

# DACUM Research Chart for Esthetician

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Duties		Tasks				
A	<b>Sanitize Work Space</b>	<b>Aa Sanitation between clients</b>	Aa1 Discard disposable implements/tools	Aa2 Change SMA	Aa3 Dispose of trash	Aa4 Change linens (e.g., sheeting, towels, blankets)
		Ab2 Dust countertops, furniture, display areas	Ab3 Launder linen	<b>Ac Weekly sanitation</b>	Ac1 Change face steamer water	Ac2 Clean face steamer
B	<b>Prepare For Client</b>	B-1 Wash hands before & after touching anything	B-2 Prepare wax pot for client service	B-3 Prepare steamer for client service	B-4 Prepare magnifying light for client service	B-5 Prepare linens for client service
C	<b>Conduct Client Consultation (All Services)</b>	C-1 Greet client	C-2 Evaluate record card	C-3 Check for skin diseases, irritations, disorders	C-4 Refer client to physician if service cannot be performed	
D	<b>Select Esthetic Tools &amp; Products</b>	D-1 Select containers to dispense product	D-2 Gather service implements & towels	D-3 Dispense client-appropriate product	D-4 Verify placement order of product on pallet	
E	<b>Teach Basic Skin Care</b>	E-1 Review post-service skin analysis	E-2 Recommend product to obtain skin care expectations	E-3 Explain skin care product use for home care	E-4 Discuss unique client history (e.g., lifestyle, health, age, occupation, heredity)	
F	<b>Perform Client Facial &amp; Back Services</b>	F-1 Refer to Task C-4	F-2 Analyze client's skin (Basic, Express)	F-3 Remove eye & lip makeup	F-4 Perform cleanse I	F-5 Perform cleanse II
		F-13 Apply client-appropriate mask	F-14 Remove mask with steamed towel	F-15 Apply client-appropriate moisturizer	F-16 Apply sun block (SPF 15-30)	F-17 Instruct client to redress
G	<b>Perform Advanced Esthetic Techniques</b>	<b>Ga Glycolic treatment series:</b>	Ga1 Refer to Task C-4	Ga2 Apply 24-hour pd test prior to service	Ga3 Determine pd test results (positive/negative)	Ga4 Analyze client's skin for glycolic treatment
		Ga10 Instruct client to redress after glycolic	Ga11 Meet client in reception area after glycolic treatment		Ga12 Review safety precautions with client	<b>Gb Acne facial:</b>
		Gb8 Apply post-extraction solution after acne treatment	Gb9 Tone client's skin after acne treatment	Gb10 Apply client-appropriate mask after acne treatment		Gb11 Remove mask with cool towel
H	<b>Perform Waxing Services</b>	H-1 Refer to Tasks C1-4	H-2 Prepare SMA	H-3 Prepare wax equipment	H-4 Determine wax procedure	H-5 Prepare client for wax service

Aa5 Wipe down bed with disinfectant spray	Aa6 Replace linen on facial bed	Aa7 Wipe down lamp & table with disinfectant spray	Aa8 Disinfect reusable implements & tools			<b>Ab End-of-day sanitation</b>	Ab1 Clean floors
Ac3 Clean wax pots	Ac4 Change disinfectant solution as needed	Ac5 Clean out steamed towel cabinet					
B-6 Prepare room ambience for client service (e.g., candle, aromatherapy, music, dim lights)		B-7 Prepare self for client service (e.g., relax, focus, breath mint)		B-8 Determine if client is new or repeat			
C-5 Determine client-appropriate product	C-6 Determine client-appropriate service	C-7 Prepare client for service					
E-5 Give skin care product samples	E-6 Advise clients on effects of sun on skin						
F-6 Apply disencrustation	F-7 Perform extractions	F-8 Apply post-extraction solution	F-9 Tone client's skin	F-10 Apply client-appropriate massage	F-11 Perform client-appropriate massage	F-12 Remove massage residue with steamed towel	
F-18 Meet client in reception area							
G-a5 Remove eye & lip makeup prior to glycolic treatment		G-a6 Perform cleanse I for glycolic treatment	G-a7 Apply glycolic serum	G-a8 Apply client-appropriate moisturizer after glycolic treatment		G-a9 Apply sun block after glycolic treatment	
Gb1 Refer to Tasks C1-4	Gb2 Identify type of acne	Gb3 Remove lip & eye makeup before acne treatment	Gb4 Perform cleanse I for acne treatment	Gb5 Perform cleanse II for acne treatment	Gb6 Apply disencrustation for acne treatment	Gb7 Perform extractions for acne treatment	
Gb12 Apply client-appropriate moisturizer for acne		Gb13 Apply sun block after acne treatment	Gb14 Instruct client to redress after acne treatment	Gb15 Meet client in reception area after acne treatment			
H-6 Cleanse the skin area	H-7 Apply powder if needed	H-8 Determine wax temperature	H-9 Apply wax	H-10 Apply linen/phellan if needed	H-11 Remove wax	H-12 Apply soothing ointments	H-13 Meet client in reception area after waxing

# DACUM Research Chart for Esthetician

Duties		← Tasks				
<b>I</b>	<b>Perform Body Wrap</b>	<b>Ia Body wrap cellulite:</b>	Ia1 Refer to Task C1-4	Ia2 Determine body wrap product	Ia3 Prepare room for body wrap	Ia4 Prepare service appropriate wrapping fabric
		Ia12 Apply sun block (SPF15-30) after body wrap	Ia13 Instruct client to redress after body wrap	Ia14 Meet client in reception area after body wrap	<b>Ib Body scrub</b>	Ib1 Refer to Duty C1-4
		Ib9 Apply sun block (SPF15-30) after body scrub	Ib10 Instruct client to redress after body scrub	Ib11 Meet client in reception area after body scrub		
<b>J</b>	<b>Promote Future Services</b>	J-1 Participate in community organizations (e.g., women's clubs, functions, church groups)		J-2 Rebook client for next service	J-3 Conduct client follow-up (e.g., telephone calls, cards)	
<b>K</b>	<b>Continue Professional Development</b>	K-1 Participate in continuing education (courses, seminars, educational web sites)		K-2 Attend trade shows and state meetings	K-3 Participate in conferences	K-4 Present guest lectures
<b>L</b>	<b>Perform Administrative Activities</b>	L-1 Record daily services	L-2 Record retail sales	L-3 Record taxes, tips, gifts, & gratuities	L-4 Complete daily bank deposits	L-5 Check salon/spa inventory

## Acronyms

PD	Predisposition
Q.U.A.T.S.	Quaternary Ammonium Compound
SMA	Sanitary Maintenance Area
B	Basic
E	Express
Back treatment (all Euro facial)	

Ia5 Apply product	Ia6 Wrap client with fabric	Ia7 Place client in bed	Ia8 Apply thermal blanket	Ia9 Remove body wrap	Ia10 Towel off body with steamed towels	Ia11 Apply moisturizer after body wrap
Ib2 Determine body scrub product	Ib3 Prepare room for body scrub	Ib4 Prepare client for body scrub	Ib5 Dry brush (scrub) body	Ib6 Apply body scrub	Ib7 Remove body scrub with steamed towels	Ib8 Apply moisturizer after body scrub
K-5 Keep updated on state industry rules & regulations	K-6 Request client evaluation					
L-6 Order salon/spa supplies	L-7 Restock salon/spa shelves	L-8 Consult with financial advisors (e.g., retirement, real estate, insurance)		L-9 Prepare financial reports	L-10 Place reminder client/staff phone calls	L-11 Return skin care product representative calls

**General Knowledge and Skills**

- Listening skills
- Problem solving skills
- Time management skills
- Ability to build and maintain client rapport
- Exceptional interpersonal skills
- Equipment knowledge
- Safety knowledge
- Product knowledge
- Communication skills
- Multitasking skills
- Customer service knowledge and skills
- Knowledge of general good health practices
- Relaxation techniques
- Understand professional liability and accountability
- Consultation skills
- Knowledge of esthetic procedures
- Knowledge of salon management

**Worker Behaviors**

- Punctual
- Confidential
- Consistent
- Respect privacy
- Professional attitude
- Caring
- Professional behavior
- Positive personality
- Maintain close contact with client
- Conscientious
- Attention to detail
- Enthusiastic
- Autonomous
- Ability to follow procedures
- Tactful
- Respectful
- Dependable
- Concerned
- Patient
- Team player
- Dedicated

# Esthetician DACUM Research Chart

## Tools, Equipment, Supplies and Materials

Linen/phellan	Breath mint(s)
Steamer	Soft exfoliating brush
Wax pot	Proper lighting
Wax	Privacy screens
Mask	Ergonomic equipment (bolster, wedge)
Spatula	Step stool
Fan brush	Disinfectant spray
Q-tips	CA state-approved disinfectant solution
Candle(s)	Tongue depressors
Eye pads	Closed linen cabinet
Gloves	Client record card
Cleanser	Business cards
Exfoliate	Promotional materials
Sponges	Eye cream
Towels and cabby	Distilled water
Bowls	Sun block
Toner	Soft 100 percent cotton pledget
Moisturizer	Magnifying light
Palette	Woods lamp

## Future Trends and Concerns

- Estheticians working outside their level of work or certification level
- Keep clients informed on potential contraindications
- Client attrition/retention
- Technology implications; training issues
- Phenomenal industry growth
- Lack of standardization
- Ethics – health and work ethics
- Flexible hours
- Association with medical industry
- Emergence of wellness centers
- Holistic treatments
- Societal emphasis on appearance