certificate was awarded in conjunction with the original gift certificate purchase, the bonus gift certificate will need to be returned as well. If a return falls outside of the guidelines, please contact your location Manager for options.

Nail Therapist-Guest Policies

Late Guest Arrival

If the guest is running late for their reservation, you should await their arrival in the front desk area. When they arrive, if you can still accommodate their reservation in any capacity, you should do so. If you cannot, focus on what is possible in the remaining time, and offer a solution such as a shorter service option or assistance with a reschedule.

If the guest arrives more than 15 minutes late and the Concierge has been unable to contact them, their reservation will be considered a “no show” and removed from the schedule. During this time, it would be beneficial for you to assist with home care recommendations at the front, tidy up the lounge area or dispensary, or catch up on notes and thank you cards!

Polish Redo Policy

For regular polish, if chips or peels occur within **3 days** we can offer a complimentary polish change within those 3 days (extended outside of this needs manager approval). The timing is 15 minutes for a pedicure or manicure polish redo.

For healthy gel + dazzle dry, start to lift within **5 days**, the guest can come in to have those nails redone within those 5 days (extended outside of this needs manager approval). The timing of this service will be 30 or 45 mins depending on how many gels have lifted and need to be removed.

In the event of a redo, management will first try to accommodate the guest with the original Nail Therapist. However, sometimes this is not possible and you may complete a redo that was not your original reservation.

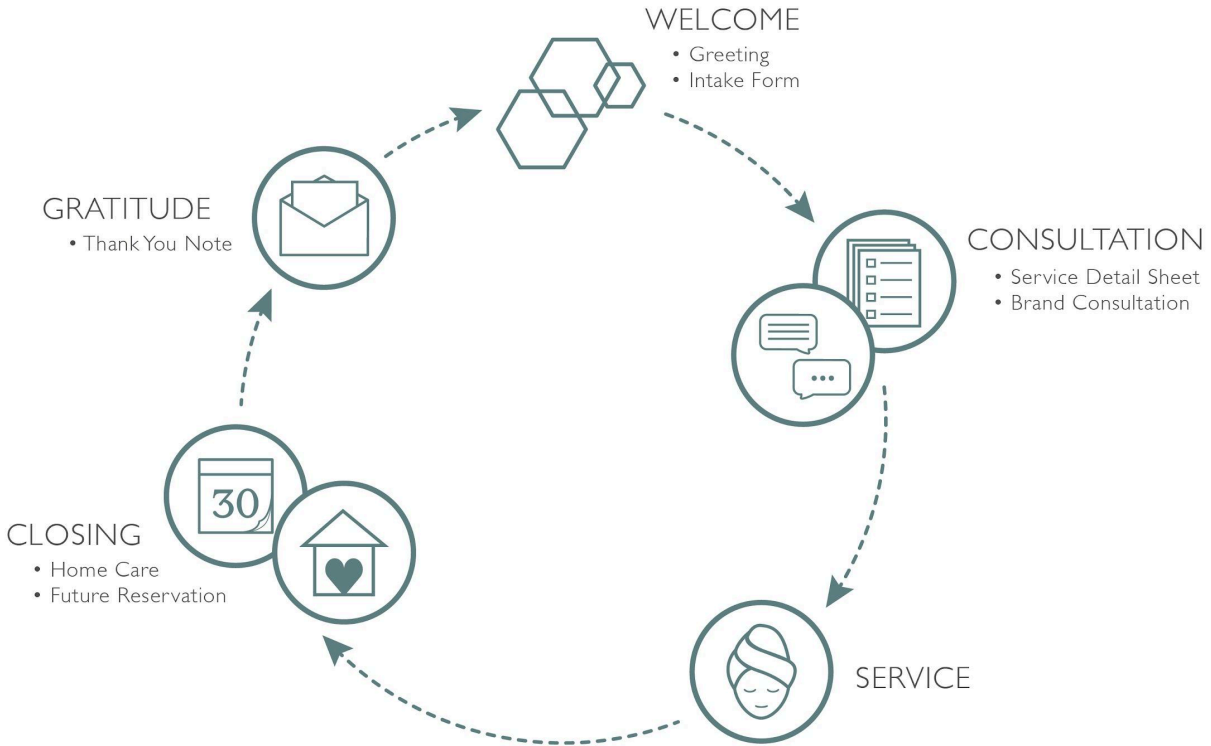
Professionalism

Interactions between Partisans and guests should remain professional at all times. This includes refraining from sharing personal contact information and non-professional social media accounts. It's also important to be mindful of conversation topics that could be deemed inappropriate or controversial by others. Partisans are prohibited from speaking about sex, politics and religion.

Guest Belongings

At times, you may need to assist a guest by handing them their purse, collecting their keys, or handling personal belongings. When doing so, ask permission and always handle personal belongings in view of the guest. In the case when a jewelry vessel/dish is available, direct the guest to place their jewelry there before the session, and remind them of their belongings at the session close.

milk + honey Service Cycle



1. WELCOME

- Greet the guest in the lounge by their name with a firm handshake and a smile.
- Escort them to the treatment room and invite them to sit down. Offer refreshments.

2. CONSULTATION

- Use the Brand Consultation to have a conversation about body care, wellness goals and contraindications. Always include pricing and timing.
- Use the Treatment Plan Post Card to write home care you'd like to recommend, when you'll need to see the guest back to achieve their goals, and tips you'd like to share.

3. SERVICE

- Complete the service + enhancements you've agreed on during consultation.

4. CLOSING

- Escort the guest to the Concierge with your Treatment Plan Post Card, physically picking up and bringing your recommended products.
- Place the products on the Treatment Plan Post Card, remind the guest of your pre-booking recommendations, and thank them for the opportunity to serve them.

5. GRATITUDE

- Complete a handwritten thank you card at the end of your shift.
- Write progress notes in Zenoti for each guest, including products recommended.

Brand Consultation

A consultation should be performed with every guest and a Treatment Plan Post Card should be utilized to make notes through the entire service. Every guest, even if they are a return request, should complete a consultation before any service to determine the guest's current needs.

DO...	DON'T...
<p>...CARE! Be fully engaged and ask thoughtful, leading questions. Use body language and eye contact to listen, learn, and have a conversation.</p>	<p>...make assumptions. Repeat back what the guest says to ensure you accurately understand their needs and receive verbal confirmation.</p>
<p>...THRIVE! Read previous notes and be prepared with ideas to improve with every service. Use your intake form to gain further information.</p>	<p>...leave out details. Be clear, direct and honest. Set expectations about timing, pricing, and maintenance requirements to establish trust and set a successful foundation.</p>
<p>...INSPIRE! Go above and beyond by offering product samples, enhancement suggestions, maintenance tips, and anything to show our guests we value them and what we can offer.</p>	<p>...forget nonverbal communication. Face your guest when speaking instead of looking at their reflection in the mirror or standing in the hallway where the conversation can be overheard. This creates openness and inspires an honest conversation.</p>
<p>...SIMPLIFY! Use your listening skills to learn what the guest wants to achieve; then give them simple options to accomplish their goals within their budget and lifestyle.</p>	<p>...rush. Complete a thorough consultation <i>before</i> each service. Set the standard from the first impression that you will offer a listening ear and a desire to exceed their expectations.</p>

Home Care

Home care recommendations increase your likelihood of retaining a guest, protect the investment made to their nails in the spa, and allow you to reach your level goals. When you suggest home care, it's important to educate the guest rather than simply selling them a product. We are in the business of caring for our guests and empowering them with solutions. We are problem-solvers and teachers.

When a guest purchases home care from you, they:

- Are 3 times more likely to see you again
- Will send 3 times as many referrals to you
- When 3 products are recommended after one service, the probability of a sale is 90%

When educating the guest, use clear and confident language:

Your nails are *[name concern]*
You said you want *[name solution]*,
I recommend *[product name]*.

Example: Because *[you have a wedding coming up]* and mentioned *[wanting your hands to be soft and hydrated]*, I recommend *[milk + honey N° 18 Body Polish]*.

Example: You mentioned you are *[experiencing stress]* and *[you want to begin more self-care]*, so I'm recommending the *[N° 08 Bath Soak and the N° 35 Essential Oil Candle]*.

Example: Because *[your cuticles are prone to dryness]*, I'm going to recommend *[milk + honey Everything Oil]*.

After making your recommendations and answering questions, assume the guest will be taking something home. At closing, you should have a clear idea about which products they seem more interested in. Before escorting the guest back to the Concierge:

1. Write your recommendations on the Service Detail Sheet
2. Communicate the product(s) you chose (and next reservation recommendation)
3. Physically place them on top of the Service Detail Sheet at the Concierge desk

Your verbiage should be strong and simple, cause + effect.

Example: Based on what you've told me about your concerns, I think we should address them with these products: _____.

Ingredient Standards

At milk + honey, we believe **beauty is the result of health and wellness**. Since our beginning, we have been committed to providing excellent services using clean ingredients.

We have often struggled to find products that are effective while also meeting our exacting standards. It is for that reason that we started our own product line and why we continue to invest in creating bath, body, skin, and hair care products.

We source and vet the highest quality ingredients — always hyperclean, non-toxic, safe, and as organic as possible. When organic isn't possible, we make thoughtful, informed choices on safe, synthetic ingredients. We make no compromises in our ingredient safety standards, so you can trust that these products are and will always be 100% good for you. We are committed to creating products that not only feel luxurious, but yield effective results with long-lasting benefits.

Clean beauty is a process, and we are committed to being ahead of the curve.

Our YES/NO list to outline ingredient safety standards:

YES

- cruelty free
- effective
- natural active ingredients
- non-toxic preservatives
- organic
- plant-based
- pure essential oils
- results-driven
- small-batch creations
- specialty extracts
- vitamin-enriched ingredients

NO

- aluminum
- animal testing
- artificial dyes
- synthetic fragrances
- PEGs
- parabens
- phthalates
- sulfates
- triclosan
- silicones
- petroleum

For a full, ever-growing list of NOs that reflect our ingredient safety standards, reference the [EU's 1,328 banned ingredients list](#) (located in Annex II), which we adhere to as well.

Product FAQs

milk + honey bodycare is cruelty-free, organic, vitamin-enriched, and results-driven. By sourcing the highest quality ingredients (hyperclean, non-toxic, and safe), milk + honey is committed to creating products that feel luxurious *and* yield effective results with long-lasting benefits.

SpaRitual is a cruelty-free, vegan line encompassing the slow beauty philosophy and a focus on ancient healing ingredients. Formulated without harmful ingredients, the Nourishing line is “13 free” and only 1 step to beautiful nails.

Orly GelFX is a cruelty-free nail line infused with antioxidants Vitamin A + E to promote healthy nails and Pro-Vitamin B5 to protect the nail structure. With a focus on breathability, health, and clean ingredients, this line shortens the drying time and is chip free for up to 21 days.

OPI Nature Strong has natural origin, non-GMO formula is 9-free and made from quality plant and mineral-based ingredients like sugar cane, wheat, and corn. We proudly carry the Vegan Society seal (yay!), aka, our formula is free of animal-derived ingredients and 100% certified cruelty-free. Our bottle and cap are made with 20% PCR (post-consumer recycled) materials.

OPI Gel does not damage your nail beds. In fact, it makes them stronger. The only time there is damage is if the client peels them off or if the gel color is forced off using an e-file. While some gel nail color formulas and curing lights are available for retail, OPI GelColor is available exclusively through nail salons and used by professionals. You can be sure that when choosing OPI at your salon, you'll receive a stronger, longer-lasting gel manicure.

Dazzle Dry we take pride in making products that are non-toxic, vegan and responsible, both environmentally and socially. Ethical business practices are core to who we are.

Vital Body CBD spent 10 years formulating cream for their staff, they put a huge emphasis on the quality and purity of each ingredient. Turmeric, arnica, ginger, dandelion, comfrey, and many other herbs were carefully chosen to enhance the power of the CBD. Quality oils like apricot, prickly pear, rosehip, and coconut oils combine to create something deeply nourishing for everyday use.

What To Do When...

As a Nail Therapist, you may encounter challenging situations. However, you have all the tools and resources contained within this manual to be a problem-solver. Be empowered to take ownership of the challenge and use all of your resources before seeking help from your team or management.

What if...

- ...you are messaging the Concierge about an enhancement and you don't receive a response?
- ...a guest walks in 30 minutes late to their 1 hour reservation?
- ...you notice a guest has contraindications for the service they have reserved?
- ...you walk the guest to the Concierge for check out. You need to get the Service Detail Sheet to the Concierge and make sure they see all services, but there is a long line?
- ...the next guest on your schedule is waiting in the lobby area with a young child. When it's time to begin the service, they state they have no one coming to offer childcare?
- ...upon waiting in the dispensary for a guest to arrive, you notice Zenoti has gone down, so you won't be able to tell when they check in?
- ...during a service, the guest makes inappropriate remarks?
- ...you have another reservation scheduled in 30 minutes, but you are running behind and will not be on time for it?
- ...it is 10 minutes past the reservation's start time and Zenoti indicates a guest is checked in, but you do not see them in the lounge?
- ...during the closing portion of the Service Cycle, the guest mentions that they purchase their home care online and do not need a recommendation?
- ...there is a redo service on your books but after consulting, you realize they are outside of the redo policy guidelines?

Before Your Shift

You should arrive by huddle time for each shift, in dress code, and with your name tag on. Huddle is not only mandatory but is also useful for announcements and updates!

Station Sign-In

After huddle, check Zenoti to confirm your day's schedule. Then, sign up for a station by marking your name on the white board in the dispensary.

Station Setup: Things to Consider

When setting up the station, there are some elements where you may choose your preference and some elements where you'll need to follow the exact protocol.

Each station should always be set up with the following:

Decorative throw	Should be laid on station for guest's comfort
Small white towels	Hot towels for feet + for under polishing
Small white washcloths	For under hands during manicures
Supply basket	Includes all tools and supplies needed for services
Waste bin	Should remain in dispensary at all times

All hot towels should be prepared in a consistent manner. Wet the towels in the sink, wring out excess water, spray with the milk + honey aromatherapy spray, and place in the hot towel cabby. Leave the hot towel cabby turned on through your shift.

Body butter and massage oil are prepared by the Department Heads. You should collect the chosen scent for your guest after the Consultation.

Sanitation

Throughout each service, basic milk + honey sanitation guidelines should be followed. These include immediately discarding all single-use tools, wearing gloves when needed, immediately sterilizing all implements used, disinfecting all surfaces, bringing all used laundry to back-of-house for immediate washing, and never cross-contaminating. The station should be properly cleaned and sanitized after each guest and at the end of your shift. Upon exposure to blood or other fluids, follow the Bloodborne Pathogen Exposure Plan. For official sanitation rules, please refer to your state's regulatory agency.

Healthy Nail Care

At milk + honey we use only natural nail products so our guests don't have to worry about toxins interfering with their nail care and relaxation.

Our approach to cuticle maintenance is much safer than other spas and not always what our guests are used to. We adhere to regulatory guidelines, which prohibits clipping, nipping or cutting the cuticles, unless there is excess skin.

As a milk + honey Nail Therapist, you are specially trained to gently push back the cuticle that lays over the nail plate, without compromising the eponychium (the barrier that protects the live tissue that creates nail cells). If the cuticles are pushed back too aggressively it makes the live tissue susceptible to bacteria exposure that causes infection. When looking at the picture below, you should never cut the proximal nail fold or anywhere beyond that area.



Additionally, we offer soakless manicures and pedicures in all milk + honey locations. Soaking the nails softens the skin and makes differentiating live skin vs. dead skin more difficult. Instead, you will use products to soften the dead skin before gently buffing it off. The finishing touch in this process is hydration, hydration, hydration!

In order for us to maintain the health and integrity of the nail, we must take a less aggressive approach that many of our new guests are unfamiliar with. The key is to educate them about this process.

Service Contraindications

Contraindications serve as a reason to withhold a certain treatment due to the harm that it may cause the guest. Use the intake form and your verbal consultation to confirm whether a guest has a contraindication for the service they have scheduled. If they do, you may need to reschedule or cancel.

It's important to note any allergies a guest may have. While it is impossible to know how every person will react to ingredients (even when sourcing safe ingredients), being informed of someone's known allergies to ingredients such as essential oils, citrus, or coconut can ensure a safe and comfortable environment. If a guest shares that they have an allergy, through the intake form or verbally, make sure to discuss this with them before beginning the service to determine if they are eligible for their scheduled service.

Additionally, you should always check the intake form for medications and relevant medical history and address any contraindications that are present. When in doubt about whether to perform a service, double check with your Department Head or Manager.

Pregnant or Breastfeeding	May not receive CBD enhancements.
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Nail Protocols

Product Chart

Fill in the following chart with products you may use for each category listed. For the best retention, hold and smell each product, take images for reference, and experience during your hands on training.

	milk + honey	SpaRitual	Other
SANITIZER			
POLISH REMOVAL			
CUTICLE MAINTENANCE			
EXFOLIATION			
BODY POLISH			
MASQUE			
QUICK DRY			
BASE + STRENGTH			

Aromatherapy Options

Energize - Rosemary, Rose Geranium, Peppermint + Basil

The uplifting essential oil blend works as a mood-booster + stimulates mental clarity

Calm - Lavender

With a sweet, herbaceous scent, this essential oil reduces inflammation + promotes relaxation

Nourish - Milk, Honey + Clover

This signature essential oil blend softens + soothes, supporting healthy, calm skin

Unscented

Polish Change

Hands or Feet: 10 mins (15 min total)

New polish - does not include shaping, buffing, callus removal or cuticle work.

Hands

1. Milk + honey hand purifier on guest's nails/fingers
2. Remove polish or cleanse/prep nail plate
3. Apply polish

Feet

1. Milk + honey hand purifier on guest's nails/fingers
2. Remove polish or cleanse/prep nail plate
3. Apply polish

Buff + Go

Manicure: 20 mins (30 total) | Pedicure: 25 mins (30 total)

A polish-free touch-up that includes cuticle maintenance and nail shaping (no massage).

Manicure:

1. Spray m+h purifier on guest's nails/fingers
2. Consultation: refer to Service Cycle
3. Remove polish
4. Perform nail shaping
5. Perform cuticle maintenance
6. Cleanse/prep nail plate
7. Buff to shine
8. Apply one drop of m+h Everything Oil to each nail bed and rub in
9. Closing: refer to Service Cycle

Pedicure:

1. Consultation: refer to Service Cycle
2. Remove polish
3. Perform nail shaping
4. Perform cuticle maintenance
5. Cleanse/prep nail plate
6. Buff to shine
7. Apply one drop of m+h Everything Oil to each nail bed and rub in
8. Closing: refer to Service Cycle

Signature

Manicure: 30 min (Total time: 45 mins) | Pedicure: 50 min (total time 60 mins)

Our signature nail service includes nail shaping, cuticle maintenance, light massage, heel exfoliation and your choice of nail polish.

Manicure:

1. Spray m + h purifier on guest's nails/fingers
2. Consultation: refer to Service Cycle-Ask guest what scent of body cream they prefer
3. Remove polish
4. Perform nail shaping
5. Perform cuticle maintenance
6. Buff nail plate

7. Perform massage with body cream
8. Cleanse/prep nail plate
9. Polish or buff to shine
10. Apply appropriate top coat
11. Closing: refer to Service Cycle

Soakless Pedicure:

1. Assist guest into chair
2. Perform Consultation- refer to Service Cycle
3. Perform nail care analysis
4. Cleanse the guests toes using the milk + honey hand purifier
5. Remove nail polish
6. Perform nail shaping + trimming
7. Apply SR Farewell treatment as needed
8. Perform cuticle maintenance
9. Buff nail plate
10. Place one towel in your lap and a 2nd underneath you
11. Analyze where exfoliation is needed
12. Apply callus softener to feet
13. Wrap 1 hot towel around both feet
 - a. Apply compressions
14. Perform heel and sole exfoliation (*Only use the coarse side of the foot file if needed*)
15. Wipe feet with dry towel
16. Perform light massage with body cream
17. Use the dry towel to remove any excess product from nails
 - a. Cleanse/prep nail plate
 - i. Spray onto a 2x2 and rub into the nail bed
18. Use toe separators as needed
19. Apply polish or buff to shine
20. Assist guest out of pedicure station and escort them to the salon, lounge, or Concierge
21. Closing- refer to Service Cycle

Pedicure:

1. Assist guest into pedi station
 - a. Ask guest to place feet in antibacterial tea tree soak
2. Consultation: refer to Service Cycle
3. Remove polish one foot at a time
4. Ask guest to place both feet on foot rest
5. Pat feet dry
6. Perform nail care analysis
7. Perform nail shaping
8. Apply SR Farwell treatment as needed
9. Perform cuticle maintenance
10. Buff nail plate
11. Apply callus softener - perform heel and sole exfoliation
12. Use body cream and perform light massage
13. Wrap both feet with 1 hot towel and remove oils from nail bed
14. Place toe separators if needed
15. Cleanse/prep nail plate
16. Apply polish or buff to shine
 - a.
17. Assist guest out of pedicure station
18. Closing: refer to Service Cycle

LUX

Manicure: 35 min (TOTAL: 45 min) | Pedicure: 55 min (TOTAL: 60 min)

This lux treatment includes nail and cuticle care, massage, heel exfoliation, milk + honey Body Polish, and your choice of nail polish.

Manicure:

1. Spray m + h purifier on guest's nails/fingers
2. Consultation: refer to Service Cycle-Ask guest what scent of body cream they prefer
3. Remove polish
4. Perform nail shaping
5. Perform cuticle maintenance
6. Buff nail plate
7. Apply milk + honey polish to hands and wrists
 - a. Wrap hands in 1 hot towel and remove excess product
8. Perform massage with body cream
9. Cleanse/prep nail plate
10. Polish or buff to shine
11. Apply appropriate top coat
12. Closing: refer to Service Cycle

Soakless Pedicure:

1. Assist guest into chair
2. Perform Consultation- refer to Service Cycle
3. Perform nail care analysis
4. Cleanse the guests toes using the milk + honey hand purifier
5. Remove nail polish
6. Perform nail shaping + trimming
7. Apply SR Farewell treatment as needed
8. Perform cuticle maintenance
9. Buff nail plate
10. Place one towel in your lap and a 2nd underneath you
11. Analyze where exfoliation is needed
12. Apply callus softener to feet
13. Wrap 1 hot towel around both feet
 - a. Apply compressions
14. Perform heel and sole exfoliation (*Only use the coarse side of the foot file if needed*)
15. Apply milk + honey Body Polish to feet and ankles
16. Wrap feet in hot towel + remove body polish
17. Perform light massage with body cream
18. Use the dry towel to remove any excess product from nails
 - a. Cleanse/prep nail plate
 - i. Spray onto a 2x2 and rub into the nail bed
19. Use toe separators as needed
20. Apply polish or buff to shine
21. Assist guest out of pedicure station and escort them to the salon, lounge, or Concierge
22. Closing- refer to Service Cycle

Pedicure:

1. Assist guest into pedi station
 - a. Ask guest to place feet in antibacterial tea tree soak
2. Consultation: refer to Service Cycle-Ask guest what scent of body cream + polish they prefer
3. Remove polish one foot at a time
4. Ask guest to place both feet on foot rest
5. Pat feet dry
6. Perform nail care analysis
7. Perform nail shaping
8. Apply SR Farwell treatment as needed
9. Perform cuticle maintenance
10. Buff nail plate
11. Apply callus softener - perform heel and sole exfoliation
 - a. Rinse feet in water basin
12. Apply milk + honey scrub to feet + ankles
 - a. Rinse feet in water basin
13. Towel dry and use body cream and perform light massage
14. Wrap both feet with 1 hot towel and remove oils from nail bed
15. Place toe separators if needed
16. Cleanse/prep nail plate
17. Apply polish or buff to shine
18. Assist guest out of pedicure station
19. Closing: refer to Service Cycle

Ultimate

Manicure: 50 min(TOTAL: 60 min) | Pedicure: 60 (TOTAL: 75 mins)

For when you really want to take the time to relax, our Ultimate Pedicure includes nail and cuticle care, massage, heel exfoliation, milk + honey Body Polish, hydrating masque, and your choice of nail polish.

Manicure:

1. Spray m+h purifier on guest's nails/fingers
2. Consultation: refer to Service Cycle - Ask guest what scent of body cream + polish they prefer
3. Remove polish
4. Perform nail shaping
5. Perform cuticle maintenance
6. Buff nail plate
7. Apply milk + honey Body Polish to hands and forearms
8. Remove Body Polish with hot towel
9. Apply moisture mask to guests hands
 - a. Perform light massage
 - b. Apply 1 hot towel to each hand and use compressions. Use hot towels to remove excess product.
10. Apply body cream to hands and wrists
 - a. Perform light massage
11. Cleanse/prep nail plate
12. Polish or buff to shine
13. Apply appropriate topcoat
14. Closing: refer to Service Cycle

Soakless Pedicure:

1. Assist guest into chair
2. Perform Consultation- refer to Service Cycle
3. Perform nail care analysis
4. Cleanse the guests toes using the milk + honey hand purifier
5. Remove nail polish
6. Perform nail shaping + trimming
7. Apply SR Farewell treatment as needed
8. Perform cuticle maintenance
9. Buff nail plate
10. Place one towel in your lap and a 2nd underneath you
11. Analyze where exfoliation is needed
12. Apply callus softener to feet
13. Wrap 1 hot towel around both feet
 - a. Apply compressions
14. Perform heel and sole exfoliation (*Only use the coarse side of the foot file if needed*)
15. Apply milk + honey Body Polish to feet and ankles
16. Wrap feet in hot towel + remove body polish
17. Apply hydration masque to feet, ankles and calves. Use the masque to perform massage
18. Apply hot towel to feet and remove masque
19. Use the dry towel to remove any excess product from nails
 - a. Cleanse/prep nail plate
 - i. Spray m + h purifier onto a 2x2 and rub into the nail bed
20. Use toe separators as needed
21. Apply polish or buff to shine
22. Assist guest out of pedicure station and escort them to the salon, lounge, or Concierge
23. Closing- refer to Service Cycle

Pedicure:

1. Assist guest into pedi station
 - a. Ask guest to place feet in antibacterial tea tree soak
2. Consultation: refer to Service Cycle-Ask guest what scent of body cream + polish they prefer
3. Remove polish one foot at a time
4. Ask guest to place both feet on foot rest
5. Pat feet dry
6. Perform nail care analysis
7. Perform nail shaping
8. Apply SR Farwell treatment as needed
9. Perform cuticle maintenance
10. Buff nail plate
11. Apply callus softener - perform heel and sole exfoliation
 - a. Rinse feet in water basin
12. Apply milk + honey scrub to feet + ankles
 - a. Rinse feet in water basin
13. Apply hydration masque to feet, ankles + calves. Use masque to perform massage
14. Wrap both feet with 1 hot towel and remove masque from feet, calves + ankles
 - a. Spray m + h purifier onto a 2x2 and rub into the nail bed
15. Place toe separators if needed
16. Cleanse/prep nail plate
17. Apply polish or buff to shine
18. Assist guest out of pedicure station
19. Closing: refer to Service Cycle

Healthy-Gel Manicure

**Hands: 50 mins (Total time: 60) | Feet: 60 mins (Total time: 75) | Gel Removal: 15 mins (with service)
30 mins (without service)**

Manicure:

1. Consultation: refer to Service Cycle
2. Remove polish or gel polish
3. Perform nail shaping
4. Perform cuticle maintenance
5. Buff nail plate
6. Thoroughly cleanse nail plate
 - a. Use acetone to prep nails
7. Apply base coat - cure for 30 seconds
8. Apply a thin coat of gel lacquer to each hand and cure for 30 seconds
9. Apply a second thin coat to each hand and cure 30 seconds
 - a. If needed, apply a third thin coat to each nail and cure 30 seconds
10. Apply a thin top coat to each hand, then cure each hand for 30 seconds.
11. After curing is completed, wipe each nail with alcohol to remove the tacky layer and give a high gloss shine.
12. Apply one drop of m+h Everything Oil to each nail bed and rub in
13. Perform massage using unscented massage cream
14. Wrap 1 aromatherapy hot towel around both hands and apply compressions
15. Closing: refer to Service Cycle

Pedicure:

1. Assist guest into pedi station
 - a. Ask guest to place feet in antibacterial tea tree soak
2. Consultation: refer to Service Cycle
3. Remove polish one foot at a time
4. Ask guest to place both feet on foot rest
5. Pat feet dry
6. Perform nail care analysis
7. Perform nail shaping
8. Apply SR Farwell treatment as needed
9. Perform cuticle maintenance
10. Buff nail plate
11. Apply callus softener - perform heel and sole exfoliation
12. Thoroughly cleanse nail plate
 - a. Use acetone to prep nails
13. Apply toe separators as needed
14. Apply base coat - cure for 30 seconds
15. Apply a thin coat of gel lacquer to each hand and cure for 30 seconds
16. Apply a second thin coat to each hand and cure 30 seconds
 - a. If needed, apply a third thin coat to each nail and cure 30 seconds
17. Apply a thin top coat to each foot, then cure each foot for 30 seconds.
18. After curing is completed, wipe each nail with alcohol to remove the tacky layer and give a high gloss shine.
19. Use unscented massage cream and perform light massage
20. Wrap both feet with 1 hot towel and remove oils from nail bed
21. Assist guest out of pedicure station
22. Closing: refer to Service Cycle

Enhancements

CBD

Manicure:

- Use 1/8-1/4 oz of targeted relief cream on hands + forearms

Soakless Pedicure:

- Use 2 oz of soak in a bowl with hot water and soak your hot towels in the CBD once guest arrives
- Use 1/8-1/4 oz of targeted relief cream on feet + calves

Pedicure:

- Use 2 oz of the soak in the water
- Use 1/8-1/4 oz of targeted relief cream on feet + calves

Dazzle Dry • 15 min

[Click link to enroll + watch virtual certification](#)

Nail Art • 15 min

French Polish • 15 min

Massage Enhancement • 15 min

Gel Removal w/ Service • 15 min

Extra Heel Exfoliation • 15 min

Extra Cuticle Maintenance • 15 min

Gel Removal (Stand Alone) • 30 min

Protocol Breakdown: How To BEE An Expert

How to:

Write Service Notes

At the close of each service (or at the end of your shift), you should write notes in Zenoti for each guest, outlining concerns addressed, products used, and memorable details. All notes should be objective and free of personal opinions. They should not be treated as a personality assessment. At times, these notes are released to lawyers, doctors, and insurance companies.

They should be professional and detailed and should highlight recommendations given and service preferences. All notes should be completed before you leave the spa for the day.

Remove Nail Polish

Apply polish remover to 2 cotton pads folded in half and with medium pressure, remove all polish from nail beds. Using medium pressure will ensure all oils are removed to prevent chipping after fresh polish is applied. Then, spray alcohol on the same 2 cotton pads and cleanse the nail plate again.

Apply Nail Polish

Take the polish brush out of the bottle, gently swiping against the inside of the bottle to keep one side of the brush clear of extra product. Allow the side with polish to “bead” at the bottom. Starting at the

bottom of the nail bed, but not touching the proximal nail fold, swipe once down the center of the nail. Then, swipe on either side. Three swipes should be sufficient for one coat of polish. To finish, gently glide polish over the tip of the nail. If color ends up outside of the nail bed, use a birchwood stick to wipe clean.

Nail Shaping

Determine the guest's desired nail shape and length. If they would like their nails shorter, use your nail clippers to shorten each nail evenly. Keep your clippers level and while moving around the nail bed, do not round out the corners. Then, use your file to complete the shaping, using one direction only. Your file should never be used in a "sawing" motion as this can damage the nail bed and be uncomfortable for the guest. Begin on one side and work towards the center, then switch to the other side. After completing the nail shaping, ensure the length and shape of each nail is even. Apply 1 drop of Farewell Treatment to each nail bed.

Cuticle Maintenance

Apply cuticle remover to each cuticle. Then, apply milk + honey Everything Oil over top and rub in well. Once softened, gently push back each cuticle with a birchwood stick. Then, use your buffer to gently buff each cuticle. You should only use your cuticle nippers if a guest has a hangnail.

Heel + Sole Exfoliation

Place the pediblock on the footrest and cover with a towel. If previously soaking, remove feet from the pedicure tub and lightly towel blot excess moisture. Apply Sole Mate Callus Remover onto the bottom layer of feet and toes. Then, use your foot file to slough off all the dead skin cells. Your movements should be quick enough to create friction for removal, but gentle enough that your guest isn't uncomfortable. Scrub the callous area until smooth, paying special attention to the heel and sole of the foot.

Massage Hands + Arms

Based on your consultation, determine which aromatherapy scent the guest would like for their massage and inquire about desired pressure. Begin the massage by applying body butter onto the hand and up to the elbow using a light, effleurage motion with the palm of your hands. This warms up the skin by increasing blood circulation and is necessary to loosen the muscles for massage.

Then, starting at the elbow and working down, use your thumbs to create small, clockwise circles down to the wrist. Check that the pressure used is comfortable for your guest. Complete three times each on the arm and the forearm. Using a kneading motion and your entire hand, work down the forearm, then the arm a final time, ending with 3 figure 8's around the wrist bones.

Maintaining contact, gently knead from the wrist to between the thumb and pointer finger. Repeat 2 times. Then, holding your guest's hand with both of yours, use both thumbs to massage down the length of the hand in between each metacarpal, stopping at the base of the fingers.

Turn the guest's hand over, exposing the palm. Apply light pressure to each lower knuckle and hold for 1 second. Then, use small circular motions down from the wrist to the lower knuckles to knead the palm, once down the center and once on each outer perimeter. Finally, knead the palm in one large circle 3 times before kneading down the length of each finger.

Massage Feet + Legs

Based on your consultation, determine which aromatherapy scent the guest would like for their massage and inquire about desired pressure. Begin the massage by applying body butter onto the foot and up to the knee using a light, effleurage motion with the palm of your hands. This warms up the skin by increasing blood circulation and is necessary to loosen the muscles for massage. Then, starting at the knee and working down, use your thumbs to create small, clockwise circles down to the ankle.

Check that the pressure used is comfortable for your guest. Complete three times on each side of the leg, the calf muscle and along the sides of the tibia bone. Using a kneading motion and your entire hand, work down the calf muscle, then the sides of the leg a final time, ending with 3 figure 8's around the ankle bones. Maintaining contact, gently knead from the ankle to the base of the big toe, then from the ankle to the base of the little toe. Repeat 2 times. Then, holding your guest's foot with both of your hands, use both thumbs to massage down the length of the foot, stopping at the base of the toes.

Then, position the foot to expose the sole and heel. Beginning below the big toe, knead in circular motions along the padding of the foot above the arch and ending below the little toe. Repeat 2 times. Then, follow down the side of the foot under the little toe to the heel, continuing to use circular kneading motions. Squeeze the top of the heel just below the ankle with one hand and slowly release your grip as you slide down the heel. Repeat 2 times. Then, use your knuckles to knead up the foot from the heel to the base of the toes in a slow circular motion. Maintaining contact, massage up each toe to the tip.

Nail Care Analysis

After sanitizing nails properly, analyze each nail thoroughly. You should speak with the guest about what their desired results are and communicate any concerns you may see. Look for lifting, breaks in the nail plate, hangnails or fungus. This is your opportunity to begin recommending homecare for your guest and discussing a maintenance regimen. If a contraindication is present, discontinue service.

Body Polish Application + Removal

Ensure the skin is still moist to the touch and when ready to apply, warm up the polish in your hands. To apply, gently rub in small, circular motions starting at the feet, moving up the ankles and legs and ending below the knees. Keep a point of contact the entire time you are massaging the scrub up the leg. Once each leg is completely covered with polish, use larger circular motions at a quicker pace to massage back down the leg to the tips of the toes.

For removal, air out 1 hot towel from the cabbie until it is warm enough to touch the skin. Wrap a towel around the leg under the knee and using a massaging motion, gently remove the polish. Repeat on the other leg and make sure all polish has been removed before continuing the rest of the service.

Apply Masque

To apply, fill a ramekin with the appropriate portion of your masque . Using your hands to apply the masque - your application should feel gentle, but intentional.

Gel Removal

Using a black wood file, lightly file off the shiny top coat to break the seal of the gel. To ensure the integrity of the nail is maintained, do not file below the top coat. Then, for each nail, fully saturate a cotton pad with Orly Genius Remover, hold it in place on the nail bed and wrap a piece of foil around to secure. It's important the foil is wrapped tight enough to seal the heat in to loosen the product, but not too tight that your guest is comfortable. The removal packets should sit on the nails for 10 minutes. During this time, offer a beverage or reading material.

Once 10 minutes are up, remove the foil from each finger. Then, lightly push the product off the nail until it is free of all polish. If appropriate processing time was used, the gel should slide easily off. Finish by buffing each nail bed to a shine.

Soakless Pedicure

If you work in a location that offers soakless pedicures, you will not soak the feet. Instead, follow the listed protocol above for milk + honey soakless. For a Lux, add the polish and for Ultimate, add the masque as well. Always close the service with hot towels.

Nail Therapist Training Agenda

newBEE: _____

Trainer: _____

Date: _____

✓	Day 1 Brand + Culture	✓	Day 2 Protocols
	Introduction: 3-4 hours		Full Shift: 7 hours
	Welcome		milk + honey Service Cycle
	About milk + honey		Brand Consultation
	The Guest Experience		Services + Timing
	The Guest Journey		Home Care
	Guest Connection Tool Kit		Roleplay Entire Service Cycle
	Resources + Perks		Before Your Shift
	Spa Education		Treatment Plans + Thank You Cards
	Welcome To Zenoti		Healthy Nail Care
	Guest Policies		Product Chart
	Ingredient Standards		Service Protocols + Assign Dazzle Dry EDU
	What To Do When		How to BEE An Expert
	Tour + Introductions		Spa Attendant Shadow
	Concierge Trainer Shadow		Feedback Form
	Service Demo		Schedule Employee Day + Day 30

Experienced Nail Therapist

✓		Day 3 Employee Service Day
	Timing	5 Hours
	105 mins	Signature Manicure + Pedicure
	60 mins	Lux Pedicure
	30 mins	Polish Change + Manicure (French)
	30 mins	Polish Change + Manicure (French)
	60 mins	Healthy Gel Manicure + Removal

Novice Nail Therapist

✓		Day 3 Employee Service Day	✓		Day 4 Employee Service Day
	Timing	7 Hours		Timing	7 Hours
		Buff + Go			Signature Manicure
		Buff + Go			Signature Manicure
		Buff + Go			Signature Manicure
		Buff + Go			Signature Pedicure
		Polish Change Plus			Signature Pedicure
		Polish Change Plus			Signature Pedicure
		Polish Change Plus			Signature Mani + Pedi

✓	Date Scheduled	Day 30 Training Agenda

Training Feedback Form

milk + honey Service Cycle

Consultation

Home Care

Nail Protocols

Employee Service

Day 30 Training Prep

