

TEETH WHITENING

TRAINING MANUAL



Beauty by
Suelle



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HAVING HAPPY CUSTOMERS

We want you to have the best start to your teeth whitening business and one of the most important things is making sure your customers are happy with their results and have the right expectations about the results they can achieve.

Teeth Whitening can achieve fantastic results of 5 to 14 shades whiter. This can be achieved on teeth whitening the enamel is in good condition and the client has not had a teeth whitening treatment for 12 months. Results will be reduced if the client uses any home whitening products or has had an in-chair treatment within the last year.



HAVING HAPPY CUSTOMERS

While most clients are thrilled with the results some have unrealistic expectations due to filtered results on social media or ads on television. Teeth whitening will not always be able to produce paper white teeth like seen in the movies. This is usually a result of having the surface of the teeth replaced with porcelain veneers or composite bonding. Some people however are lucky and have very white natural enamel. These clients will get the whitest results. Others will have a varying range of shades depending on their natural tooth enamel colour and the condition of their enamel.

Teeth whitening will bleach the stains on the surface of the teeth and return them to their original enamel colour. It will not whiten the actual enamel. This is the case no matter who performs the treatment or how strong the lamp or peroxide is.

It is important your client understands teeth whitening results are subjective as each individual is different. Their teeth will only whiten to the degree to which they are stained. This means teeth whitening will only whiten teeth to the colour the enamel was before the stains occurred. Therefore, the more stained a person's teeth the greater the result will be. Teeth with very little staining due to a good diet or the use of home whitening treatments may not show a greater result. The whiter the person's teeth enamel is naturally the whiter the result that can be achieved.



WHAT YOU NEED TO GET STARTED

To start offering teeth whitening as a service to clients, you will need the following products and equipment:

Teeth Whitening Gel: This is the primary product used to whiten teeth. There are various types of whitening gels available, such as hydrogen peroxide or carbamide peroxide gels. Choose a reputable brand with the desired concentration of active whitening ingredients.

Teeth Whitening Lamp or LED Light: A teeth whitening lamp or LED light is used to activate the whitening gel and accelerate the whitening process. This light source emits a specific wavelength of light that enhances the effectiveness of the gel. Ensure you have a reliable and safe light source for your treatments.

Cheek Retractors: Cheek retractors are used to keep the lips and cheeks away from the teeth during the whitening process. They provide better access to the teeth and prevent interference with the gel application. Choose retractors that are comfortable for the client and provide adequate visibility.

Teeth Shade Guide: An R20 teeth shade guide is essential for assessing the client's current tooth color and monitoring the progress of the whitening treatment. It consists of a range of shades that represent different levels of tooth color. This allows you to compare the before and after results with your clients.



WHAT YOU NEED TO GET STARTED

Disposable Bibs and Napkins: Disposable bibs and napkins are used to protect the client's clothing during the treatment. They absorb any saliva or gel that may escape from the mouth, ensuring cleanliness and hygiene throughout the process.

Protective Eyewear: Both the client and the practitioner should wear protective eyewear during the treatment to shield their eyes from the light emitted by the whitening lamp or LED light.

Gloves: Disposable gloves are necessary to maintain proper hygiene and prevent cross-contamination. They protect your hands while handling the whitening gel and other materials.

Mouth Rinse or Water: A mouth rinse or a supply of clean water is required for the client to rinse their mouth after each whitening session. This helps remove any residual gel and provides comfort to the client.

Applicator Brushes or Swabs: Applicator brushes or swabs are used to apply the whitening gel onto the teeth. Ensure they are sterile and disposable to avoid any risk of contamination.

Aftercare Products: It's advisable to offer aftercare products to your clients, such as desensitizing gel or toothpaste for sensitive teeth, to alleviate any potential tooth sensitivity and provide a more comfortable post-treatment experience.



WHAT YOU NEED TO GET STARTED

Additionally, you should have proper cleaning and disinfection supplies, including surface disinfectants, to maintain a clean and hygienic environment for your clients.

Before starting your teeth whitening service, it's essential to familiarize yourself with the specific requirements and regulations of your region or country regarding teeth whitening procedures. Compliance with safety standards and regulations is crucial for providing a safe and professional service to your clients.



BOOKING THE APPOINTMENT

You may think this is not an important module however you will find it critical to minimizing risks and having your client properly prepared for the treatment.

Teeth Whitening is a simple yet highly effective process that can provide brilliant results for your client.

Teeth whitening treatments are considered to be safe when procedures are followed as directed. However, there are certain risks associated with whitening that you should be aware of, which we will cover in your training.

We will also ensure you are aware of the legislation and restrictions you must operate within as a non-dental practitioner providing a teeth whitening treatment.

We will begin booking the appointment and instructions on providing a teeth whitening treatment. You may think this is not an important module however you will find it critical to minimizing risks and having your client properly prepared for the treatment.



BOOKING THE APPOINTMENT

When booking a teeth whitening appointment with a first-time client, ensure they are eligible for a teeth whitening treatment. The client may not have a teeth whitening treatment if they have an outstanding dental condition, are pregnant, breastfeeding or under 16 years of age.

Inform the client how long they will need for the appointment. The client will need to allow around an hour and a half for their first treatment to allow for the initial consultation and questions they may have.

Ask the client to brush their teeth very gently at least 1 hour before their appointment. It is important that you let the client know that brushing harshly before the treatment can cause discomfort during the process. When many people brush their teeth many make their gums bleed leaving an open wound in the mouth. Where this is the case the client may experience a stinging or burning sensation when the gel is applied. Brushing at least 1 hour prior to the treatment will ensure any gum irritation has had time to subside. The client should not consume anything but water between brushing their teeth and the appointment.



BOOKING THE APPOINTMENT

Ask your client if their teeth are generally sensitive. For example, do they feel discomfort when eating cold or hot foods? If tooth sensitivity is a concern for the client, ask them to use a toothpaste for sensitive teeth like Sensodyne leading up to the appointment, this will minimize the possibility of discomfort.

Ensure the client's sensitivity is normal for them. If it could be from an underlying dental condition they should see their dentist prior to booking the treatment.

Ensure your client is eligible for a teeth whitening treatment. It is not a good idea to do a teeth whitening treatment if they are pregnant, breastfeeding or under 16 years of age.

For first time clients, you may like to email a copy of the teeth whitening fact sheet provided with your starter system to assist with a better understanding of the process. Ask the client if they have any questions or concerns about the treatment.

Confirm the appointment with the client the day before.



TEETH WHITENING CONSULTATION

When a client is coming to you for the first time it is important to have a consultation even if they have had teeth whitening done with another technician in the past. You will want to ensure they have the right expectations about teeth whitening. It is also important they understand the risks and chances of sensitivity as well as making sure they are eligible for a teeth whitening treatment.

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CONTRAINDICATIONS

While teeth whitening is generally safe and effective, there are certain situations and individuals who may not be suitable candidates for the treatment. Here are some examples of individuals who may be advised against teeth whitening:

Pregnant or Nursing Women

The safety of teeth whitening treatments during pregnancy or while breastfeeding has not been extensively studied. As a precautionary measure, it is typically recommended to avoid teeth whitening during these periods.

Children and Adolescents

Teeth whitening is generally not recommended for children and adolescents under the age of 16 or until they have all their permanent teeth. The teeth and gums of younger individuals are still developing, and their enamel may be more porous and sensitive. It is best to consult with a dentist or pediatric dentist before considering teeth whitening for children or teenagers.

Individuals with Tooth Sensitivity or Allergies

People with pre-existing tooth sensitivity, particularly to cold or hot temperatures, may experience increased discomfort during or after teeth whitening treatments. Additionally, individuals with known allergies to the ingredients used in teeth whitening products should avoid the treatment to prevent allergic reactions.



CONTRAINDICATIONS

Individuals with Active Oral Health Issues: Active gum disease, tooth decay, or other oral health issues should be addressed and resolved before undergoing teeth whitening. Teeth whitening products can potentially irritate inflamed gums or cause discomfort if there are areas of tooth decay. It is best to have a comprehensive dental examination to ensure optimal oral health before proceeding with teeth whitening.

Individuals with Severe Enamel Erosion or Tooth Sensitivity: If an individual has significant enamel erosion or extreme tooth sensitivity, they may not be suitable candidates for teeth whitening. The whitening agents can further sensitize the teeth and potentially worsen the condition. In such cases, alternative cosmetic dental procedures may be recommended to improve the appearance of the teeth.

DENTAL EROSION



Loss of enamel due to erosion on the incisal edges.



Dental Erosion due to Acid Reflux

PRECAUTIONS

To minimize the risk of blisters, swelling and discomfort during a teeth whitening treatment, it is important to take certain precautions and follow guidelines. Here's an improved version of the information:

Allow Adequate Time: If the client has recently had any oral enhancements, such as lip fillers or dental work, it is recommended to wait at least 2 weeks before undergoing a teeth whitening treatment. This allows for proper healing and reduces the risk of blisters.

Proper Application of Gel: Take extra caution when applying the whitening gel to avoid contact with the soft tissues of the mouth. Ensure that the cheek retractor used is large enough to keep the lips from touching the gel on the teeth.

Avoid Gel Contact with Soft Tissues: It is important to prevent the gel from coming into contact with the lips, gums, and other soft tissues of the mouth. If any gel accidentally touches the soft tissue, instruct the client to remove it gently with a cotton tip.



PRECAUTIONS

Ensure Full Recline: Throughout the treatment, make sure the client is fully reclined to prevent excessive drooling. Drooling can wash the gel onto the soft tissues, leading to irritation, swelling, and potential blisters. After the treatment, instruct the client to rinse thoroughly and wipe away any remaining gel to ensure none is left in the mouth.

Use Vitamin E: At the end of the treatment, advise the client to apply vitamin E to their lips, gums, and the inside of their mouth. This can help soothe and protect the tissues, reducing the risk of blisters. If blisters do occur, they typically heal within 2 to 3 days.

Precautions After Treatment: Advise the client to avoid smoking immediately before or after the teeth whitening treatment, as it can contribute to lip blisters and swelling. Similarly, consumption of spicy foods and excessively hot foods or beverages should be avoided as they can also increase the risk of irritation and swelling.

By following these precautions and providing proper aftercare instructions, the risk of blisters and swelling can be minimized, allowing for a more comfortable and successful teeth whitening experience.



TEETH WHITENING RISKS

Teeth whitening, when performed correctly and under professional supervision, is generally considered safe. However, like any dental procedure, there are potential risks and side effects that clients should be aware of. Here are some common risks associated with teeth whitening:

Tooth Sensitivity: One of the most common side effects of teeth whitening is temporary tooth sensitivity. The whitening agents used in the process can temporarily irritate the nerves within the teeth, resulting in increased sensitivity to hot or cold temperatures. This sensitivity usually subsides within a few days or weeks after the treatment.

Gum Irritation: Teeth whitening products, especially those in gel form, can sometimes come into contact with the gums, leading to temporary irritation or inflammation. It is crucial to carefully apply the whitening product to minimize contact with the gum tissues. Dental professionals take precautions to protect the gums during the whitening process.



TEETH WHITENING RISKS

Uneven Whitening: In some cases, teeth may not whiten uniformly, resulting in uneven coloration. This can occur if the teeth have varying degrees of discoloration or if the whitening agent is not applied consistently. Dental professionals strive to ensure even application and results, but individual tooth characteristics and the nature of stains can affect the outcome.

Different Colored Teeth: Teeth whitening treatments are generally not effective on dental restorations such as crowns, veneers, or bonding. The whitening agents primarily target natural tooth enamel, and as a result, existing dental restorations may not whiten along with the natural teeth. This can result in uneven coloration and may require additional dental work to achieve a harmonious appearance.

Irritation or Allergic Reactions: In rare cases, individuals may experience allergic reactions or oral irritation in response to the ingredients in teeth whitening products. It is essential to inform dental professionals about any known allergies or sensitivities before undergoing a whitening treatment.

Enamel Damage with Overuse: Excessive or improper use of teeth whitening products, especially those with high concentrations of bleaching agents, can potentially damage the tooth enamel. Enamel erosion can lead to increased tooth sensitivity and other dental issues. It is important to follow the recommended guidelines and seek professional advice when using teeth whitening products at home. For this reason it is a good idea to advise your client not to use home whitening products and to maintain their treatment by booking professional in chair maintenance.



INFORMED CONSENT

When offering teeth whitening services, it is crucial for aestheticians to prioritize client safety and ensure compliance with insurance requirements. One important aspect of this is obtaining client consent through a consent form. Here is an expanded explanation of the significance of the client consent form:

Ensuring Informed Consent: The client consent form serves as a means to obtain informed consent from the client before performing the teeth whitening procedure. By signing the form, the client acknowledges that they have been informed about the treatment, including its risks and precautions. This ensures that clients are aware of what to expect and can make an informed decision about proceeding with the procedure.

Risk Awareness: The client consent form also plays a crucial role in communicating the risks associated with teeth whitening. It outlines any potential side effects, such as tooth sensitivity or gum irritation, and helps manage client expectations. By understanding the risks, clients can make an informed decision and are less likely to have unrealistic expectations about the treatment outcomes.

Precautions and Contradictions: The consent form should include information about any precautions or contraindications for the teeth whitening procedure. This ensures that clients are aware of any factors that may make them unsuitable candidates for the treatment. For example, individuals with active gum disease or those who are pregnant may be advised against teeth whitening. By identifying these factors beforehand, potential risks and complications can be minimized.



INFORMED CONSENT

Insurance Compliance: Most insurance companies require a waiver or consent form to be in place before providing teeth whitening services. The consent form demonstrates that the aesthetician has taken necessary steps to inform the client about the treatment, its risks, and any insurance requirements. By adhering to these guidelines, aestheticians can ensure that they are compliant with their insurance policy and provide a higher standard of care to their clients.

Knowledge and Confidence: Aestheticians should thoroughly study and understand the client consent form to confidently address any questions or concerns that clients may have. By being well-informed about the content of the consent form, aestheticians can provide accurate information, offer reassurance, and create a sense of trust and professionalism with their clients.

Customization for Insurance Requirements: Each insurance company may have specific requirements for the content and format of the client consent form. It is the aesthetician's responsibility to review and customize the consent form to meet the insurance company's standards. This ensures that all necessary information is included, reducing the risk of potential issues with insurance coverage or claims.

The client consent form is an essential document in teeth whitening procedures. It not only ensures client awareness of risks and precautions but also demonstrates compliance with insurance requirements. Aestheticians should familiarize themselves with the consent form, address client questions confidently, and customize it according to their insurance company's guidelines. By doing so, they can provide a safe and informed teeth whitening experience to their clients.



MANAGING EXPECTATIONS

Managing client expectations is crucial in any teeth whitening procedure to ensure customer satisfaction. Here are some points to consider when setting expectations for your clients:

Explain the potential results

Begin by explaining that teeth whitening can significantly improve the appearance of teeth, but the extent of the whitening effect may vary depending on individual factors. Some clients may achieve dramatic results, while others may experience more subtle changes. Emphasize that the goal is to achieve a natural-looking, brighter smile rather than a complete color transformation.

Discuss individual variations

Teeth whitening results can vary based on factors such as the starting shade of the teeth, the presence of stains, the thickness of the enamel, and the overall oral health. Inform clients that their unique dental characteristics will influence the outcome, and no two people will have identical results.

Address previous dental treatments

Inquire about any prior use of home whitening products or toothpaste that your clients may have used. Explain that these products may have already improved their teeth to some extent, which could affect the level of whitening achievable through professional treatment. This will help set realistic expectations and avoid disappointment if the results are not as dramatic as expected.



MANAGING EXPECTATIONS

Discuss treatment limitations

Inform clients about any limitations or factors that may impact the results. For example, teeth whitening treatments are generally less effective on certain types of dental restorations, such as crowns or veneers. Managing expectations by explaining the potential impact on existing dental work will help clients understand the realistic outcomes.

Highlight maintenance and aftercare

Teeth whitening is not a permanent solution, and the duration of the whitening effect varies among individuals. Explain that maintaining good oral hygiene, avoiding stain-causing foods and beverages, and periodic touch-up treatments may be necessary to preserve the results. Providing guidance on post-treatment care will help clients understand the importance of maintaining their brightened smile.

Encourage open communication

Create a supportive and open environment where clients feel comfortable expressing their expectations and concerns. Address any questions they may have and provide honest answers based on their specific circumstances. This will foster trust and ensure that clients have accurate information before proceeding with the treatment.

By managing client expectations and providing transparent information about the teeth whitening process, you can help clients understand the potential outcomes and ensure a positive experience.



UNDERSTANDING RESULTS

When using high-quality gels and advanced equipment, clients can expect significant results from your teeth whitening treatments.

Noticeable improvement

Clients can expect a noticeable improvement in the appearance of their teeth after undergoing a professional teeth whitening treatment with your products. The combination of your strong gels and high-grade equipment ensures that the whitening process is efficient and effective.

Maximum results in one treatment

You mentioned that most clients achieve maximum results in just one treatment. This means that clients can expect a significant difference in the shade of their teeth after a single session, rather than requiring multiple visits for noticeable whitening effects. This quick and efficient outcome can be especially appealing to clients who are seeking immediate results.

Average improvement of 5-14 shades

You specified that the average person can expect to achieve a whitening improvement of 5-14 shades. This range represents the typical level of staining that individuals with an average diet and lifestyle may have on the surface of their teeth. By effectively removing these stains, your treatments can provide a remarkable transformation to their smile.



UNDERSTANDING RESULTS

Factors affecting results

It's important to mention that the actual outcome may vary based on individual factors such as the starting shade of the teeth, the thickness of the enamel, and the presence of stains. Some clients may experience results at the higher end of the spectrum, while others may fall within the lower end. By providing this range, clients can have a realistic understanding of the potential improvement they may achieve.

Consideration of prior treatments and habits

Clients who have previously used home whitening products or toothpaste may have already addressed some surface stains, which can affect the overall whitening results. However, with your strong gels and professional-grade equipment, clients can still expect a significant enhancement even if they have used such products in the past.

Duration of whitening effects

It's important to explain to clients that the longevity of the whitening effects can vary. Factors such as oral hygiene practices, diet, and lifestyle choices can influence how long the results last. Encourage clients to maintain good oral hygiene, avoid stain-causing substances, and consider periodic touch-up treatments to prolong the brightness of their smile.

Providing your clients with this comprehensive understanding of the potential results, you can set realistic expectations and help them visualize the level of improvement they can achieve through your teeth whitening treatments.



AGE AND EXPECTED RESULTS

While teeth whitening treatments can still provide noticeable improvements in tooth color for individuals of all ages, it's important to manage expectations for older adults. The presence of thinner enamel, microcracks, and intrinsic discoloration may limit the effectiveness of teeth whitening procedures in achieving the same level of whiteness as seen in younger individuals.

Enamel Strength and Thickness: Younger individuals tend to have stronger and thicker enamel compared to older adults. This robust enamel acts as a protective barrier and makes it easier to remove surface stains through teeth whitening. With stronger enamel, the stains remain on the outer layer of the teeth, allowing for more successful whitening results. In contrast, as we age, the enamel naturally becomes thinner and more prone to wear and tear.

Microscopic Cracks and Stain Trapping: Over time, the thinning enamel can develop microscopic cracks or fissures on the tooth surface. These cracks can trap stains from food, beverages, and other substances, making them more difficult to remove through regular brushing or teeth whitening treatments. This phenomenon is comparable to aging dinnerware, as the surface of china develops cracks and becomes more prone to staining over time.

Intrinsic Stains and Age-Related Discoloration: Along with extrinsic stains on the surface of the teeth, age-related discoloration can also occur due to intrinsic factors. As we age, the dentin (the underlying layer of the tooth) naturally becomes darker and less translucent. This intrinsic discoloration can affect the overall appearance of the teeth and may require different approaches or additional treatments to address effectively



TOOTH ANATOMY

By understanding tooth anatomy, clients can comprehend that teeth whitening treatments primarily focus on the outermost layer of the tooth, which is the enamel. The enamel is responsible for the white appearance of teeth, and its porous nature allows it to absorb stains over time. Clients can visualize how the whitening process targets and treats these surface stains on the enamel to restore a brighter smile.

Explaining that teeth whitening treatments aim to remove surface stains helps clients understand that the natural color of the dentin, the underlying layer of the tooth, remains mostly unchanged. Dentin is naturally yellowish and less translucent than enamel. By focusing on the removal of external stains, clients can comprehend that teeth whitening primarily enhances the appearance of the enamel, bringing out its natural white color and reducing discoloration caused by extrinsic factors.

Clients may have concerns about the potential impact of teeth whitening on the internal structures of the tooth, such as the pulp or roots. Understanding tooth anatomy helps alleviate these concerns by clarifying that teeth whitening treatments are primarily non-invasive and do not directly affect the internal components of the tooth. Clients can feel reassured that the whitening process targets the outer layers of the tooth, minimizing potential risks or complications.

By providing clients with an understanding of tooth anatomy in relation to teeth whitening, you can help them set realistic expectations. Clients can comprehend that the goal of teeth whitening is to enhance the natural color of their teeth, rather than completely altering the intrinsic shade or color of their dentin. Managing these expectations can contribute to higher client satisfaction with the results of the whitening treatment.



TOOTH ANATOMY

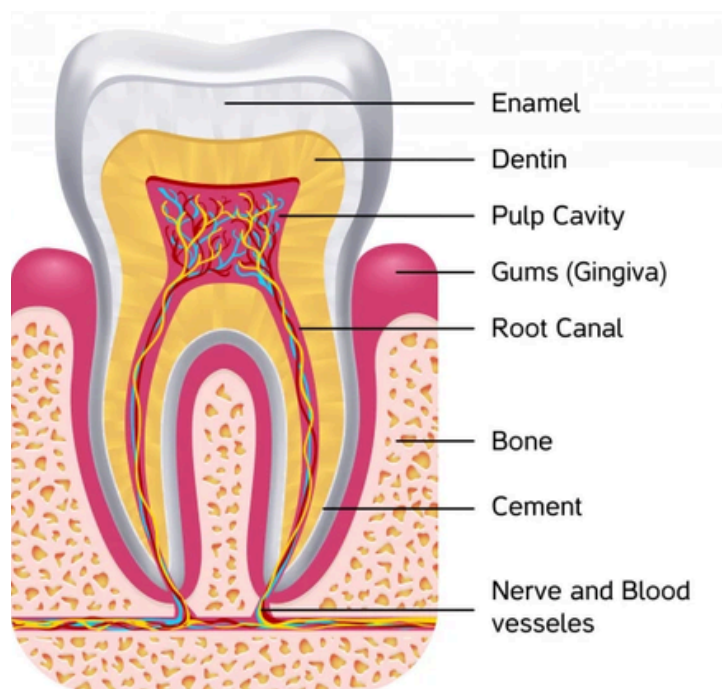
Here are the key anatomical features of teeth relevant to teeth whitening:

Enamel

The enamel is the outermost layer of the tooth, and it is the part that is visible when we smile. Enamel is highly mineralized and translucent, giving teeth their white appearance. However, enamel is also porous and can absorb stains from food, beverages, and other substances. Teeth whitening treatments primarily target the enamel to remove these stains and brighten the teeth.

Dentin

Beneath the enamel lies the dentin, a hard tissue that makes up the bulk of the tooth structure. Dentin is naturally yellowish and less translucent than enamel. In some cases, intrinsic stains or discoloration may originate from the dentin. While teeth whitening treatments can still have an effect on dentin, the primary focus is on the enamel.



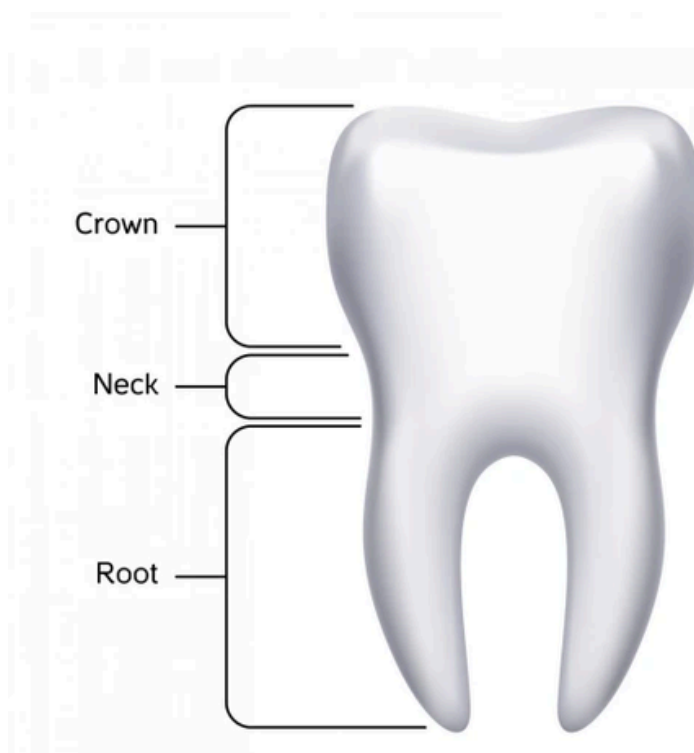
TOOTH ANATOMY

Pulp

The pulp is the innermost portion of the tooth and contains blood vessels, nerves, and connective tissue. Teeth whitening procedures do not directly impact the pulp as they primarily target the outer layers of the tooth. However, individuals with tooth sensitivity may experience temporary sensitivity during or after the whitening process, and it's important to take precautions to minimize any potential discomfort.

Tooth Roots

The roots of the teeth are embedded in the jawbone and covered by gum tissue. Since teeth whitening treatments typically focus on the visible portions of the teeth, they have minimal impact on the roots. It's essential to inform clients that teeth whitening procedures primarily address the crowns of the teeth (the visible parts) rather than the roots.



COMMON TOOTH CONDITIONS

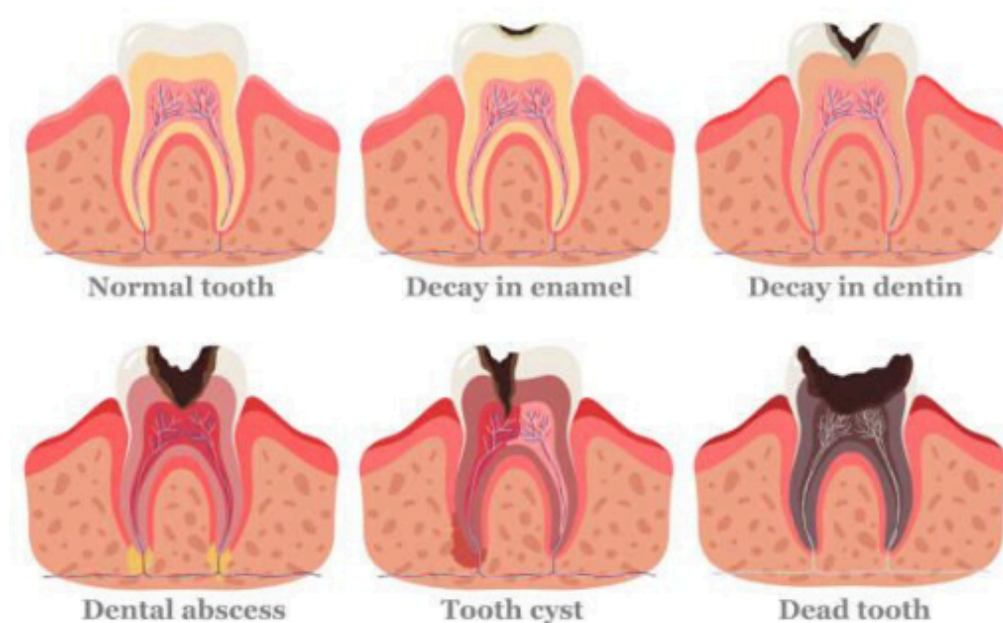
Understanding various tooth conditions and contraindications is crucial when considering teeth whitening treatments. Here are some common tooth conditions and contraindications that may affect the suitability or outcome of teeth whitening:

Tooth Decay

Teeth whitening treatments are not recommended when there are active areas of tooth decay. Whitening agents can penetrate the decayed areas and potentially cause increased sensitivity or irritation. It is important to address any decay or cavities before considering teeth whitening.

Enamel Erosion

Teeth with exposed dentin, either due to enamel erosion or gum recession, may be more sensitive to the whitening agents. This increased sensitivity may cause discomfort during the treatment. Evaluating the degree of sensitivity and considering alternative whitening methods, such as gentle or gradual whitening techniques, may be necessary for individuals with sensitive teeth.



TOOTH CONDITIONS

Hypersensitivity

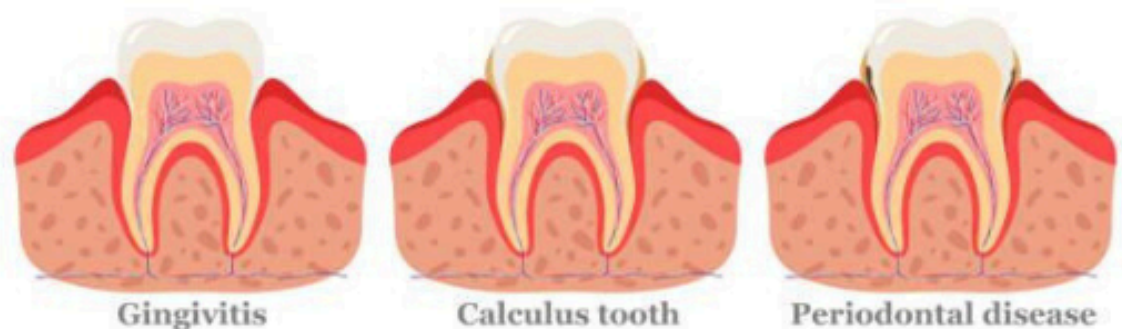
Individuals with pre-existing tooth sensitivity may experience increased discomfort or sensitivity during or after teeth whitening treatments. It is important to evaluate the level of sensitivity and consider appropriate measures, such as using desensitizing agents or adjusting the concentration of the whitening agent, to minimize potential side effects.

Dental Restorations

Teeth whitening treatments generally have limited effectiveness on dental restorations such as crowns, veneers, or dental bonding. Whitening agents primarily target natural tooth enamel and may not significantly alter the color of restorations. It is important to inform clients with visible restorations that whitening treatments may result in uneven coloration between natural teeth and existing dental work.

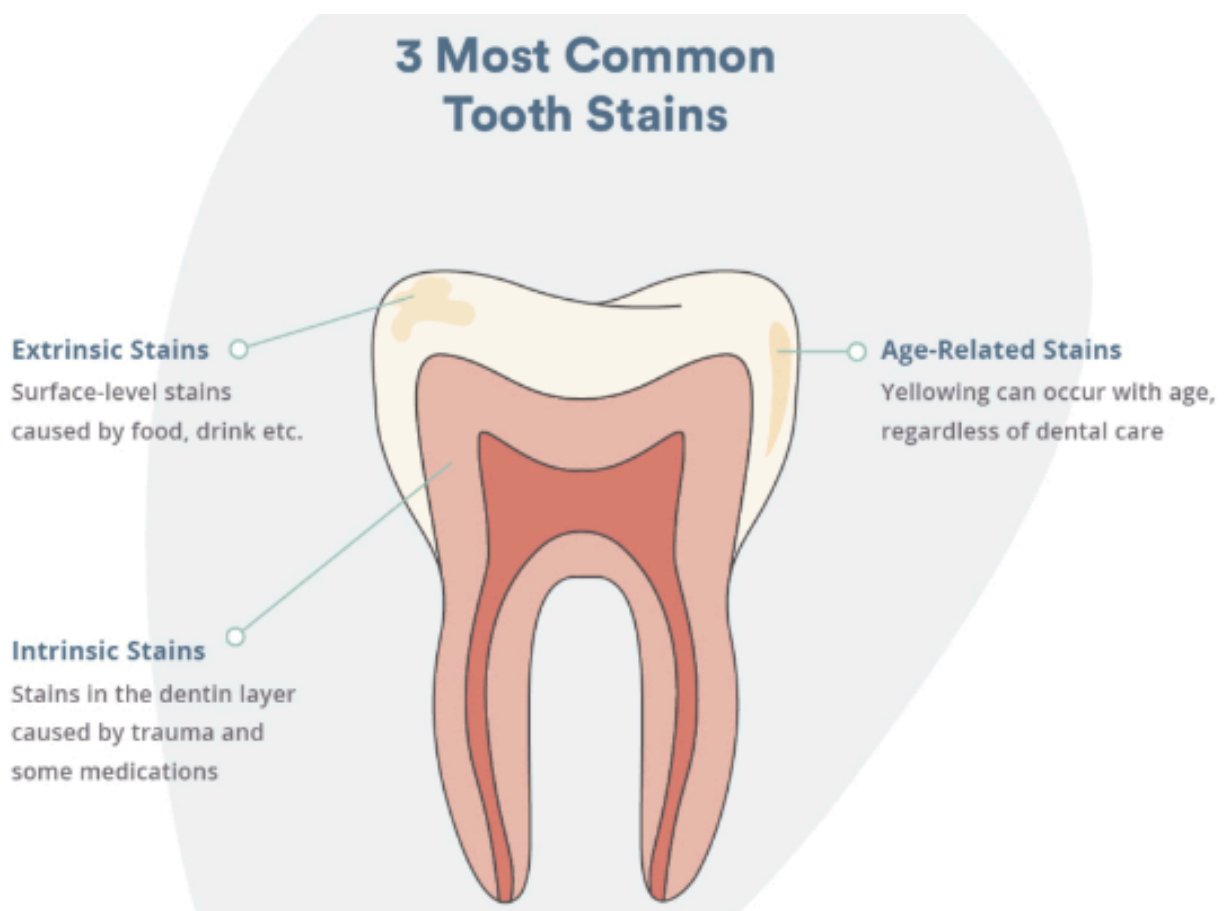
Gum Disease

Active gum disease, such as gingivitis or periodontitis, can be exacerbated by teeth whitening treatments. The chemicals used in whitening agents may irritate the gums and worsen the condition. It is essential to have healthy gums before undergoing any whitening procedure.



TOOTH DISCOLORATION

The science behind teeth discoloration involves understanding the various factors that contribute to the change in color of the teeth. Teeth can become discolored due to both intrinsic and extrinsic factors, affecting the appearance and overall aesthetic of the smile. Let's explore the science behind teeth discoloration in more detail:



TOOTH DISCOLORATION

There are two main types of tooth staining: extrinsic staining and intrinsic staining. The expected teeth whitening outcomes may vary depending on the type of staining present. Here's an overview of these staining types and the corresponding expected whitening outcomes:

Extrinsic Staining

Description: Extrinsic stains occur on the outer surface of the tooth enamel and are typically caused by external factors such as dietary habits, tobacco use, or certain beverages like coffee, tea, or red wine.

Expected Whitening Outcome: Extrinsic stains generally respond well to teeth whitening treatments. With quality gels and high-grade equipment, clients can expect significant improvement and noticeable results in lightening or completely removing these surface stains. Most clients should experience a substantial brightening effect on their teeth, resulting in a visibly whiter smile.

Intrinsic Staining

Description: Intrinsic stains occur within the tooth structure itself and can be caused by various factors such as genetics, trauma, certain medications, or excessive fluoride exposure during tooth development.

Expected Whitening Outcome: Intrinsic stains are generally not possible to whiten as they exist within the tooth and are not accessible by bleaching agents.



EXTRINSIC DISCOLORATION

Teeth whitening treatments are particularly effective in addressing extrinsic tooth discoloration, which refers to stains that occur on the outer surface of the tooth enamel. Here are some examples of extrinsic tooth discoloration that can benefit from teeth whitening:

Stains from Food and Beverages: Regular consumption of certain foods and beverages can cause extrinsic stains. For example, drinking coffee, tea, red wine, or consuming dark-colored foods like berries or sauces can lead to discoloration over time. Teeth whitening can help remove these stains and restore the natural whiteness of the teeth.

Tobacco Stains: Smoking or using tobacco products can result in significant extrinsic tooth discoloration. The nicotine and tar in tobacco can cause yellow or brown stains on the teeth. Teeth whitening treatments can effectively reduce or eliminate these stains, restoring a brighter and healthier-looking smile.

Stains from Poor Oral Hygiene: Inadequate oral hygiene practices, such as infrequent brushing and flossing, can lead to the buildup of plaque and tartar on the teeth. These deposits can cause yellowish or brownish stains on the enamel. Teeth whitening treatments can effectively remove these stains, promoting a cleaner and brighter smile.



INTRINSIC DISCOLORATION

Intrinsic discoloration refers to changes that occur within the internal structure of the tooth. These discolorations are often more challenging to remove and may require professional intervention. Some common causes of intrinsic discoloration include:

Dentin Color: The dentin layer lies beneath the outer enamel and naturally has a yellowish color. When the enamel becomes thin due to age, wear, or erosion, the dentin's natural color becomes more visible, resulting in a yellow or dull appearance.

Age-related Changes: As people age, teeth naturally undergo physiological changes. The enamel may wear down, exposing more dentin and causing teeth to appear darker or yellower.

Trauma: Trauma to a tooth, such as a severe blow or injury, can cause internal bleeding and damage to the tooth's pulp. Over time, the tooth may darken due to the breakdown of blood products within the tooth.

Environmental Factors: Excessive exposure to fluoride during tooth development, either through water sources or excessive use of fluoride-containing products, can cause enamel fluorosis, which leads to white or brownish spots or streaks on the teeth.

Aging and Wear: Over time, the outer enamel layer of the teeth can wear down, making the underlying dentin more visible. This natural wear and tear can contribute to discoloration and a duller appearance.

Medications: Certain medications, such as tetracycline antibiotics, when taken during tooth development or in early childhood, can cause intrinsic discoloration. These medications can become incorporated into the tooth structure, leading to permanent and irremovable staining.



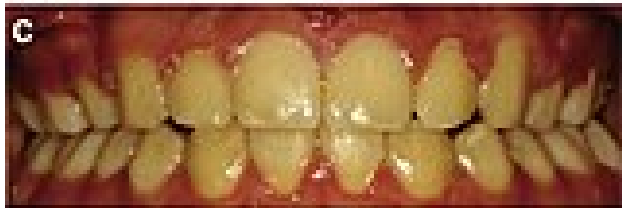
TOOTH DISCOLORATION CHART



Smoking stains



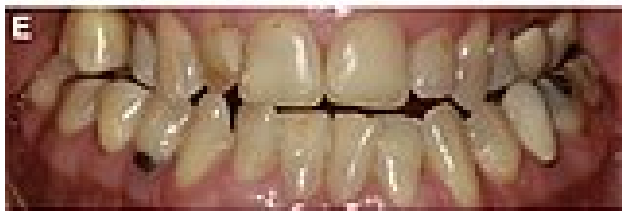
Wine stain



Food stain



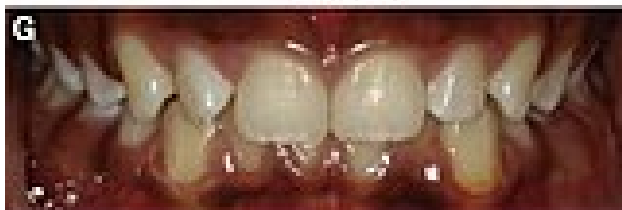
Age yellowing



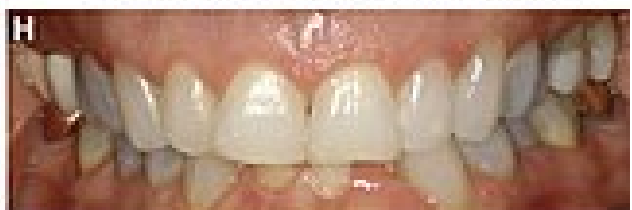
Decay



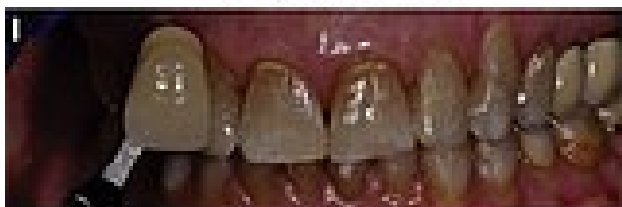
Orthodontic white spot lesions



Mild fluorosis



Amalgam restoration stains



Tetracycline



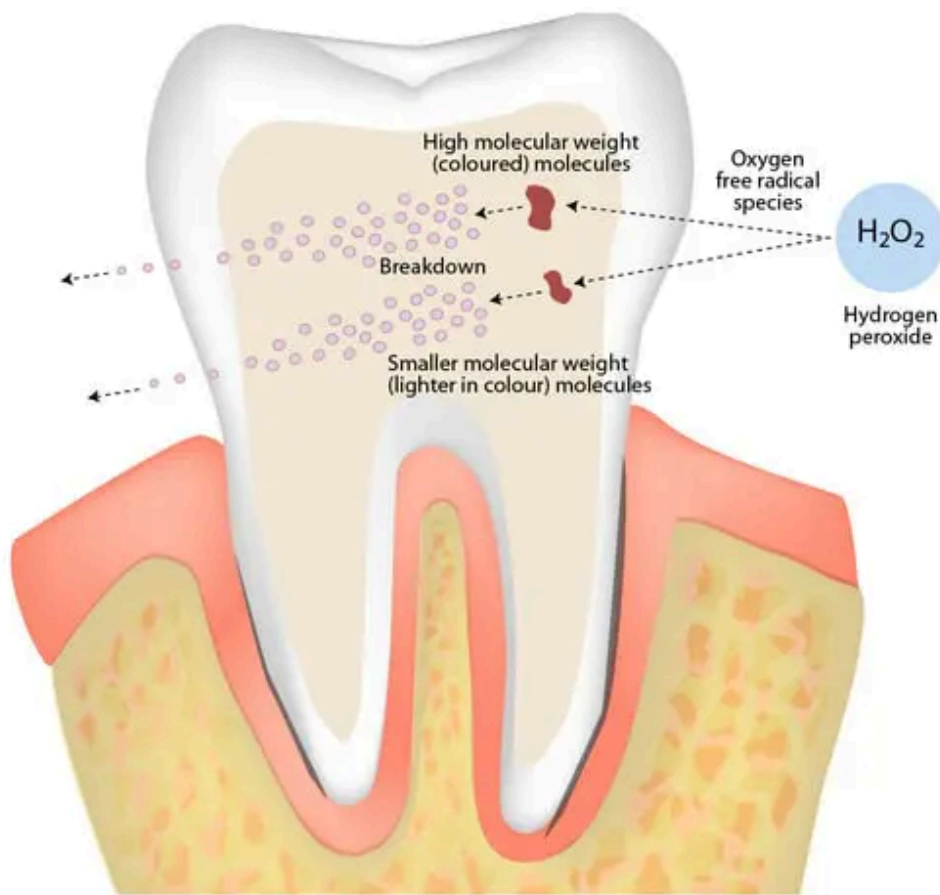
Genetic

HOW DOES TEETH WHITENING GEL WORK?

Teeth whitening gels work through a chemical process that involves the active ingredient, usually hydrogen peroxide or carbamide peroxide, penetrating the tooth enamel and breaking down the molecules responsible for tooth stains. Here's how teeth whitening gel works:

Peroxide Penetration

The teeth whitening gel, typically in the form of a gel or paste, is applied to the surface of the teeth. The active ingredient in the gel, such as hydrogen peroxide or carbamide peroxide, begins to penetrate the tooth enamel.



HOW DOES TEETH WHITENING GEL WORK?

Oxidation of Stains

Once the peroxide penetrates the enamel, it undergoes a chemical reaction called oxidation. The peroxide breaks down into oxygen molecules, which interact with the colored compounds (chromogens) in the teeth that cause stains. The oxygen molecules break down the chromogens into smaller, less pigmented particles, making the teeth appear whiter.

Removal of Discoloration

As the oxidation process continues, the oxygen molecules work to remove both surface stains and deeper discoloration within the tooth structure. The oxygen molecules reach the dentin layer beneath the enamel, targeting stains that may be more deeply embedded.

Tooth Whitening

Over the course of the whitening treatment, the repeated application of the teeth whitening gel allows for further oxidation and stain removal. As more and more chromogens are broken down, the teeth become progressively whiter, resulting in a brighter and more radiant smile.

Higher concentrations of whitening agents are typically used in professional treatments under the supervision of dental professionals, while lower concentrations are found in over-the-counter whitening products for at-home use. Excessive or improper use of teeth whitening gels can lead to tooth sensitivity, gum irritation, or other oral health issues.



CARBAMIDE V'S HYDROGEN PEROXIDE

Carbamide peroxide and hydrogen peroxide are two commonly used active ingredients in teeth whitening products. While they serve a similar purpose of whitening teeth, there are differences in their composition and how they work. Here are the main distinctions between carbamide peroxide and hydrogen peroxide:

Composition

Carbamide Peroxide: Carbamide peroxide is a combination of urea and hydrogen peroxide. It breaks down into hydrogen peroxide and urea when applied to the teeth. The urea component helps to stabilize and prolong the release of hydrogen peroxide, allowing for a more gradual whitening process.

Hydrogen Peroxide: Hydrogen peroxide is a chemical compound consisting of hydrogen and oxygen. It directly releases oxygen molecules that penetrate the tooth enamel and dentin, breaking down stains and discoloration.

Strength

Carbamide peroxide is typically used in higher concentrations compared to hydrogen peroxide. The reason for this is the 3:1 ratio. For example 18% Carbamide peroxide is Equivalent to 6% hydrogen peroxide.



CARBAMIDE V'S HYDROGEN PEROXIDE

Release and Activation

Carbamide Peroxide: When carbamide peroxide is applied to the teeth, it breaks down slowly, releasing hydrogen peroxide over time. The release process occurs gradually, allowing for an extended exposure of the whitening agent on the teeth.

Hydrogen Peroxide: Hydrogen peroxide is applied directly to the teeth and releases oxygen molecules immediately upon contact. It has a faster action and provides quicker results compared to carbamide peroxide.

Treatment Duration

Carbamide Peroxide: Due to its slower release of hydrogen peroxide, carbamide peroxide generally requires longer treatment durations to achieve comparable whitening results as hydrogen peroxide. It is often used in at-home whitening kits or overnight treatments.

Hydrogen Peroxide: Hydrogen peroxide's faster action allows for shorter treatment durations compared to carbamide peroxide. It is commonly used in professional in-chair whitening treatments, where noticeable whitening effects can be achieved within a single session. Hydrogen peroxide generally peaks after 15 to 20 minutes and therefore 2 to 3 application may be required to complete the treatment session.



NON-PEROXIDE GEL

Whitening Mechanism: Non-peroxide gels typically work through alternative mechanisms to remove surface stains and lighten tooth color. They may utilize ingredients such as sodium bicarbonate, activated charcoal, or other abrasives to mechanically polish away stains.

Peroxide-Free Formula: Unlike traditional peroxide-based gels that break down stains chemically, non-peroxide gels rely on physical and abrasive actions to lift surface discoloration. This can be an appealing option for individuals who may be sensitive to peroxide or prefer a milder approach.

Potential Benefits: Non-peroxide gels are generally considered safer and less likely to cause tooth sensitivity or gum irritation compared to peroxide-based gels. They may be suitable for individuals with sensitive teeth, dental restorations (such as crowns or veneers), or those looking for a more natural teeth whitening option.

Whitening Efficacy: It is important to note that non-peroxide gels may not produce the same level of whitening results as peroxide-based gels. The effectiveness can vary depending on the formulation, concentration of active ingredients, and individual factors such as the severity of stains and tooth structure.

Compliance with Regulations: Non-peroxide teeth whitening gels have become more popular due to the regulatory restrictions on peroxide-containing products in some regions. It is important to ensure that any non-peroxide gel you use complies with the regulations and guidelines set by relevant dental authorities in your jurisdiction.



TEETH WHITENING MACHINES

Teeth whitening machines, also known as teeth whitening lamps or accelerators, are devices used in professional teeth whitening treatments to enhance the effectiveness of teeth whitening gels or bleaching agents. These machines utilize specific light wavelengths or energy sources to activate the whitening process. Here's how teeth whitening machines work:

Light Activation

Teeth whitening machines often utilize LED (Light-Emitting Diode) lights or halogen lights as the light source. These lights emit a specific wavelength of light that is targeted to activate the whitening agents in the gel. The light energy acts as a catalyst, accelerating the breakdown of the whitening agents and enhancing their effectiveness.

Increased Oxidation

The light emitted by the teeth whitening machine stimulates the release of oxygen from the whitening gel. The oxygen molecules penetrate the enamel and dentin layers of the teeth, targeting the chromogens (colored compounds) responsible for tooth stains. As the oxygen molecules interact with the chromogens, they break them down, resulting in the whitening or lightening of the tooth color.



TEETH WHITENING MACHINES

Accelerated Whitening Process

The use of teeth whitening machines accelerates the whitening process, allowing for shorter treatment times and potentially more noticeable results.

By activating the whitening agents, the machines enhance the efficiency of the gel, ensuring maximum contact between the gel and the tooth surface.

It's important to note that teeth whitening machines are typically used in conjunction with a teeth whitening gel or bleaching agent. The gel contains hydrogen peroxide or carbamide peroxide as the active ingredient, which is responsible for the actual whitening process. The light from the machine simply enhances and speeds up the effects of the whitening agents.

Teeth whitening machines used in professional settings are carefully calibrated to emit the appropriate wavelength and intensity of light for optimal results. Technicians can determine the treatment duration and intensity based on individual factors.

While teeth whitening machines can enhance the whitening process, they are not the sole factor in achieving whiter teeth. The quality of the whitening gel, proper application techniques, and individual factors like the starting tooth shade and the type and severity of stains also play important roles.



GEL APPLICATION METHODS

Both the “paint on pen” method and the tray method are popular techniques used for in-chair teeth whitening treatments. Let’s compare these two methods in terms of their application, accuracy, soft tissue irritation, and results:

Application

The “paint on pen” method involves applying the whitening gel directly onto the teeth using a pen-like applicator. The gel is carefully painted onto the tooth surfaces, targeting specific areas if needed. On the other hand, the tray method involves filling a custom-fitted tray with the whitening gel and placing it over the teeth.

Accuracy

The “paint on pen” method allows for more precise application of the whitening gel as it can be directly applied to individual teeth or specific areas. This method offers greater control over the amount and placement of the gel, which can be advantageous for targeting specific tooth discolorations or achieving more uniform results.

Soft Tissue Irritation

The “paint on pen” method generally results in less soft tissue irritation compared to the tray method. Since the gel is applied directly to the teeth, there is less chance of it coming into contact with the gums or surrounding soft tissues, minimizing the risk of irritation or sensitivity.



GEL APPLICATION METHODS

Even Results

Both methods, when used correctly, can produce even whitening results. However, the “paint on pen” method may offer slightly more even results due to its precise application. The ability to target specific areas or teeth allows for better control over the whitening process, ensuring consistent and uniform whitening across the smile.

It’s important to note that the choice between these methods may depend on the individual needs and preferences of the client, as well as the dental professional’s assessment of the client’s oral condition. Factors such as the extent and type of discoloration, tooth sensitivity, and treatment time can influence the selection of the most suitable method.

Additionally, the use of a 6% hydrogen peroxide gel and an LED accelerator lamp is common in both methods. The hydrogen peroxide gel acts as the whitening agent, while the LED lamp accelerates the whitening process by activating the gel.

Ultimately, the decision on which method to use should be made based on a comprehensive evaluation of the client’s oral health, desired outcomes, and the dental professional’s expertise. Proper technique, adherence to manufacturer instructions, and personalized treatment planning are essential for achieving successful and safe teeth whitening results, regardless of the chosen method.



TRIPLE TREATMENT METHOD

In-chair teeth whitening treatments aim to achieve maximum results by combining the use of a hydrogen peroxide gel and an accelerator lamp. This combination allows for a more efficient and effective whitening process, potentially resulting in teeth that are 5 to 14 shades whiter in just one hour. Here's how this approach works:

Hydrogen or Peroxide Gel

In in-chair teeth whitening treatments, a hydrogen peroxide gel, typically around 6%, is applied to the teeth.

Hydrogen peroxide is a bleaching agent that helps break down and remove stains and discoloration on the tooth surface.

The high concentration of hydrogen peroxide in the gel allows for more effective stain removal compared to lower-concentration products used in at-home treatments.

Multiple Treatment Sessions

In a typical in-chair teeth whitening session, the treatment is divided into multiple shorter sessions, usually three sessions of 15 minutes each.

This allows for controlled exposure to the whitening gel and prevents overexposure, which can lead to tooth sensitivity or gum irritation.

Each 15-minute session allows the gel to work on breaking down stains and lifting discoloration from the teeth.

Gel Pen Application Method

The use of a gel pen is a common technique during in-chair teeth whitening treatments. The gel pen contains hydrogen peroxide gel and allows for precise application directly onto the teeth.

The gel pen method ensures targeted application, minimizing contact with the gums and surrounding tissues.



TRIPLE TREATMENT METHOD

Accelerator Lamp

An accelerator lamp, also known as an LED lamp or teeth whitening machine, is used during the in-chair teeth whitening treatment to enhance the whitening process.

The accelerator lamp emits a specific wavelength of light that activates the hydrogen peroxide gel, speeding up the chemical reaction and facilitating the release of oxygen molecules.

The oxygen molecules penetrate the enamel and dentin layers, targeting and breaking down the chromophores responsible for tooth stains, resulting in a whitening effect.

Professional Supervision and Customization

In-chair teeth whitening treatments are performed by trained professionals who can tailor the treatment to the individual needs and preferences of each client. The professional can assess the client's tooth shade, evaluate the level of staining or discoloration, and adjust the treatment intensity and duration accordingly. This personalized approach helps maximize the results while minimizing the risk of tooth sensitivity or other adverse effects.

By combining the hydrogen peroxide gel, multiple treatments in one session, the use of an accelerator lamp, and the precise application with a gel pen, in-chair teeth whitening treatments can deliver significant whitening results in a shorter timeframe.



RECLINING THE CLIENT

Maximum recline during a teeth whitening treatment is indeed a critical element for achieving optimal results. When a client reclines fully, it helps prevent saliva from washing away the whitening gel applied to the teeth. This is important because the whitening gel contains the active ingredients responsible for breaking down stains and discoloration on the teeth.

Saliva can dilute the whitening gel, reducing its effectiveness and potentially hindering the desired whitening outcome. Additionally, excessive saliva can also contribute to discomfort and irritation in the mouth and gums.

By reclining the client to the maximum extent possible, the whitening gel can remain in direct contact with the teeth for an extended period. This allows the active ingredients in the gel, such as hydrogen peroxide or carbamide peroxide, to penetrate the tooth enamel and break down the stains effectively.

Furthermore, maintaining a reclined position during the treatment helps ensure a more comfortable experience for the client. When the gel remains in place without being washed away, it minimizes the risk of gel contact with the gums or other soft tissues, reducing the likelihood of irritation or sensitivity.

To achieve maximum recline, dental professionals may utilize specially designed dental chairs or adjustable reclining mechanisms. These allow the client to recline back comfortably while keeping the mouth accessible for the whitening procedure.



PRODUCT HANDLING

Proper use of whitening gels, light sources, and protective measures is essential to ensure safe and effective teeth whitening treatments. Here are some guidelines for their proper use:

Whitening Gels

Follow Instructions

Read and carefully follow the instructions provided with the whitening gel. Different products may have specific application techniques and recommended treatment durations.

Use Recommended Amount

Apply the recommended amount of gel to the teeth, ensuring even coverage. Avoid excessive application, as it can increase the risk of gum irritation or tooth sensitivity.

Avoid Contact with Soft Tissues

Take care to prevent the gel from coming into contact with the gums, lips, or other soft tissues in the mouth. Use a lip retractor or protective barriers to keep the gel confined to the teeth.

Time Management

Adhere to the recommended treatment duration specified by the manufacturer. Leaving the gel on for longer than recommended may not enhance results and can potentially lead to increased tooth sensitivity.



PRODUCT HANDLING

Light Sources

Follow Manufacturer Guidelines

If using a light-activated teeth whitening technique, carefully follow the manufacturer's guidelines for the specific light source being used.

Different devices may have variations in intensity, application time, and recommended distance from the teeth.

Positioning and Coverage

Ensure the light source is properly positioned to provide uniform coverage of the teeth. Pay attention to any specific instructions regarding angling or positioning of the light for optimal results.

Monitoring Time

Observe the recommended exposure time for the light source. Avoid prolonged exposure beyond the recommended duration, as it may increase the risk of tooth sensitivity or tissue irritation.

Protective Measures

Gum Protection

Safeguard the gums and soft tissues by applying a protective gum barrier. This helps minimize the contact of the whitening gel or light with the gums, reducing the risk of irritation.

Eye Protection

Wear protective goggles or glasses to shield the eyes from the light emitted by the whitening device. This is important to prevent potential damage to the eyes from accidental exposure.



AVOIDING COMPLICATIONS

During a teeth whitening treatment, several factors can contribute to pain, blisters, sensitivity, or irritation. Understanding these factors and taking appropriate measures can help minimize discomfort and ensure a more comfortable whitening experience. Here are some common causes and ways to avoid them:

High Concentration of Whitening Agents

Using whitening gels with a high concentration of hydrogen peroxide or carbamide peroxide can increase the risk of sensitivity or irritation. To avoid this, dental professionals should carefully evaluate the client's oral health and select an appropriate concentration that balances effectiveness and comfort.

Overexposure to Whitening Agents

Prolonged exposure to whitening gels or extended treatment times beyond the recommended duration can lead to increased sensitivity and tissue irritation. It's important to strictly follow the recommended treatment time specified by the manufacturer or dental professional.

Gum or Soft Tissue Contact

Whitening gels coming into direct contact with the gums or other soft tissues can cause irritation and discomfort. To prevent this, dental professionals should use protective barriers or dental dams to isolate the gel application to the teeth and avoid contact with the gums.



AVOIDING COMPLICATIONS

Tooth Sensitivity

Some individuals may already have sensitive teeth or underlying dental conditions that make them more prone to sensitivity during whitening. Evaluating the client's dental health beforehand and selecting appropriate whitening products and techniques can help minimize sensitivity. The use of desensitizing agents before or after the treatment may also be recommended.

Pre-existing Dental Conditions

Patients with pre-existing dental conditions such as tooth decay, gum disease, exposed tooth roots, or cracked teeth may experience increased sensitivity or discomfort during whitening. Identifying and addressing these conditions before the treatment is crucial to avoid exacerbating the symptoms.

Improper Technique

Inadequate or excessive application of the whitening gel, improper use of light sources, or failure to follow manufacturer instructions can contribute to discomfort or ineffective results. Dental professionals should be well-trained and experienced in performing whitening treatments to ensure proper technique and client comfort.

Post-treatment Care

Providing clients with post-treatment instructions, including recommendations for oral care and potential dietary restrictions (e.g., avoiding staining foods and beverages), can help minimize post-treatment sensitivity and maintain the whitening results.

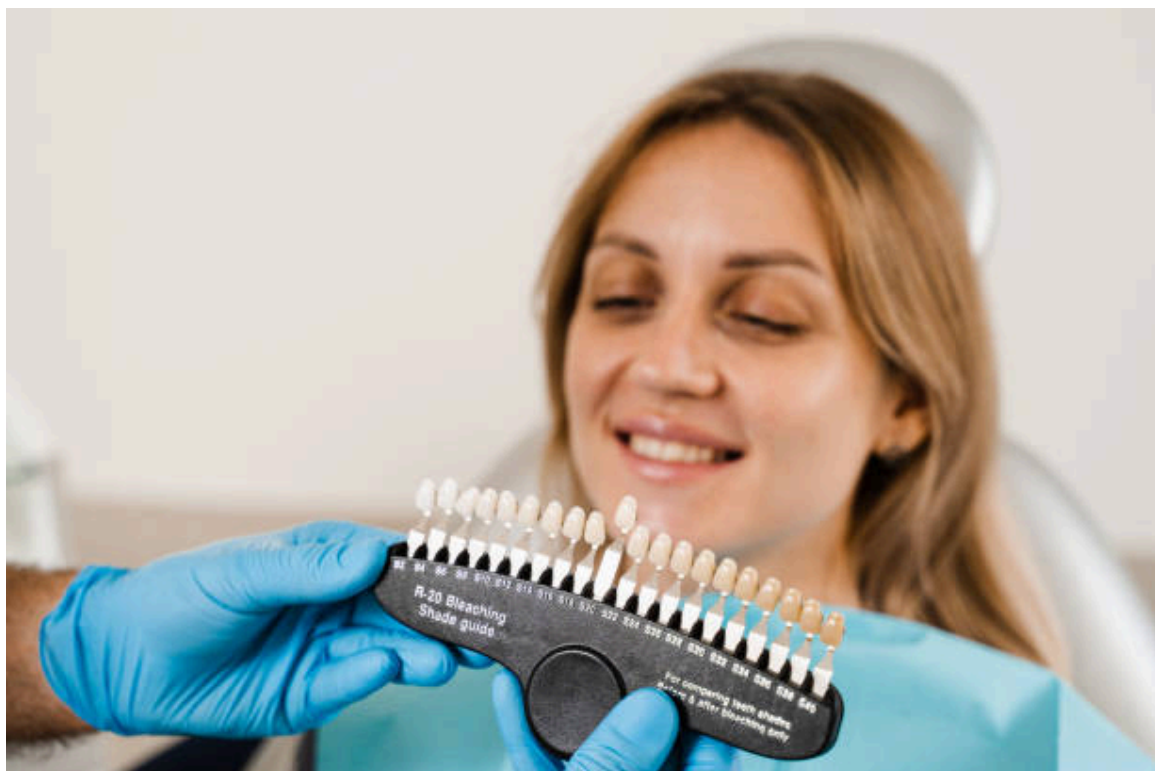


USING A TEETH SHADE GUIDE

Using a teeth shade guide is a helpful tool for comparing the before and after results of a teeth whitening treatment. Here's how you can effectively utilize a teeth shade guide:

Select a Shade Guide

There are various types of teeth shade guides available, consisting of a range of tooth shades from light to dark. Choose a shade guide that best suits your needs and has shades that closely match the natural color of teeth. We recommend the R20 teeth shade guide which is designed specifically for teeth whitening.



USING A TEETH SHADE GUIDE

Pre-treatment Shade Assessment

Before starting the teeth whitening treatment, have the client sit in a well-lit area with natural lighting. Ask them to hold the shade guide next to their teeth and compare the shades to determine their initial tooth color. Identify the shade that most closely matches the client's teeth at the beginning of the treatment.

Document the Shade

It's important to record the pre-treatment shade to establish a baseline. You can note this down on the client's record or take a photograph of the shade guide next to the client's teeth for reference.

Conduct the Teeth Whitening Treatment

Proceed with the teeth whitening treatment according to the chosen method and protocol. Ensure that you follow the manufacturer's instructions and recommended treatment duration for the specific whitening product being used.



USING A TEETH SHADE GUIDE

Post-treatment Shade Assessment

Once the treatment is completed, allow the client to rinse their mouth thoroughly to remove any residual whitening gel. Have them sit in the same lighting conditions as before and repeat the shade assessment process using the shade guide. Compare the shades to determine the new tooth color achieved after the whitening treatment.

Document the Post-treatment Shade

Record the post-treatment shade to document the change in tooth color. Note this down on the client's record or take a photograph of the shade guide next to the client's teeth for comparison with the pre-treatment shade.

Document the Post-treatment Shade

Record the post-treatment shade to document the change in tooth color. Note this down on the client's record or take a photograph of the shade guide next to the client's teeth for comparison with the pre-treatment shade.

Discuss the Results

Share the before and after shade comparison with the client. Explain the degree of improvement achieved through the treatment and discuss any further recommendations or touch-up treatments if needed.

Teeth shades can vary depending on lighting conditions and individual perception, so it's essential to maintain consistent lighting and follow the same process for shade assessment both before and after the treatment. Using a teeth shade guide provides a standardized and visual representation of the color change, allowing both you and the client to objectively evaluate the effectiveness of the teeth whitening treatment.



REMINERALIZATION & DESENSITIZATION GEL

Using a remineralization or desensitization gel after a teeth whitening treatment can provide several benefits for clients. These specialized gels are designed to help alleviate tooth sensitivity, promote remineralization of the enamel, and enhance overall oral health. Here are some key benefits of using these gels:

Minimizing Tooth Sensitivity

Teeth whitening treatments, especially those involving professional-strength whitening agents, can sometimes cause temporary tooth sensitivity. This sensitivity may manifest as discomfort or heightened sensitivity to hot or cold stimuli. Applying a desensitization gel after the treatment can help reduce or eliminate this sensitivity, making the post-whitening experience more comfortable for the client.

Enhancing Enamel Remineralization

Teeth whitening treatments, particularly those that involve peroxide-based whitening agents, can temporarily weaken the enamel. Remineralization gels are formulated with minerals such as calcium and phosphate, which can help replenish and strengthen the enamel. By promoting remineralization, these gels aid in restoring the natural protective barrier of the teeth and preserving their strength and integrity.



REMINERALIZATION & DESENSITIZATION GEL

Supporting Oral Health

Remineralization and desensitization gels often contain additional ingredients that contribute to overall oral health. These may include fluoride, which helps prevent tooth decay and strengthens the enamel, or potassium nitrate, known for its desensitizing properties. By incorporating these gels into the post-treatment routine, clients can benefit from additional protection against cavities, reduced sensitivity, and improved oral health.

Providing a Soothing Effect

Remineralization and desensitization gels often have a soothing effect on the teeth and gums. Their application can help calm any residual sensitivity or irritation caused by the whitening treatment. The gel creates a protective layer over the teeth, offering relief and a more comfortable sensation for clients.

Extending Whitening Results

Using a remineralization or desensitization gel as part of the post-whitening routine can help prolong the effects of the teeth whitening treatment. These gels assist in maintaining the whiteness achieved during the treatment by supporting the health of the enamel and minimizing factors that can contribute to discoloration or sensitivity.

It's important to note that the specific formulation and instructions for remineralization or desensitization gels may vary among different products.



HOW TO GET THE BEST TEETH WHITENING RESULTS

Teeth whitening expectations can be confusing when you see models on TV endorsing teeth whitening products that actually have veneers. Unfortunately, there are also many results on social media that are the result of photo filters, not teeth whitening actual results. Keep in mind teeth whitening businesses only share their very best results on social media so you are not seeing the ones which are average or not so great. All of this can cause many clients to feel disappointed with their results.

It is an important part of the teeth whitening process to ensure your client has the right expectations prior to having a teeth whitening treatment.

Some of your clients may be using home whitening products or toothpaste which may limit results as part of the process has already been done. Others may have discolouration inside the tooth teeth whitening cannot reach.

These are the concerns a professional teeth whitening technician will need to address with confidence.



HOW TO GET THE BEST TEETH WHITENING RESULTS

The technique is as important as the product. Some clients don't respond well for a variety of reasons including age, enamel condition and type of discolouration. I am going to explain to you the methods for getting the best results possible for your client. Younger clients will generally get better results than older people as the enamel is in better condition. As we age stains become trapped in the enamel and become harder to remove.

HOW TO GET THE BEST RESULTS CHECKLIST

Here are a few things with you to assist you in getting the best possible results:-

1. Storing your gels in a cool dry place and not allowing them to get hot at any time i.e. in the car is very important (allowing the gel to get hot will reduce its potency). Keep your gels in the fridge and take them out at least 1 hour prior to the treatment as the cold gel will be less active.
2. Do at least 2-3 20-minute sessions with the accelerator lamp. Clients with heavy staining may require 4th treatment or follow up treatment to get maximum results.
3. Completely remove the previous gel application before the new gel is applied for the next treatment session. The gel peaks after 20 minutes and becomes inactive so if any gel is left it will prevent the fresh gel from making contact with the stains.



HOW TO GET THE BEST TEETH WHITENING RESULTS

4. Make sure the LED lamp is as close to the client's mouth as around 1-3 centimetres is recommended.

5. This is probably one of the most important things to note. FULLY recline the client during the treatment or their saliva will wash the gel from their teeth. During the teeth whitening treatment, most clients will produce excess saliva. Reclining the client means this gel will safely be on their teeth. If the client is not reclined the saliva will wash the gel from their teeth reducing the results and increasing the risk of soft tissue irritation.

6. Regularly check the clients to make sure their mouth is directly in front of the lamp. Using a device will often result in the client moving their head and reducing the results.

7. The teeth need to be clean and dry with the oral wipe prior to the gel application. Any food, particles or lip balm on the teeth will prevent proper contact with the gel.

8. All visible front teeth need to be covered with the gel to the gum line and in between the teeth with the gel to avoid a patchy finish.

The gel should be thick enough to properly cover the teeth without creating blobs of gel but not so thin it will dry out during the treatment. Using excess gel will not increase the results; it is just more likely to irritate the gums and soft tissue of the mouth.



HOW TO GET THE BEST TEETH WHITENING RESULTS

9. Make sure you are using the same tooth and the same well-lit area to monitor results with the shade guide. Memory or photos will not necessarily be a reliable guide.

10. Clients who have been using home whitening products or who have an in-chair treatment regularly may feel they haven't achieved much of a result. If your clients have been using any home treatments or have had a recent in chair treatment there may not be much staining on the surface of their teeth to remove.

11. Teeth whitening will only bleach stains on the surface of the teeth it will have no effect on intrinsic stains like dark shadows or dead nerves. Veneers and crowns will not whiten.

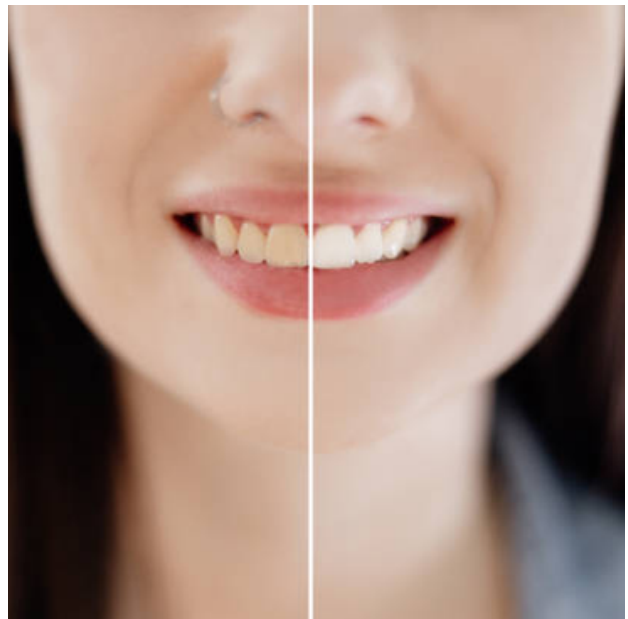


TREATMENT OVERVIEW

During the teeth whitening treatment, most clients can achieve maximum results in just one visit. The treatment consists of 2 to 3 sessions, each lasting 20 minutes. After 20 minutes, the whitening gel becomes less effective, so it needs to be removed and fresh gel applied to continue the whitening process.

For first-time clients or individuals with heavy staining, a triple treatment is usually recommended. Clients who undergo teeth whitening every 3 to 4 months typically require only 2 treatments. Our treatment process is safe and gentle, eliminating the need for pre-foams or gum barriers when followed correctly.

Next we will provide you with a brief step by step overview of the treatment which you may like to print out separately:-



STEP BY STEP INSTRUCTIONS

1. Ensure your client has cleaned their teeth prior to the appointment.

2. Please begin by asking your client to read and sign the client consent form.

3. Work with your client to select the current tooth shade based on the darkest tooth.

4. Provide your client with a professional whitening kit.

5. Put the bib on your client mat absorbent side up.

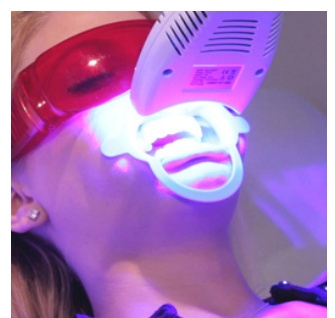
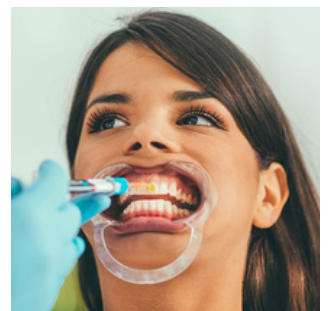
6. Insert the cheek retractor into the mouth ensuring that the curved flanges go inside the cheeks with the arch facing up like a smile, see below.

7. Have your client rub the front of teeth with a finger wipe, with the blue side towards the teeth. Discard when finished.

8. Twist the handle on the Applicator pen until a bead of gel extrudes onto the brush tip. Using a handheld mirror, ask your client to dab the bead of gel onto one tooth at a time and spread the gel evenly as close as possible to the gum line but avoid the gum. Repeat until all visible teeth are completely covered.

9. Offer the safety glasses and FULLY RECLINE your client for 20 minutes while the led light works its magic.

If pain or irritation occurs ask them to rinse immediately.



STEP BY STEP INSTRUCTIONS

10. Assist your client to remove the cheek retractor and rinse using their toothbrush to remove any remaining gel from their teeth.

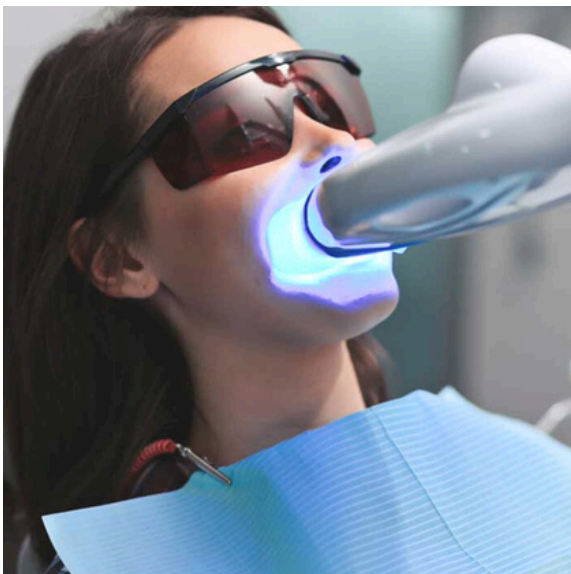
11. Use vitamin E swab if gum irritation occurs, snap head at redline, allow liquid to drain into the opposite head of the swab and rub over gums.

12. Repeat steps 5-10. You can do 2 -3 treatments in one visit if required to achieve maximum results.

13. Select your client's new whiter brighter shade and give them a copy of the aftercare sheet.

PLEASE NOTE:- Fluorosis (white blotches on teeth) following the procedure will disappear within 1-24 hours. Whitening will not remove Tetracycline stains.

AFTERCARE:- Following the whitening treatment instruct your client to avoid staining beverages as much as possible, including coffee, tea, red wine, colas, and citrus beverages. If you must consume these, it is highly recommended to do so through a straw.

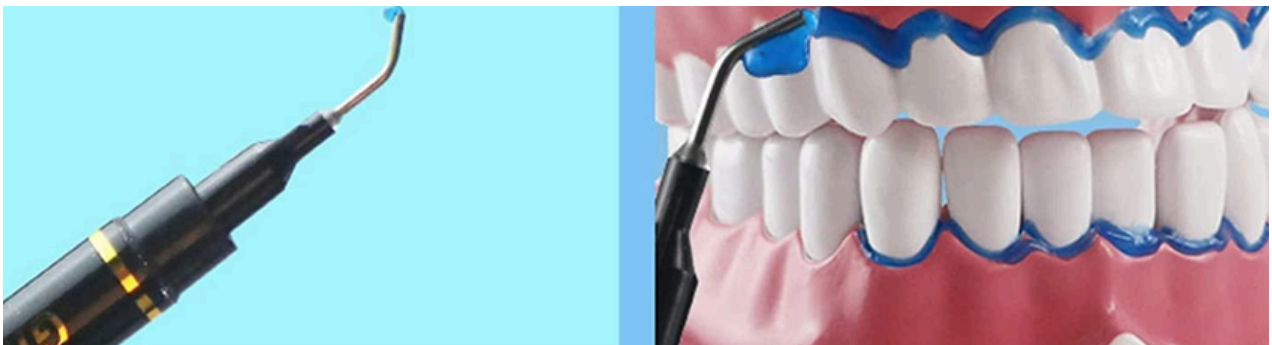


GUM BARRIER

The gingival barrier is typically a gel-like or viscous material that is carefully applied along the gum line using a syringe, brush, or other applicator. It forms a barrier between the teeth and the gums, ensuring that the whitening agent is only applied to the tooth surface and does not touch the delicate gum tissues.

The primary purpose of using a gingival barrier is to protect the gums during the teeth whitening process. The whitening gels used in professional treatments often contain powerful bleaching agents, such as hydrogen peroxide or carbamide peroxide, which can be harsh on the gums if they come into direct contact. By applying a gingival barrier, the gel is confined to the tooth surface, minimizing the risk of gum irritation or damage.

While the use of a gingival barrier is a common practice in professional teeth whitening treatments, it may not be necessary or recommended for all cases. Some whitening systems or procedures may be specifically designed to be gentle on the gums, eliminating the need for a separate barrier. It is important to consult with a dental professional or teeth whitening specialist to determine the most appropriate approach for each individual case.



GUM BARRIER

Light-curing gingival barriers or gum barriers are specialized materials that are used in teeth whitening procedures to protect the gums from the whitening gel and accelerate the setting process. Here is a step-by-step guide on how to use light-curing gingival barrier during teeth whitening:

Prepare the area: Ensure that the client's teeth and gums are clean and dry before applying the gingival barrier. It is important to remove any plaque or debris from the teeth and gently dry the gums.

Select the appropriate material: There are various light-curing gingival barriers available in the market. Choose a product that is specifically designed for use during teeth whitening procedures. Follow the manufacturer's instructions regarding application and curing time.

Apply the barrier: Using a syringe or an applicator brush, carefully apply the light-curing gingival barrier along the gum line, making sure to cover the entire area that needs protection. Take care to avoid getting the barrier on the tooth surface.



GUM BARRIER

Cure the barrier: Once the gingival barrier is applied, it needs to be cured using a dental curing light or your teeth whitening led lamp. Follow the manufacturer's instructions for the recommended curing time and intensity of the light. Typically, the curing process takes a few seconds per section of the barrier.

Check for completeness: After curing, inspect the gingival barrier to ensure that it has fully set and formed a solid protective barrier along the gum line. If any areas appear uncured or incomplete, reapply the barrier and repeat the curing process.

Proceed with teeth whitening: Once the gingival barrier is in place and fully cured, you can proceed with the teeth whitening treatment according to the chosen method or system. The gingival barrier will provide a barrier between the whitening gel and the gums, minimizing the risk of irritation or sensitivity.



GUM BARRIER

To remove light-cured gum barrier after a teeth whitening treatment, follow these steps:

Use a dental instrument: Take a dental instrument such as a scaler or a probe and gently insert it between the gum and the cured barrier. Be careful not to apply excessive force to avoid any discomfort or damage to the gums.

Lift and peel: Gently lift and peel the gum barrier away from the gums. Start at one end and gradually work your way along the gum line, ensuring that the barrier separates cleanly from the gums.

Inspect for completeness: Examine the gum line to ensure that all remnants of the gum barrier have been successfully removed. If any small pieces remain, gently remove them using dental instruments or a moistened cotton swab.



BEGINNING THE TREATMENT



Before starting the treatment, if the client has dry lips, they can apply lip balm or Vaseline. However, it's important to ensure that the balm does not come into contact with the teeth, as it can interfere with the whitening process.

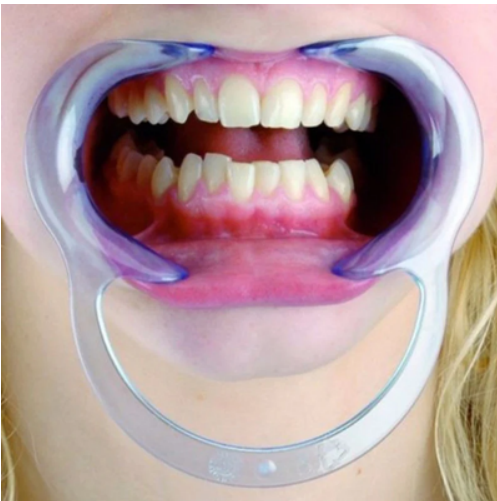


To determine the current shade of the client's teeth, use a tooth shade chart and compare it to the darkest tooth. Choose a well-lit area, preferably with natural light, for accurate shade assessment. The tooth shade chart, such as the R-20 model, is arranged from lightest to darkest and numbered from 2 to 40, making it easier for clients to understand and track their progress.

TREATMENT PROCESS



Place a protective bib on the client to protect their clothing in case of any saliva or gel escaping during the treatment.

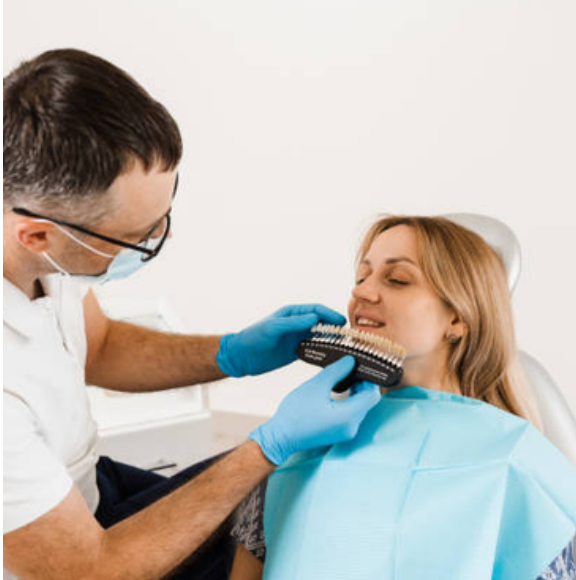


Assist the client in wearing the cheek retractor properly. Ensure that the client's lips do not overhang the retractor, as this can cause discomfort and affect the results. If needed, switch to a larger size retractor.

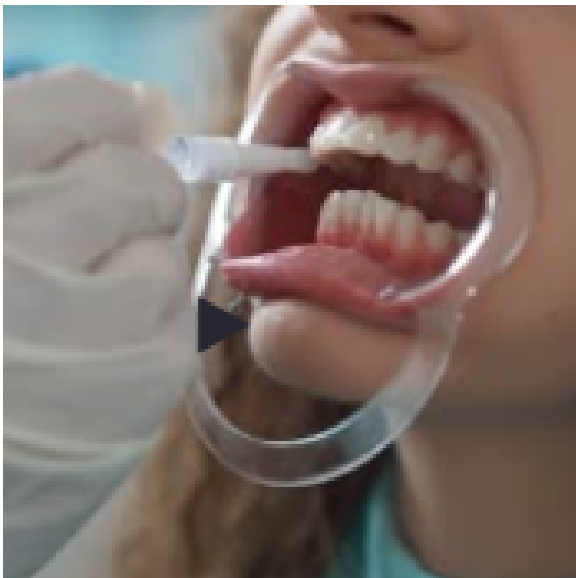


To ensure a clean surface for gel adhesion, dry the client's teeth using a finger wipe sachet. Instruct the client to rub the front of their teeth with the blue side of the wipe and dispose of it in the rubbish bin.

TREATMENT PROCESS



Open the gel pen and twist it until the gel covers the brush head. Start with the top teeth, ensuring thorough coverage on each tooth, including the spaces between them. Avoid covering the gums but go as close to the gum line as possible. Reload the applicator as needed. Repeat the same process for the bottom teeth.

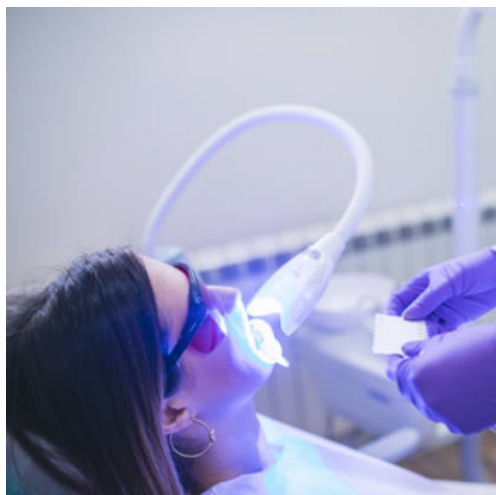


Spread the gel evenly over all visible teeth, ensuring proper coverage without creating gel blobs. The gel should be thick enough to stay effective throughout the treatment but not so thin that it dries out. Excess gel will not enhance results and may irritate the gums and soft tissue. Check for any gel on the gums or soft tissue and remove it with a cotton tip if necessary.

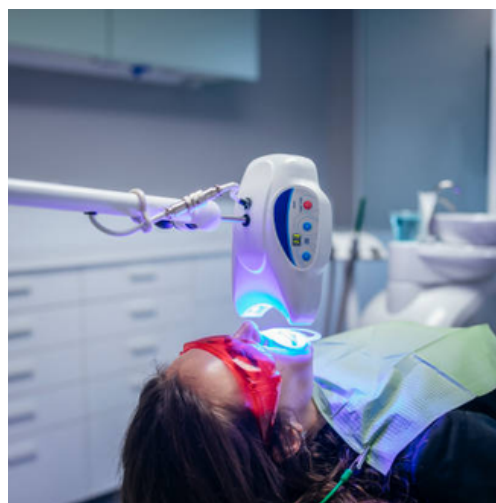
TREATMENT PROCESS



Provide the client with protective eyewear, which must be worn during the treatment whenever the lamp is on.



Recline the client as much as possible to prevent drooling and ensure optimal results. Position the light head 1-3cm away from the cheek retractor, directly facing the exposed teeth. Remind the client not to move their mouth away from the lamp, especially if using a mobile device.



Turn on the accelerator lamp and set the timer for 20 minutes. Instruct the client to relax and stay still. Monitor the client occasionally to ensure proper positioning and that the lamp is centered over their mouth.

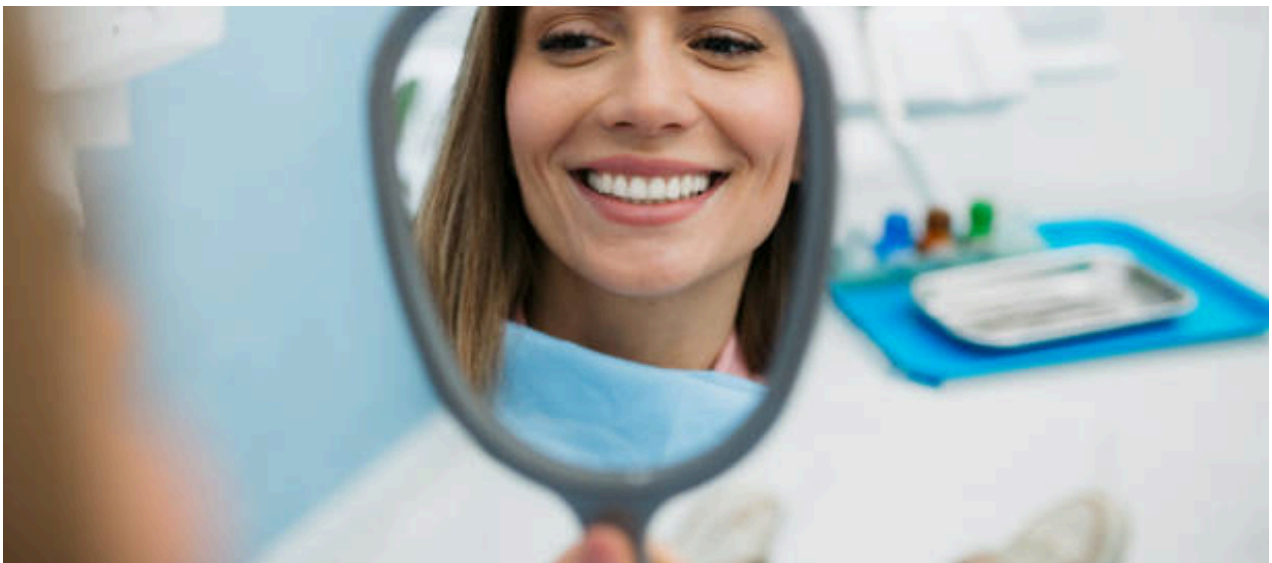
TREATMENT PROCESS



When the 20-minute session is completed, the lamp will automatically turn off. Set up the client to rinse their mouth and remove any remaining gel. Fresh gel will be needed for the next session, as the gel remains active for about 20-25 minutes.



Repeat the treatment 2 more times for new clients or 1 more time for maintenance or top-up treatments.



AFTER THE FINAL SESSION



Ensure the client thoroughly rinses their mouth to remove all remaining gel, as leaving gel in the mouth can cause irritation and sensitivity.

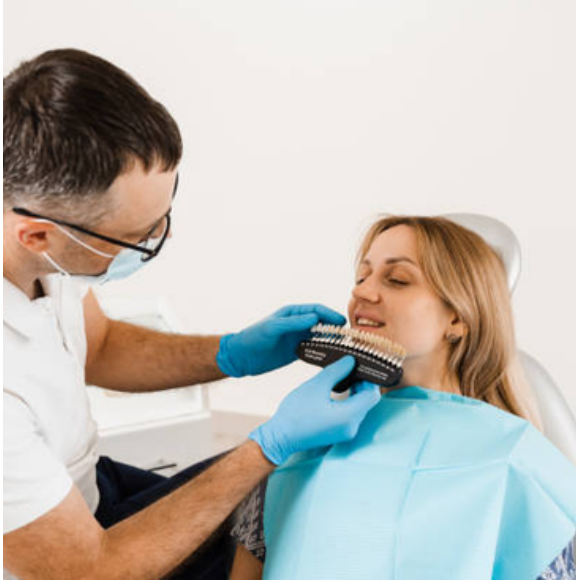


Additionally, provide the client with a vitamin E swab to soothe their lips and gums after the treatment. To access the vitamin E, they can break the swab at the red line and hold it with the red line tip upwards, allowing the contents to drain into the end of the swab for application.



If the client experiences slight sensitivity, you can offer them desensitization gel. It is also recommended that they use toothpaste specifically designed for sensitive teeth for at least a few days to alleviate any discomfort.

AFTER THE FINAL SESSION



To determine the client's new teeth color, work together with the client and refer to the teeth shade guide. Choose the same tooth and the same well-lit area for evaluation to eliminate any external influences and ensure accurate comparison. This will help assess the effectiveness of the treatment and showcase the improvement in the client's teeth shade.



After the treatment, some clients may notice a motley appearance on their teeth. It's important to clarify to the client that this is not caused by the treatment itself, but rather a pre-existing condition called fluorosis. Fortunately, this temporary enhancement of the condition will typically disappear within 1 to 24 hours after the treatment.

EXPLAIN AFTERCARE

To ensure optimal results and maintain the whitening effects, it's crucial to explain the concept of a "white diet" and provide aftercare instructions to the client. It's recommended for the client to avoid consuming staining foods for a minimum of 24 hours following the treatment. Additionally, it's important to advise them to refrain from consuming hot beverages, spicy foods, and smoking, as these factors have been linked to blisters and discomfort in some cases.

Providing the client with a copy of the aftercare sheet reinforces the importance of following these guidelines. By adhering to the recommended aftercare practices, the client can prolong the longevity of their teeth whitening results and minimize the risk of potential complications.

However, it's crucial to include a disclaimer that the information provided in the training serves as a general guide and may not account for individual circumstances, insurance coverage, or legal considerations. It's important to emphasize that the training does not provide indemnity against litigation and that clients should consult their own legal and insurance advisors for personalized guidance.



AFTERCARE

Teeth whitening aftercare is essential to maintain the results achieved and promote oral health. Here are some important guidelines for teeth whitening aftercare:

Avoid Staining Foods and Beverages: For at least 24-48 hours after the treatment, it is recommended to follow a “white diet.” This means avoiding foods and beverages that can stain the teeth, such as coffee, tea, red wine, dark berries, tomato-based products, and colored sauces. Opt for lighter foods and clear beverages during this period.

Limit Tobacco Use: Smoking or using tobacco products can contribute to teeth discoloration. To maintain the whitening results, it is best to refrain from smoking or using any tobacco products, as they can stain the teeth again.

Practice Good Oral Hygiene: Continue to brush your teeth at least twice a day with a soft-bristled toothbrush and fluoride toothpaste. Additionally, floss daily to remove plaque and prevent staining between the teeth.

Use Whitening Toothpaste: Consider using a whitening toothpaste as part of your daily oral care routine. Whitening toothpaste contains mild abrasives that can help remove surface stains and maintain the brightness of your teeth. However, it is important to choose a reputable brand and follow the instructions for use.

Attend Regular Dental Check-ups: Schedule regular dental check-ups and cleanings to monitor your oral health and ensure the longevity of your teeth whitening results. Professional cleanings help remove any surface stains or plaque buildup that may affect the appearance of your teeth.



TEETH WHITENING REGULATIONS

IMPORTANT NOTE: This is a guide and you should make an independent investigation into the regulations in your state or country. Although all effort is made we are not able to guarantee this information is correct.

Teeth whitening gel strength regulations can vary between different countries and regions. Here is a general overview of the regulations regarding teeth whitening gel strength in the USA, EU, Canada, and Australia:

United States (USA)

In the USA, the regulation of teeth whitening products is primarily overseen by the Food and Drug Administration (FDA). Over-the-counter (OTC) teeth whitening products can legally contain up to 10% hydrogen peroxide or 35% carbamide peroxide. Higher concentrations of peroxide are typically reserved for professional use and must be administered by licensed dental professionals.

European Union (EU)

The regulations regarding teeth whitening gel strength in the EU are more stringent compared to other regions. In general, the use of peroxide-based teeth whitening products with more than 0.1% (equivalent to 0.3% hydrogen peroxide) is prohibited for non-dental professionals. Higher concentrations of peroxide can only be used by dental professionals within a dental clinic setting.



TEETH WHITENING REGULATIONS

Canada

In Canada, teeth whitening products are regulated by Health Canada. Over-the-counter teeth whitening products available to consumers can contain up to 6% hydrogen peroxide or 18% carbamide peroxide. Higher concentrations of peroxide are typically restricted to professional use and must be administered by dental professionals.

Australia

The regulation of teeth whitening products in Australia is overseen by the Australian Competition and Consumer Commission (ACCC) and the Therapeutic Goods Administration (TGA). Teeth whitening products containing up to 6% hydrogen peroxide or 18% carbamide peroxide can be legally used by non-dental professionals. Higher concentrations of peroxide are generally reserved for dental professionals.

Regulations can change, and it is always advisable to consult the specific regulations and guidelines set by the dental authorities or regulatory bodies in each country or region to ensure compliance with the most up-to-date requirements. Additionally, the availability and regulations surrounding non-peroxide teeth whitening products may differ from peroxide-based products.



PROFESSIONAL APPEARANCE

Personal presentation is important for beauty therapists as it reflects professionalism, attention to detail, and creates a positive impression on clients. Here are some key aspects to consider for personal presentation:

Personal Grooming: Maintain good personal hygiene by ensuring you are clean and well-groomed. This includes showering regularly, brushing your teeth, and having neat and clean hair. Keep your nails trimmed and tidy, and avoid wearing strong perfumes or scents that may be overpowering to clients.

Uniform or Dress Code: Follow the dress code or uniform guidelines provided by your salon or spa. Ensure your uniform is clean, pressed, and in good condition. If there is no specific uniform, choose professional attire that is comfortable yet polished. Avoid wearing clothing that may be too casual or revealing.



PROFESSIONAL APPEARANCE

Hair and Makeup: Keep your hair neat and styled in a way that is professional and easy to manage during treatments. Consider tying your hair back or using hair accessories to keep it away from your face. When it comes to makeup, opt for a natural and polished look that enhances your features without being too heavy or distracting.

Jewelry and Accessories: Keep jewelry minimal and tasteful. Avoid wearing excessive or noisy jewelry that could be distracting or pose a risk during treatments. Opt for simple and professional accessories that complement your overall appearance.

Footwear: Choose comfortable and practical footwear that allows you to move around easily and provides support during long hours on your feet. Closed-toe shoes are often recommended for safety and hygiene reasons.

Hygiene Practices: Maintain good hand hygiene by washing your hands thoroughly before and after each treatment. Use hand sanitizers when necessary, and keep your nails clean and free of chipped polish. Regularly sanitize or change gloves during treatments as required.

Posture and Body Language: Maintain good posture and body language that conveys confidence, attentiveness, and approachability. Stand tall, make eye contact, and greet clients with a friendly and welcoming demeanor.



PROFESSIONAL APPEARANCE

Health and Well-being: Take care of your own health and well-being to ensure you are physically and mentally fit for work. Get adequate rest, eat a balanced diet, and stay hydrated. It's important to prioritize self-care so that you can provide the best possible service to your clients.

Professional Etiquette: Practice professional etiquette by being punctual, attentive, and respectful to clients and colleagues. Maintain confidentiality and always communicate clearly and politely. Demonstrate active listening skills and provide personalized recommendations and advice to clients when appropriate.

Continuous Learning: Stay updated with the latest industry trends, techniques, and product knowledge. Engage in ongoing professional development and training to enhance your skills and expertise as a beauty therapist.

Personal presentation is not just about outward appearance but also about the overall attitude and professionalism you bring to your role. By maintaining a well-groomed and professional image, you will create a positive and confident impression that helps build trust and rapport with your clients.



PERSONAL HYGIENE

Throughout the day, the hands come into direct contact with a variety of objects. Other parts of the body come into contact with external items, either directly or indirectly. Hands, on the other hand, pose the greatest health risk if not frequently sanitised.

Everyone should wash their hands with soap and water at least once a day for at least 20 seconds and dry them completely, preferably with clean, single-use paper towels. If paper towels are not available, other methods such as electric hand dryers can be used; however, hands must still be completely dried. Everyone is required to wash and dry their hands:

- before and after eating
- coughing or sneezing
- going to the toilet
- changing tasks and touching potentially contaminated surfaces



PERSONAL HYGIENE

When it is not possible to wash hands, an alcohol-based hand sanitiser containing at least 60% ethanol or 70% isopropanol as the active ingredient must be used according to the manufacturer's instructions.

Day-to-day activities in a salon entail coming into contact with potentially contaminated people and objects. Cross-contamination is a risk if your hands aren't clean. As a result, it is critical to clean your hands frequently throughout the shift, especially when leaving and returning to the salon and, most importantly, in between clients. Remember to keep the wash area clean and sanitary.

It is critical to use an anti-bacterial product that contains skin moisturising agents so that your hands are not irritated or dehydrated as a result of regular washing.

If your treatment involves direct skin contact, especially with the hands or feet, make sure the clients thoroughly wash or are washed before treatment. After washing, wipe the hands and feet with an alcohol-based sanitizer. Sanitisers provide additional protection not only for employees but also for customers.



WORKPLACE HYGIENE PRACTICES

- It is important to cover coughs and sneezes with an elbow or a clean tissue (and avoid spitting).
- Avoid touching your face, eyes, nose, and mouth with your hands.
- Dispose of tissues and cigarette butts in a sanitary manner, such as in closed bins.
- Before and after smoking a cigarette, make sure to thoroughly wash and dry your hands.
- Clean and disinfect shared equipment and surfaces, including client service stations and seating, after each use.
- Ensure you wash your body, hair (including facial hair), and clothes thoroughly every day.
- Intentional physical contact, such as shaking hands and patting backs, should be avoided.
- Workers should tie back their hair to prevent it from touching clients.



SALON HYGIENE OVERVIEW

Salon hygiene is crucial for maintaining a clean and safe environment for both customers and staff. Here are some basic salon hygiene practices that should be followed:

Hand Hygiene

All salon staff should wash their hands thoroughly with soap and water before and after each client. Alternatively, they can use alcohol-based hand sanitizers with at least 60% alcohol content.

Equipment Sanitization

All salon tools and equipment should be properly sanitized and disinfected between each client. This includes combs, brushes, scissors, clippers, nail files, and any other reusable tools. Follow the manufacturer's instructions for disinfection or use an appropriate disinfectant solution.

Surface Cleaning

Clean and disinfect all work surfaces, such as countertops, tables, chairs, and spa beds, regularly throughout the day. Use disinfectants that are effective against a wide range of pathogens and follow the instructions for proper use.

Disposable Items

Use disposable items whenever possible, such as single-use towels, capes, and gloves. This helps minimize the risk of cross-contamination.

Laundering

Clean and wash towels, capes, and other fabric items after each use in hot water with detergent. Use bleach or an appropriate disinfectant to ensure proper sanitization.



SALON HYGIENE OVERVIEW

Waste Disposal

Have designated and properly labeled containers for the disposal of waste materials, such as used gloves, tissues, and other disposable items. Empty and clean these containers regularly to prevent the buildup of waste.

Personal Protective Equipment (PPE)

Salon staff should wear appropriate PPE, including gloves, masks, and eye protection when necessary, to protect themselves and clients from potential infections.

Ventilation

Ensure proper ventilation in the salon to maintain a fresh and clean environment. This helps reduce the concentration of airborne particles and odors.

Client Health Screening

Before providing services, ask clients about any signs of illness, such as coughing, fever, or respiratory symptoms. If a client appears to be unwell, it is best to reschedule their appointment to prevent the spread of illness to others.

Education and Training

Regularly train and educate salon staff on proper hygiene practices, including hand hygiene, equipment sanitization, and infection control protocols. Stay up-to-date with the latest guidelines and recommendations from health authorities.



WORKSTATION HYGIENE

Sanitizing your workstation in a salon is essential to maintain a clean and hygienic environment. Here's a step-by-step guide on how to effectively sanitize your workstation:

Clear the Area

Start by removing any unnecessary items from your workstation, such as tools, products, and personal belongings. Clearing the area will allow you to properly clean and disinfect all surfaces.

Wear Personal Protective Equipment (PPE)

Put on disposable gloves and, if necessary, a mask and eye protection before starting the sanitization process. This will protect you from potential hazards and ensure a safe working environment.

Cleaning Surfaces

Begin by cleaning all surfaces, including countertops, trays, and chairs. Use a suitable cleaning solution or disinfectant spray and a clean cloth to wipe down these areas thoroughly. Pay close attention to high-touch surfaces, such as drawer handles, switches, and faucet handles.

Disinfecting Surfaces

After cleaning the surfaces, it's important to disinfect them to eliminate any bacteria, viruses, or pathogens that may be present. Follow the instructions on the disinfectant product for the appropriate contact time. Ensure that the disinfectant you choose is effective against a broad range of pathogens.



WORKSTATION HYGIENE

Tools and Equipment

Clean and sanitize all tools and equipment used during the service, such as combs, brushes, scissors, and clippers. Remove any hair or debris, then immerse the tools in a disinfectant solution or wipe them with disinfectant wipes. Allow the tools to air dry or follow the manufacturer's recommended drying method.

Replace Disposable Items

If you use disposable items, such as towels, capes, or liners, replace them with fresh ones for each client. Dispose of used items in designated containers or bags for proper disposal.

Launder Fabric Items

If you use fabric items, such as towels or smocks, collect them for laundering. Wash them in hot water with detergent and, if possible, add bleach or an appropriate disinfectant to ensure proper sanitization. Remember to handle soiled items with gloves and wash your hands afterward.

Empty and Clean Waste Bins

Empty waste bins regularly and clean them with a suitable disinfectant solution. This helps prevent the buildup of waste and potential contamination.

Hand Hygiene

After completing the sanitization process, remove your gloves and wash your hands thoroughly with soap and water for at least 20 seconds. Alternatively, use an alcohol-based hand sanitizer with at least 60% alcohol content.

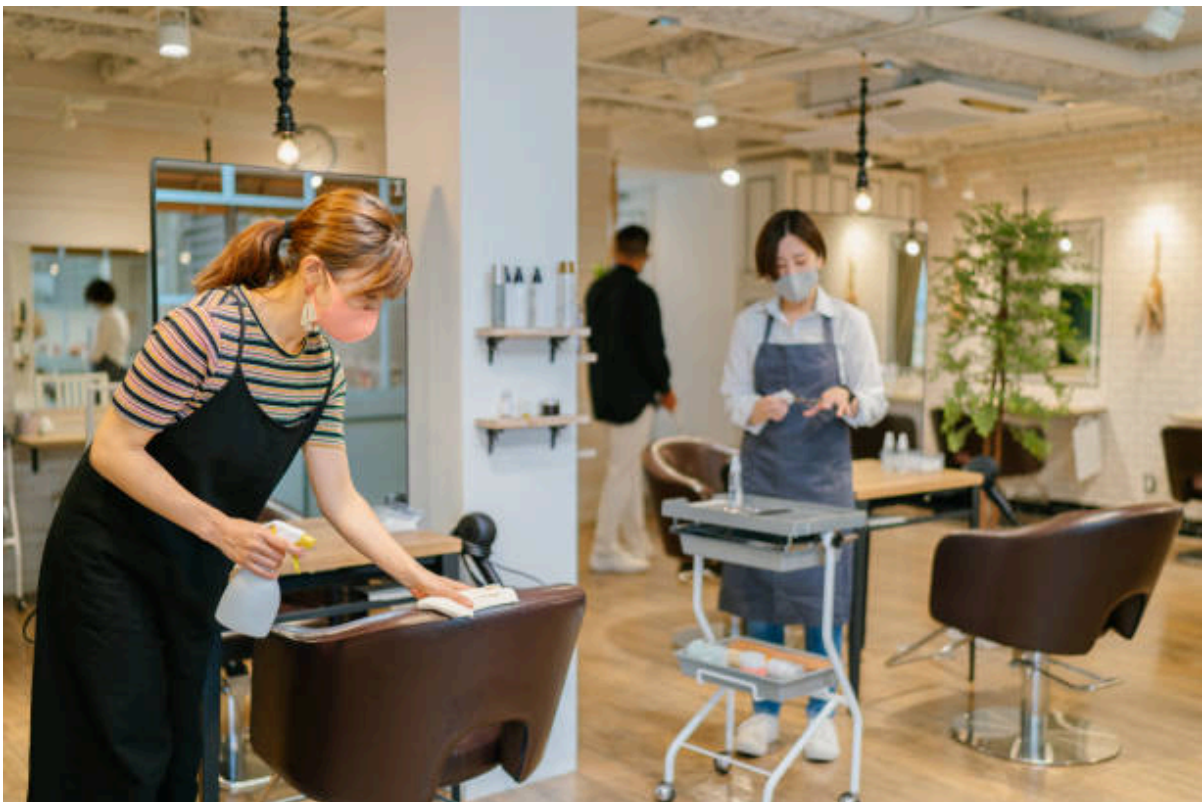


WORKSTATION HYGIENE

Regular Maintenance

Make it a habit to sanitize your workstation regularly, ideally between each client. This practice helps maintain a clean and safe environment throughout the day.

Stay informed about the latest guidelines and recommendations from health authorities regarding salon hygiene practices. By following these steps, you can ensure a sanitized and hygienic workstation that promotes the well-being of both you and your clients.



STERILIZING TOOLS

Sterilizing salon tools is crucial to prevent the spread of infections and maintain a hygienic environment. Here's a step-by-step guide on how to effectively sterilize salon tools:

Clean the Tools

Before sterilization, it's important to clean the tools thoroughly to remove any debris, hair, or product residue. Use warm water, mild soap or detergent, and a brush to scrub the tools gently. Rinse them with clean water to remove any remaining soap.

Choose an Appropriate Sterilization Method

There are different methods available for sterilizing salon tools, depending on the type of tools and equipment you are working with. Here are some common sterilization methods:

Autoclave

Autoclaves use high-pressure steam to sterilize tools effectively. Follow the manufacturer's instructions for loading the tools into the autoclave and ensure they are placed in sterilization pouches or trays designed for autoclaving.

Dry Heat Sterilization

Dry heat sterilizers use high temperatures to kill pathogens. Place the cleaned tools in a dry heat sterilizer and follow the manufacturer's instructions for temperature and duration.



STERILIZING TOOLS

UV Sterilization

Some tools can be sterilized using ultraviolet (UV) light. Place the tools in a UV sterilization unit and follow the manufacturer's instructions for the recommended exposure time.

Chemical Sterilization

Chemical sterilization involves immersing tools in a sterilizing solution, such as glutaraldehyde or peracetic acid. Follow the manufacturer's instructions for the appropriate concentration, contact time, and method of use. Ensure proper ventilation when using chemical sterilants.



STERILIZING TOOLS

Follow Proper Sterilization Protocol

Regardless of the sterilization method chosen, it's important to follow these general guidelines:

Ensure the tools are completely dry before sterilization, as moisture can interfere with the effectiveness of the sterilization process.

Place the tools in sterilization pouches, trays, or containers designed for sterilization. This helps maintain the sterility of the tools until they are needed.

Monitor and record the sterilization parameters, such as temperature, pressure, or exposure time, as required by local regulations or salon policies.

Store Sterilized Tools Properly

Once the tools are sterilized, store them in a clean and dry environment. Consider using covered storage containers or drawers to protect the tools from dust and contamination until they are needed.

Regularly Monitor and Maintain Sterilization Equipment

If you are using equipment like autoclaves or dry heat sterilizers, ensure they are regularly serviced, calibrated, and maintained according to the manufacturer's guidelines. This helps ensure their effectiveness and reliability in sterilizing salon tools.

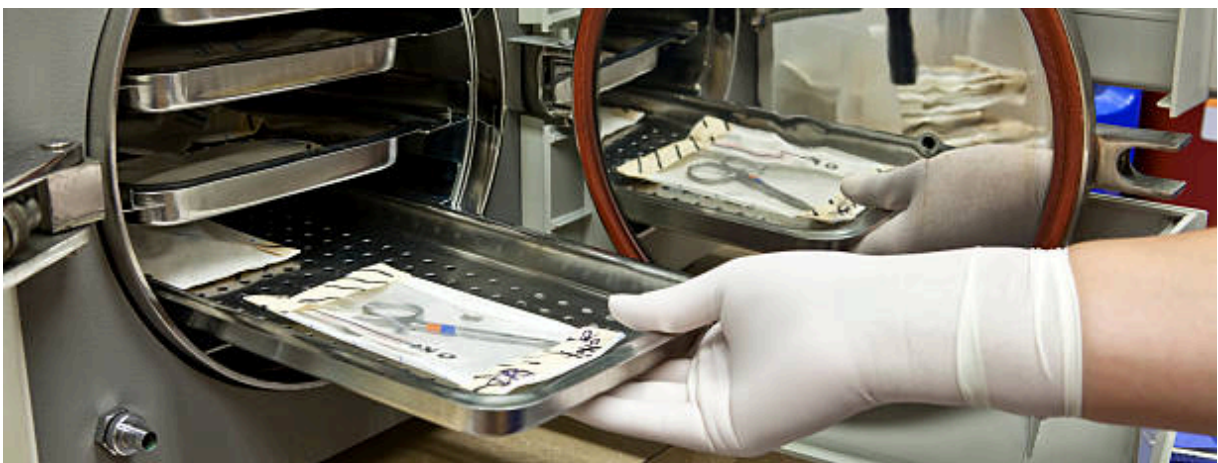
Follow local health regulations and guidelines when it comes to sterilizing salon tools. Regularly review and update your sterilization protocols based on industry best practices and recommendations from relevant health authorities.



AVOID CROSS INFECTION

Cross-contamination occurs either by a person to person contact or through indirect contact via a contaminated object. To prevent the occurrence of cross-infection, here are rules you must follow at your salon/clinic:

- Have a clear understanding to recognise signs of infection
- Avoid contact with an infected person that may put clients at risk.
- Regular sanitisation of treatment areas and work stations is essential.
- Present clients with a fresh clean towel and/or gown during treatments.
- Always wash hands before, during, and after treatments with each client.
- Clean and sterilise tools, equipment, surfaces and machines in between each client.
- Wear protective items during treatments such as gloves, apron, gown and mask where required.
- Correct disposal of waste is a necessity. Dispose of all wastes in a lined trash bin during treatment.
- Drinking and eating should be prohibited inside the salon.



SANITATION V'S STERILISATION?

Sanitation refers to actions that clean and eliminate dirt in order to reduce contamination. Sanitation practices promote cleanliness but do not completely eliminate microorganisms.

Sterilisation, on the other hand, refers to measures that successfully eradicate microorganisms in order to create a sterile environment.



Sanitation

Hands should be washed with antibacterial or disinfectant soap. Disinfect and antiseptic products should be used on equipment and workstations.

SANITATION V'S STERILISATION?

Sterilisation

Sterilizing metal beauty instruments is an important step in maintaining hygiene and preventing the spread of infections in a beauty salon. Here's a general guide on how to sterilize metal beauty instruments:

Clean the instruments: Before sterilizing, make sure to clean the instruments thoroughly with warm water and soap to remove any dirt, debris, or product buildup. Rinse the instruments and dry them completely.



STERILISATION METHODS

Choose a sterilization method

There are several ways to sterilize metal beauty instruments, including autoclaving, dry heat sterilization, and chemical sterilization. Follow the manufacturer's instructions or consult with a medical professional to choose the appropriate method for your instruments.

Autoclaving: Autoclaving is the most effective method of sterilization and involves using high-pressure steam to kill bacteria, viruses, and other microorganisms. Place the instruments in a sterilization pouch or wrap them in a sterilization wrap and place them in the autoclave. Follow the manufacturer's instructions to operate the autoclave.

Dry heat sterilization: Dry heat sterilization involves heating the instruments to a high temperature to kill microorganisms. Place the instruments in a dry heat sterilizer and follow the manufacturer's instructions to operate it.

Chemical sterilization: Chemical sterilization involves soaking the instruments in a chemical solution that kills microorganisms. Follow the manufacturer's instructions on how to prepare the solution and how long to soak the instruments.

Store the instruments: Once the instruments are sterilized, store them in a clean, dry, and covered container until they are ready to use.



KEEP WORK SURFACES HYGIENIC

To avoid cross-infection, it is critical that work surfaces in the salon be cleaned on a regular basis. Keeping work surfaces clean, organised, and tidy improves the appearance of a salon or clinic.

Invest in high-quality cleaning products to ensure the highest level of hygiene effectiveness. Professional-grade cleaning products designed to clean and disinfect specific types of work surfaces. Disinfectant wipes are a must-have in your salon cleaning arsenal because they remove small particles like dust and allergens. Spray disinfectants or refillable spray bottles for cleaning products can also be used for a more practical cleaning solution in areas that require them.

Phones and keyboards, which are commonly used by all personnel and clients, are excellent hosts for microorganisms. It is also critical to clean these items with disinfectants.



CLEANING CHAIRS & BEDS

Salon chairs and beds are typically made of PVC or vinyl. These surfaces are popular in salons and clinics because they are long-lasting and easy to clean. It is critical to use a cleaning product that can safely clean PVC and vinyl. Alcohol-based cleaning agents should not be used on these materials because they can damage the material and cause cracking. Cracked surfaces cannot be disinfected properly and become breeding grounds for bacteria. To protect your clients' health and safety, any chairs with cracked surfaces should be replaced or recovered.

Chairs and couches must be cleaned on a regular basis. When bacteria or infection from one client is not thoroughly removed from surfaces between clients, it can spread to the next. To prevent cross-infection, thorough cleaning practises should be implemented in the salon.



TEETH WHITENING AFTERCARE

Do's



Brushing and flossing regularly can help you keep those teeth looking clean and bright for weeks after treatment.



Don'ts



Avoid all dark staining foods like soy sauce, red meat, chocolate and all fruit except bananas.

Do's



Use an at-home teeth whitening kit for maintenance.



Don'ts



Avoid any dark staining drinks like Tea, Coffee, Red Wine, coloured soft or alcoholic drinks etc.

Do's



Drink beverages using a straw. This can limit enamel staining and is a great way to continue that coffee habit without the guilt.



Don'ts



Avoid smoking for 24 hours, smoking a cigarette within the first 24 Hours will stain your teeth.

Do's



Use whitening toothpaste. Either gel-based or cream-based toothpaste will work and may help prevent stains and discolouration as well.



Don'ts



Don't apply lipstick immediately after the teeth whitening session. It can stain your teeth and leave behind residue.

Do's



Eat clear or white foods like cauliflower, fish, potatoes, plain pasta, milk, water, and white wine for the first few days after any whitening treatment while the enamel hardens again.



Don'ts



Don't skip a healthy diet. Make sure you're taking your vitamins and eating plenty of protein so that your teeth stay strong and resilient.

Teeth Whitening

CONSULTATION FORM

Would you like to be added to our subscriber list in order to receive information about upcoming discounts, promotions, contests etc.?

☐ YES! Sign me up!

☐ No, thanks

Personal Information

FULL NAME

D.O.B.

AGE

PHONE

ADDRESS

EMAIL

Emergency Contact Name

Phone #

Dental History

Have you had teeth whitening before?

Yes ☐ No ☐

If yes, please state when:

Do you have any crowns, bridges, veneers, or fillings?

Yes ☐ No ☐

If yes, please state where:

Do you have sensitive teeth?

Yes ☐ No ☐

When was your last dental visit?

Do you currently or have you had any of the following? Please check all that apply:

☐ Bleeding Gums

☐ Genetic Disorder

☐ Tooth Discoloration

☐ Dental Trauma

☐ Sores in Mouth

☐ Untreated Dental Issues

Are you, or could you be pregnant/breastfeeding?

Yes ☐ No ☐

Are you currently taking any medications?

Yes ☐ No ☐

If yes, please explain:

Do you have any other allergies?

Yes ☐ No ☐

If yes, please list:

Lifestyle

Do you use any of the following? Please check all that apply:

☐ Coffee

☐ Tea

☐ Red Wine

☐ Dark Sodas

☐ Tobacco Products

☐ Other: _____

By signing below, I agree to the following:

I have completed this form to the best of my ability and knowledge. I agree to inform the technician of any changes in the above information. I agree that I do not have any condition(s) that would make the requested treatment unsuitable. I will inform the technician of any discomfort I may experience to allow them to adjust accordingly. I agree to waive all liability toward my technician for any injury or damages incurred due to any misrepresentation of my health.

Client Name

Client Signature Date



Informed Consent for Teeth Whitening

Teeth whitening is a cosmetic procedure designed to bleach the stains on the surface of my teeth and will not change my natural enamel colour and will only bleach the stains on the surface of the tooth enamel. The process will involve peroxide gel is used on the surface of my teeth and accelerated with a lamp. Teeth whitening will not be beneficial for stains and discolouration inside the tooth enamel. Teeth whitening treatments are not intended to lighten the following types of teeth: Artificial teeth, Caps, Crowns, Veneers, Porcelain, Composite and Other restorative materials.

I understand that teeth with the following may not lighten and are usually best treated with other non-bleaching alternatives. Multiple fillings, Cavities, Chips, Cracks.

I understand that teeth with the following may not whiten or be improved as well and may need multiple treatments or may not whiten at all. Multiple colorations, Bands, Splotches, dark shadows due to tetracycline use etc. White spots due to Fluorosis, Teeth with a dead nerve.

I understand that the results of my whitening are not guaranteed and results vary.

I understand that although my technician has been trained in the proper use of the in-office whitening system they are not a dental practitioner and the treatment is not without risk. I understand that some of the potential complications of this treatment include, but are not limited to: Blisters, Tooth Sensitivity or discomfort, Fluorosis enhancement, Gum irritation

I understand that while some tooth sensitivity is normal and should only last for a few days, the following may make my teeth more sensitive after the treatment and may make the sensitivity last longer: Existing sensitivity
Tooth recession, Exposed dentin, Exposed root surfaces, Severely worn teeth, Damaged or missing enamel
Cracked teeth, Cavities, Leaking fillings.

I understand that this procedure should not be administered to me if I am pregnant, nursing, have not seen a dentist in two years, have unfilled holes in my teeth, have a temporary crown, or have untreated gum disease.

I understand that it is natural for teeth that underwent the whitening treatment to regress somewhat in their shading posttreatment. I understand that this is natural and should be very gradual but it can be accelerated by exposing the teeth to various staining agents such as dark-coloured liquids (coffee, tea, dark soda), all tobacco products, mustard or ketchup, red wine, soy sauce, berries, berry pie, and red sauces like tomato sauce.

I understand that the results of the whitening treatment are not intended to be permanent and repeat treatments may be needed further to maintain the whitening result.

After treatment, I will be required to refrain from consuming any substances that could discolor my teeth for the first 24 hours after treatment. These substances include but are not limited to dark-colored liquids (coffee, tea, dark soda), all tobacco products, mustard or ketchup, red wine, soy sauce, berries, berry pie, and red sauces like tomato sauce.

I have voluntarily elected to undergo this treatment/procedure after the nature and purpose of this treatment has been explained to me. I understand and acknowledge that there are risks involved with the treatment I will be receiving. Although it is impossible to list every potential risk and complication, I have been informed of possible benefits, risks, and complications, and I have had the opportunity to ask questions regarding these risks and other possible complications.

Client Name

Client Signature Date



Informed Consent for Teeth Whitening

GENERAL: I acknowledge that I am purchasing a self-administered teeth whitening kit that is designed to whiten the colour of my teeth. As a part of the purchase, I am asking for assistance in the use of my teeth whitening kit, and I understand that I will be allowed to use a specially designed LED Lamp in order to accelerate the whitening process. Most natural teeth can benefit from a teeth-whitening treatment, I understand that everyone's teeth are different and that results will vary. I understand that people with yellowish teeth generally get the best results and that if my teeth have spots due to tetracycline use (greyish tint) or fluorosis, these will be difficult to whiten. Also, if I have artificial teeth, caps, crowns, veneers, porcelain, composite or other restorative materials, I shouldn't expect dramatic results from this treatment because the peroxide gel will not whiten (or damage) artificial dental work. Also, I am aware that my teeth will never be whiter than the white colour my genes naturally allow. Potential risks although whitening treatments are generally safe, I understand that some of the potential complications of this treatment include, but are not limited to:

GUM/LIP IRRITATION: Whitening gel that comes in contact with gum tissue or the lips during the treatment may cause inflammation or whitening of these areas. This is due to inadvertent exposure of small areas of those tissues to the whitening gel. The inflammation and/or whitening of gums and lips is transient, and the colour change of the gum tissue should reverse within 30 minutes. I may feel a stinging and tingling sensation on these soft tissues during the treatment if the gel comes in contact with them.

TOOTH SENSITIVITY: Although uncommon, some customers can experience some tooth sensitivity during the first 24 hours after the whitening treatment. People with existing sensitivity, recently cracked teeth, micro-cracks, open cavities, leaking fillings, exposed roots, or other dental conditions that cause sensitivity may find that those conditions increase or prolong tooth sensitivity after the treatment.

SPOTS OR STREAKS: Some customers may develop white spots or streaks on their teeth due to calcium deposits that naturally occur in teeth. The peroxide gel does NOT cause these spots. The gel just brings the already existing calcium deposits out and makes them visible again. These usually diminish over time.

RELAPSE: After the treatment, it is natural for teeth' colour to regress somewhat over time. This is natural and should be very gradual, but it can be accelerated by exposing the teeth to various staining agents, such as coffee, tea, tobacco, red wine, colas, etc. I realize that I should not eat or drink anything except water for 60 minutes after the treatment because the gel opens the pores of my enamel and makes my teeth very vulnerable to staining agents. I understand that the results of the treatment are not intended to be permanent and that secondary, repeat or touch-up treatments may be needed for me to maintain the colour I desire for my teeth.

ELIGIBILITY: I understand that this treatment CANNOT be used by pregnant or lactating women, people under the age of 16, people with gum disease, open cavities, leaking fillings, or other dental conditions, or people with a known allergy to peroxide and/or to aloe vera. I am not currently taking photoreactive drugs or have consulted with my physician about the use of an LED accelerator lamp with these treatments (Chlorthiazide, Hydrochlorothiazide, Chlorthalidone, Naprosyn, Oxaprozin, Nabumetone, Piroxicam, Doxycycline, Ciprofloxacin, Ofloxacin, Psoralens, Democlocyline, Norfloxacin, Sparfloxacin, Sulindac, Tetracycline, St. John's Wart, Isotretinoin, Tretinoin). People that have had braces removed should wait for cement residue to wear off before getting a teeth whitening treatment and people with a piercing or other metal objects in the oral cavity should remove them before the treatment as they may turn black. If I feel a sharp pain on a particular tooth during the treatment I should stop the treatment and contact my dentist since this could be a sign of an open cavity.

By signing this document, I indicate that I am not ineligible as per the criteria listed above, that I have read and fully understand this entire document including the possible risks, complications and benefits that can result from the treatment, and that I am performing this treatment under my own responsibility and will not hold [YOUR BUSINESS OR TRADING NAME HERE], its owners, suppliers or any of its employees liable for any of the above risks that I may experience. I also certify that I have healthy teeth and gums.

Client Name

Client Signature Date



Teeth Whitening Aftercare

THE WHITE DIET

After a teeth whitening treatment, the pores of your enamel are open and this makes them extra vulnerable to any stains which can reverse a lot of the whitening benefit from your treatment. Follow the White Diet for 24-48 hours after a teeth whitening treatment. Once the pores close, which usually happens within 24-48 hours after the procedure, you can resume your normal habits. An easy rule to remember is anything that would stain white fabric; Avoid it!

Remember though the more staining your diet the faster you will re-stain your teeth. Taking care with what you eat will keep your smile whiter for longer.

NON-STAINING BEVERAGES:

- ☐ Water
- ☐ Sparkling Water
- ☐ Milk

BEVERAGES to AVOID:

- ☐ Lemonade, Orange Juice, Any Acidic Fruit Juice
- ☐ Tea and Coffee
- ☐ Colas and Other Fizzy Drinks
- ☐ Energy Drinks

NON-STAINING ALCOHOLIC DRINKS:

- ☐ Vodka
- ☐ Gin
- ☐ White Wine
- ☐ Champagne

ALCOHOLIC DRINKS TO AVOID:

- ☐ Red Wine
- ☐ Stout or Dark Beer
- ☐ Coloured mixed drinks
- ☐ Coloured Cocktails
- ☐ Dark Spirits

FOOD YOU CAN HAVE:

- ☐ Chicken
- ☐ Turkey
- ☐ White Fish
- ☐ White Rice
- ☐ White Pasta
- ☐ White Sauce
- ☐ Cauliflower
- ☐ Cottage Cheese
- ☐ Potatoes (NO skin)
- ☐ Bananas
- ☐ Peeled apples



Teeth Whitening Aftercare Cont'd

FOODS TO AVOID:

Try to avoid foods with colour. The more colourful, the more likely it can stain your teeth.

- Coloured fruit and vegetables i.e. capsicum, Carrots and Orange Fruits and Vegetables
- Broccoli, Spinach and Green Vegetables
- Dark and milk chocolate
- Rye and dark Bread
- Tomatoes and Red Sauces such as Spaghetti Sauce
- Curries and pickles
- Beetroot
- Berries
- Butter and Margarine
- Coloured lollies

ADDITIONAL INFORMATION

Avoid extremely hot or cold liquids. These are dangerous to your white smile because they change the temperature of your teeth. This temperature change (hot and cold cycling) causes teeth to expand and contract, allowing stains to penetrate your teeth. Try cutting down on these types of drinks (including coffee and tea) or try drinking them with a straw to reduce the amount of time they are in contact with your teeth.

Avoid foods and drinks that are acidic. Acidic foods and beverages open up the pores of the tooth enamel allowing stains to more easily penetrate your teeth. Use a straw to help minimize the contact of these substances with your teeth.

Cut back on drinking and smoking. Frequent consumption of alcoholic drinks and heavy smoking can reverse the effects of teeth whitening. Many alcoholic drinks such as wine have tannins that can stain the teeth. The same goes for the nicotine in tobacco. If you cannot quit drinking and smoking, at least try and reduce the frequency. Alcohol also reduces your resolve to avoid food that may stain your teeth.

Use smudge-proof lipstick. Use smudge-proof lipstick to keep lipstick from getting on your teeth because regular lipstick can stain teeth. Also, avoid tinted lip balm.

For long-lasting results, be sure to follow The White Diet during and after every teeth whitening even treatment with a home touch up kit.

You may have a follow-up treatment in 4 months if you desire. Keep in mind the more regularly you have a teeth whitening treatment the smaller the results of the treatment will be as there are not as many stains to bleach.



Teeth Whitening FAQs

Q: How long does a treatment take?

A: Less than one hour is all you need to achieve maximum results.

What will I experience during this procedure?

You may feel a slight tingling, or bubbling against your teeth for the first few minutes. This is normal and is a sign that the gel is producing the oxygen that does the work of bleaching.

Q: What results can be expected?

A: This depends on each individual and the extent of discoloration but generally from 5-14 shades lighter can be achieved. The more stained your teeth the more dramatic the result will be. The results are also relevant to how regularly you have a teeth whitening procedure or use home whitening treatments. Where whitening is done every 6-12 months it is considered a maintenance procedure and results will be less dramatic.

Q. Should teeth whitening be done by a Dentist?

A. Teeth whitening is a cosmetic procedure that is non-dental.

Q: Is teeth whitening safe?

A: Teeth whitening is safe to have done by a professional technician up to 3-4 times per year.

Q: Is teeth whitening for everyone?

A: Teeth whitening is not recommended for children under 16 years of age or for women who are pregnant or breastfeeding. Do not have a teeth whitening treatment if you have gum disease or are requiring dental work.

Q: How long will the treatment last?

A: Teeth will maintain their fresh new appearance for a year or more. Re-staining depends largely on diet and lifestyle.



Appointment Cancellation Policy

We are dedicated to our clients and their needs; however last-minute cancellations and no-shows to appointments greatly affect our business.

We understand that circumstances arise that do not allow you to keep your appointment, but please remember to be courteous to us as we are a small business and our other clients are often on a waiting list, by calling the respective salon no later than 24 hours prior to your appointment to cancel if you cannot make it, this enables us to make sure other clients don't miss out on potential appointments.

Attempts to cancel your appointment through any of our social media platforms are not an acceptable means of cancellation.

The following policies apply:

Cancellations:

You must call no later than 24 hours prior to your appointment by calling the salon that your appointment is booked with. A friendly reminder text is sent out 48 hours prior to your booking to help you avoid any cancellations fees, however, please understand that it is your responsibility to remember your appointment dates and times to avoid any late arrivals, missed appointments or no-show fees. Cancelling or rescheduling less than 24 hours before your appointment will incur either a 50% charge of your total booking cost or a loss of a previously paid deposit. With enough notice, we will endeavour to fill your appointment prior to adding the charge to your account where applicable. Any decision to waive any fees will be made at management's absolute discretion.

No Shows:

If there are 2 or more no-shows to any appointment, we will then require a 50% deposit to be paid over the phone prior to booking any future appointments. If 3 or more no-shows occur your 50% deposit will be forfeited via PayPal directly back to your account. No refunds will be made for cancelling 24 hours prior to your booking.

Deposits:

Appointments require a 50% deposit to be paid over the phone or when booking online, if you require to reschedule or cancel your appointment you must contact the salon and the 24-hour cancellation policy will apply.

Online bookings:

If you need to cancel an appointment prior to the 24-hour cancellation policy cut off period, you must call the salon location your booking is made and we will process your refund

Gift Vouchers:

This voucher is valid until the expiry date specified and cannot be redeemed or replaced after this date. We are not responsible for lost or stolen vouchers and is not responsible for replacing a voucher that has been lost or stolen.

Gift Vouchers are non-refundable and cannot be exchanged for cash.

Client Name

Client Signature Date



Photo & Video Release Form

I,, hereby grant and authorize

.....

the right to take, edit, alter, copy, exhibit, publish, distribute and make use of any and all pictures, video, and/ or audio taken of me to be used in and/ or for any lawful promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, press kits, websites, social media sites and other print or digital communications without payment or any other consideration.

This authorization extends to all languages, media, formats, and markets now known and later discovered.

I will be consulted about the use of the photograph and/ or video recording for any purpose other than those listed below:

- promotional materials;
- printed and/ or digital advertisements;
- educational presentations or courses;
- informational presentations;
- online educational courses;
- educational videos;
- social media posts.

There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed.

By signing this form I acknowledge that I have completely read and fully understand the above release and agree to be bound thereby. I hereby release any and all claims against any person or organization utilizing this material for educational purposes.

Full name

Street address

Postal Code Phone

Email address

Signature

Date



SURVEY FORM

We appreciate you choosing [SALON NAME] for your beauty treatment. Please take the survey & leave a remark below to help with future improvement.

Personal information

Name

Gender

Address

Email

Phone

Question 1. How did you enjoy your treatment?

Question 2. How did you find you therapist?

Question 3. How did you enjoy the ambiance of the salon?



CUSTOMER SURVEY

Thank you for shopping with us! Please take a few minutes to rate us so we can serve you better.

	Very Bad	Bad	Neutral	Good	Excellent
How was your treatment experience?	☐	☐	☐	☐	☐
How was the personality of your therapist?	☐	☐	☐	☐	☐
How skilled did you feel your therapist was?	☐	☐	☐	☐	☐
How did you like the ambiance of the salon and treatment room?	☐	☐	☐	☐	☐
How comfortable were you with the consultation and aftercare information?	☐	☐	☐	☐	☐

How else can we improve?

Your Name:

Date:



CUSTOMER SATISFACTION SURVEY

Your opinion is valuable to us! Please help rate our customer service to you by filling out a few questions about your in-store experience. Your feedback is essential to help us improve.

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NO OPINION	SOMEWHAT AGREE	STRONGLY AGREE
Our salon is clean and feels hygienic	☐	☐	☐	☐	☐
The staff is welcoming and makes me feel good	☐	☐	☐	☐	☐
I was able to be seen in a timely manner	☐	☐	☐	☐	☐
The quality of service will keep me coming back	☐	☐	☐	☐	☐

Please provide any additional feedback for our staff.

Thank you for your time!

Optional: Would you be willing to be contacted by one of our customer care representatives about your answers?

YES

NO

Name:

Phone:

Email:

