



HAI
 HA
 THE
 DES
 CH
 ARI
 Best
 Insp



Caring for Clients

What you say today could change
 your client's life tomorrow.

T
 helped
 ted an
 ens th
 If yo
 day on
 ways yo
 jobs" w

Toe-tal Renovation

A couple of years ago, I was working at a hotel spa when a visiting client came in for a pedicure. She was very diligent with getting pedicures, but never polished because she wouldn't show off her toes. She had a doctor fix her ingrown toenail but, as a result, most of the toenail was removed. She explained to me that she didn't do polish because she was self-conscious and always wore shoes. I explained to her that since she still had a portion of the nail there, I could do an acrylic nail on top and make it look like a real nail. She was hesitant, but agreed. I applied one acrylic toenail and polished all her toes. She left very happy.

A couple of hours later she came back to find me. She wanted to show me the sandals that she had just bought and was wearing. She was crying and telling me "thank you"! She hadn't been able to wear sandals in years.



Jessica Knepper
 Regional Teacher Training Adviser, Nail Technician and Nail Technology Teacher, Tricoci University of Beauty Culture, Chicago

Toe-tal Renovation

A couple of years ago, I was working at a hotel spa when a visiting client came in for a pedicure. She was very diligent with getting pedicures, but never polished because she wouldn't show off her toes. She had a doctor fix her ingrown toenail but, as a result, most of the toenail was removed. She explained to me that she didn't do polish because she was self-conscious and always wore shoes. I explained to her that since she still had a portion of the nail there, I could do an acrylic nail on top and make it look like a real nail. She was hesitant, but agreed. I applied one acrylic toenail and polished all her toes. She left very happy.

A couple of hours later she came back to find me. She wanted to show me the sandals that she had just bought and was wearing. She was crying and telling me "thank you"! She hadn't been able to wear sandals in years.



Jessica Knepper
 Regional Teacher Training Adviser, Nail Technician and Nail Technology Teacher, Tricoci University of Beauty Culture, Chicago

Healing Touch

I had a bone marrow transplant five years ago, and about a year after, I went back to work. Usually in the salon I wouldn't say anything about my medical experience unless someone saw me sitting there without my hairpiece on, and then I'd have to say something. However, one day a client came in who was really not happy, and then she looked at me and said, "Are you all right?"

Match Made in a Hair Salon

Many years ago, a beautiful, single, 25-year-old client with a boyfriend, I had known her for about four years, and of course I knew she and her boyfriend were having problems. While I was cutting her hair, she had mentioned that it was finally over. I asked her twice, "Are you really sure it's over?"

She said, "Most definitely!" I smiled and told her about my other client, Mike. He was 30 years old and a handsome dentist. I told her to go and check him out at his office; there was a picture of him on the wall that was taken while he was doing some volunteer work with children. I said, "Call me and let me know if I can tell him to call you."

She headed over to his office and called me right away. "Oh yes! Please have him call me," she said.

That was the beginning of a budding romance. Every month, as they came in for their regular visits, I would hear how great it was going and how happy they were. Then I got the invitation to the wedding, and I was the guest of honor. It was a lot of fun, and I was really happy to make such a cute match. They now have two adorable children.



Eva Szilagyi
 Owner, Eva Salon,
 Lake Forest, CA