



# WELLNESS TREATMENTS

*New Zents wellness centered enhancements for your spa menu*

CREATE A WELCOMING EXPERIENCE FOR GUESTS WITH STRESS, SLEEP, IMMUNE BOOSTING AND PROBIOTIC ENHANCEMENTS USING ONLY THE MOST PURE AND POTENT PRODUCTS FROM OUR COLLECTIONS.

## STRESS

*Relax the nervous system, boost the adrenals and uplift the mind*

Product Used:

3 Sprays of Zen Blend flower essence to water or tea before or after treatment and infused with our unzented product that are infused with Zen Blend flower essence or Antara Vitality Elixir prior to or after treatment in water.

Treatment Offering:

Welcome Ritual, Scrub, Wrap, Scalp, Rituals, Mani/Pedi

Retail Product to upsell or include in price of treatment:

Retail Size of Zen Blend Oral Tonic

## SLEEP

*Invite a welcome to sleep and rest that is grounded in wellness and harmony in body and mind.*

Treatment Offering:

Welcome Ritual, Massage, Scrub, Wrap, Scalp, Rituals, Mani/Pedi

Retail Product to upsell or include in price of treatment:

Antara Vitality Elixir, Antara Restore Balm, Zen Blend Oral Tonic, Unzented Bath Truffle

## IMMUNE BOOSTING

*Enliven your senses and naturally activate, boost and reinforce the immune system with flower essence and organic full spectrum CBD infused with cinnamon, clove and ginger.*

Treatment Offering:

Welcome Ritual, Scrub, Wrap, Scalp, Rituals, Mani/Pedi

Retail Product to upsell or include in price of treatment:

Vitality Elixir and Zen Blend

## PROBIOTIC

*Heal the body, hydrate and ward off premature aging with our Probiotic Boosters.*

Product Used:

Lotion and Body Oil

Treatment Offering:

Massage, Scrub, Wrap, Rituals, Mani/Pedi

Retail Product to upsell or include in price of treatment:

Lotion, Body Oil or both

WELCOME GUESTS BACK INTO YOUR SPA WITH RITUALS AND SERVICES THAT OFFER  
BOTH A SAFE AND BEAUTIFUL EXPERIENCE.

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## WELCOME & STARTING RITUALS

### **HAND WASHING:**

Restore faith in your hands and heart with this deeply hydrating and nourishing welcome hand wash upon arrival and before your treatment

#### Treatment Offering:

Upon arrival, locker room hand washing area, pre & post service in treatment room.

#### Retail Product to upsell or include in price of treatment:

Body Wash

### **HAND TREATMENT RITUAL:**

Connect, nourish and hydrate dry and distressed hands.

#### Treatment Offering:

A stand alone enhancement for welcome or locker room experience.

#### Retail Product to upsell or include in price of treatment:

Body Polish, Body Wash, Lotion, Concreta

## SALON & NAILS

### **HYDRATING MANICURE & PEDICURE:**

Nourishing and age defying spa manicure and pedicure

#### Treatment Offering:

Anti-Aging Manicure, Detoxifying Pedicure

#### Retail Product to upsell or include in price of treatment:

Truffle, Body Wash, Concreta, Lotion, Body Oil, Body Polish, Attar

### **AROMA JOURNEY (while hair is processing):**

Guests experience the ZENTS collection of aromas and can apply an assortment of products on hands and arms while hair is processing.

#### Treatment Offering:

Aroma Journey

#### Retail Product to upsell or include in price of treatment:

Full ZENTS Collection in guests favorite aroma

### **HOT OIL HAIR TREATMENT:**

Nourish hair, hydrate scalp and relieve stress with a hot oil scalp ritual infused with passion flower to soothe dry scalp.

#### Treatment Offering:

Scalp Ritual

#### Retail Product to upsell or include in price of treatment:

Vitality Elixir and Zen Blend

### **PROBIOTIC:**

Heal the body, hydrate and ward off premature aging with our Probiotic Boosters.

#### Product Used:

Lotion and Body Oil

#### Treatment Offering:

Massage, Scrub, Wrap, Rituals, Mani/Pedi

#### Retail Product to upsell or include in price of treatment:

Lotion, Body Oil or both

Z E N T S

# Z E N T S

## BODY WRAP QUENCH

This can be presented on your spa menu, or offered as an add-on. It can also be a monthly promotion. Let guests know they can choose a personalized scent for their wrap.

TOOLS NEEDED 1. Aroma Station or Concreta Station 2. Scent Journey Card 3. In-room set of seven Massage Oil Bottles (8oz size): EARTH, FRESH, MANDARIN, OOLONG, SUN, ORE, and UNZENTED 4. 1 Dry Hand Towel 5. Plastic or space blanket \*\*Wet room is NOT required for this treatment  
PRODUCTS USED 1. 2 Tbsp Massage Oil 2. 3-4 Tbsp Concreta

### SCENT JOURNEY

- 1) Take guests on a scent journey using the Aroma Station or Concreta Station. Ask them to smell all six scents and choose their favorite scent for the treatment. For example: *"I am going to take you through a scent journey. Let me know which scent is your favorite."*
- 2) Check off the guest's favorite scent (or two) on the Scent Journey Card. Write the guest's name at the top and your name at the bottom of the Card.

### BEGIN WRAP

Start Guest face down.

- 3) FACE CRADLE SCENT Pat 1 pump Massage Oil (in scent chosen) onto dry towel. Use in-room 8oz bottles. Tuck it under the face cradle. This allows your guest to smell the essence while they are facing down. Or pump a small amount of Massage Oil (in scent chosen) into your palms and pat it inside the face cradle.
  - 4) Melt 3-4 Tbsp pre-measured Concreta. Choose either of these melting options:
    - Microwave. Melt Concreta in the dispensary microwave just until liquefied, 30-90 seconds.
    - Towel Cabby. Grab a pre-measured Concreta from the towel cabby (see Quench Basics).
  - 5) Scent the melted Concreta. Add 20 pumps Massage Oil in the guest's favorite scent and stir. Pump Oil directly onto Concreta, for fastest mixing. **Multiple Scents...** If guest likes two scents, use ten pumps of one Oil and ten of the other Oil.
  - 6) INHALATIONS Pump a small amount of Massage Oil (in scent chosen) into your palms. Rub palms together to scent hands. Hold your hands a few inches from guest's face and have them do 3 inhalations.
  - 7) Paint back of the body with half of the Concreta & Oil blend.
- Flip guest over to face up position.
- 8) EYE PILLOW Remove scented towel from under the face cradle. Fold scented towel to form an eye pillow. Place towel over guest's eyes. This allows the guest to smell the essence during the next portion of the wrap.
  - 9) INHALATIONS Pump a small amount of Massage Oil (in scent chosen) into your palms. Rub palms together to scent hands. Hold your hands a few inches from guest's face and have them do 3 inhalations.
  - 10) Paint front side of the body with Concreta.
  - 11) Wrap guest in plastic and space blanket.
  - 12) While guest is wrapped, massage head, neck and shoulders. **Optional:** add hot oil scalp ritual.
  - 13) Remove wrap. Massage excess Concreta into the skin. Tailor massage length to desired treatment time. No additional product is necessary for an extended massage.

14) INHALATIONS Pump a small amount of Massage Oil (in scent chosen) into your palms. Rub palms together to scent both hands. Hold your hands a few inches from guest's face and have guest do 3 inhalations. Beginning and ending treatment with the same ritual brings guests back to center in a space of safety and comfort.

# MANI-PEDI

## PROTOCOL

# MANI-PEDI

Product you will need:

## 1. UNZENTED COLLECTION



UNZENTED  
CONCRETA



UNZENTED  
WASH



UNZENTED  
TRUFFLE JAR



UNZENTED  
LOTION



UNZENTED  
BODY OIL



UNZENTED  
BODY POLISH

You will use UNZENTED product as the base of mani/pedi.  
The products shown above are placed at your station to create an elegant presentation.

## 2. MANI-PEDI AROMATIC OILS



You will use mani/pedi aromatic oils to easily add aroma to the UNZENTED product. The guest's favorite aromatic oil is placed at the station and used with the UNZENTED base.

## 3. AROMA JOURNEY TRAY



Guests use the Aroma Journey Tray to select a favorite aroma as they soak. Self guided.

## 4. PRESENTATION TRAY



FRESH



EARTH



OOLONG



MANDARIN



SUN



ORE



UNZENTED

The presentation tray contains retail testers in the guest's favorite aroma. Tray is placed next to the guest during pedicure. Providing sampling in a guest's favorite aroma dramatically increases retail sales.

# MANI-PEDI PROTOCOL

1 | Greet the guest.

2 | Have them choose polish color.

3 | Begin treatment.

## SOAK

- 1 Truffle, 2-3 pumps of Wash.
- Educate on Truffle and Wash as you place in water.
  - Truffle | Hydrating, detoxifying Bath Truffle. Shea hydrates. Epsom detoxifies. Arnica restores sore, tired feet.
  - Wash | Ultra rich organic shea butter softens heels and cuticles as fruit extracts gently exfoliate.

## AROMA JOURNEY

- Present Aroma Journey Tray to guest.
- Share... "Your mani/pedi comes with the option of your own personal aroma or UNZENTED. Please feel free to smell and pick your favorite and if you have two let me know and I'll create a personal blend just for you"

## CUTICLE WORK

- Get pearl size of UNZENTED Concreta. Place on the top of your hands, then smooth by rubbing your finger back and forth and melting product with your body heat.
- Apply Concreta as cuticle mask - used for organic cuticle remover.
- Push back cuticles.
- Educate on Concreta as you push back cuticles.
  - Concreta | Organic, hand-harvested shea butter is used as a deep conditioning cuticle and spot treatment. By keeping the nail hydrated it helps strengthen nails and promote healthy nail growth.

## AROMA JOURNEY TRAY

- Ask guest which aroma they choose or if they prefer UNZENTED.
- Remove Aroma Journey Tray from guest.
- Get Mani/pedi Aromatic Oil in guest's favorite aroma and place next to UNZENTED product at station.

## PRESENTATION TRAY (recommended for pedicure)

- Place Presentation Tray in guest's favorite aroma or UNZENTED close to them.
- Put pearl size amount of lotion from Presentation Tray in guest's hands. Share that the retail product they see is being used in their treatment, to please enjoy trying all products in their favorite aroma, and it can be found in the retail area.

## EXFOLIATION

- Remove feet from water and COMPLETELY dry off.
- Exfoliate with 1/2 tablespoon (about the size of your thumbprint) of Polish, only the bottom of dry feet first, focus on calluses and dry areas during the treatment.

**Tip:** If feet are ticklish hold liver point firmly and use long, slow strokes.

- Ask guest their favorite preference: "Mr/s \_\_\_\_, would you like coarse or mild exfoliation?"
  - a. Coarse | Pump two pumps of Oil in guest's chosen aroma and apply to legs. Bring Polish that is already on feet (bottom and top) to legs and mix with the Oil on legs. \*Add more Polish if desired.
  - b. Mild | Two pumps of Wash. Get a little water in your hands from the throne. Bring Wash to a nice lather and then bring Polish from feet (bottom and top) up to legs, mix with Wash and Massage. \*Add a little more Polish if desired.

**Tip:** Why is the Wash version milder? Because water dissolves the salt faster and the lather acts as a buffer. However, guest is still getting an exfoliation from the fruit extracts that are in the Wash.

  - c. Educate on Wash and Polish while you scrub their feet.
    - Body Polish | Sugar particles and detoxifying salt particles remove rough, dry skin as shea butter hydrates.
    - Wash | Fruit extracts provide gentle exfoliation for sensitive or freshly shaven skin.

## HYDRATION

### *Lotion and Oil Combo*

- 2 pumps of UNZENTED Lotion and Oil (UNZENTED or in guest's chosen aroma). Mix in hands and apply to feet and legs.
- Educate: When you mix the age-defying probiotic lotion with our cashmere coconut oil you create a hydrating and anti-aging superboost that is 5x more powerful for the skin.

### *Concreta Mask*

- Quarter (about the size of your thumbprint) size of Concreta.
- Put in palm of hands and rub palms together to melt Concreta into a smooth butter.
- Apply all over feet.
- Educate: A mask of organic shea butter seals in moisture and protects skin, for long lasting hydration and nourished skin.

### *Wrap*

- Wrap feet with hot towels or booties.

### *Massage*

- While feet are wrapped massage leg.
- Remove hot towels and massage feet.

### *Attar or Eau de Toilette Application*

- Apply Attar or spritz Eau de Toilette on both wrists.
- Share... "This is your favorite aroma to enjoy the rest of the day"

## RECOMMEND PRODUCT

- Effortlessly direct guests to retail with the Home Care Card.
- Hand guest the Home Care Card with all the product you used during treatment checked off.
- Educate: Let guest know if they would like to achieve this look and feel at home all of these products are at the front desk.

**Tip:** Ideally, if you can walk your guest to the retail area and present the card your sales will soar.



PRENATAL

MAMA TO BE

Z E N T S

# MAMA TO BE



## *PRENATAL RITUAL*

### PRODUCTS USED:

Unscented Body Oil • Unscented Lotion • Unscented Concreta.

### ABOUT THE RITUAL

Foot Polish • Massage • Belly Butter

Begins with a gentle foot polish. Then Mama is massaged using Unscented probiotic Lotion and Unscented Oil. A pearl size of Unscented Concreta is applied to mama's belly and hips to help reduce the signs of stretch marks.

### RETAIL PRODUCT THAT CAN BE INCLUDED IN THE PRICE OF THE TREATMENT

Concreta • Unscented Collection

CONCRETA can be used all over the belly and hips throughout pregnancy to reduce the signs of stretch marks. UNZENTED COLLECTION provides mamas to be with gentle, unscented hydration products for pregnancy and beyond.

# Z E N T S



MAMA  
TO BE

*PRENATAL SERVICES*  
*for expecting mothers*

MAMA TO BE RITUAL

Begins with a warm foot soak and gentle polish to care for sore and swollen feet. Then enjoy a relaxing massage to relieve aches and tension in the body. The ritual features an ultra-gentle application of organic shea and coconut oil-enriched Unzented Concreta to the belly and hips, to help reduce the appearance of stretch marks and soothe dry, itchy skin.

MASSAGE

This gentle massage provides relief from the aches and pains of pregnancy. Includes an application of Unzented Concreta to the belly and hips to help reduce the signs of stretch marks and soothe itching. Features unscented formulas packed with organic ingredients for ultra-gentle hydration.

BODY POLISH

A luscious, warm Vitamin E oil application, followed by a gentle buff with sugar, salt, and shea butter brings vibrancy to dull skin and unveils your glow. Deeply nourishing organic shea butter balm is applied to dry areas to soften and protect skin.

ADDITIONAL WAYS TO ENHANCE THIS SERVICE

FOOT RITUAL

Enjoy a relaxing, soothing soak with ultra-moisturizing organic shea butter, epsom and arnica to help relieve tension and manage swelling in the feet. A gentle foot polish removes dull, dry skin. Unzented Concreta shea butter balm is applied to soften skin.

Z E N T S

ZENTS

PROBIOTIC BODY POLISH

## IN ROOM PREP

- Concreta aroma station
- Aroma Journey Card
- Set of 6 Aroma Ritual Oils (Earth, Fresh, Mandarin, Oolong, Ore, Sun)
  - (1) UNZENTED Oil with pump
  - (2) UZENTED Lotion with Pump
  - (1) Bath towel for post shower

## TABLE PREP

1. Fitted Sheet
2. Flat sheet (1) long way on top of bed
3. Large Towel (1) long way on bed
4. Large towel (1) sideways on bed, above waist level to wrap for scrub
  - 5. Large towel, long way on bed
  - 6. Shower cap (1) at head of bed
  - 7. Bath Mat (1) next to table
8. Hand Towels (1) used for draping

## CABBY PREP (IN THIS ORDER)

- Wet Washcloths (2) on bottom of cabby
- UNZENTED Scrub (2 Tbsp) for scrub in bowl on wet washcloths
- Hand Towels (2) dry for eye pillow and neck roll

## AROMA JOURNEY (IDEALLY DONE AT FRONT DESK)

- Aroma card is provided to guest at check in (front of spa-reception)
- Guest is offered the option of unscented or their own complementary aroma. If Aroma was chosen guest took self-guided aroma journey at front desk and favorite aroma has been checked off
- Aroma choice is communicated to therapist (prescription card taken back to therapist or note in computer)

Z E N T S

## TREATMENT

- Greet guest
- Present aroma chosen (similar to presenting a bottle of wine)
  - Explain steps of treatment: Scrub, Probiotic Massage
- Ask guest to lie on table, face up, under towel with shower cap on

## DRAPE (MORE COVERAGE)

- Breast Drape: Hand towel, fold along at top, pinch and pull down, tuck sides under arm

## EYE PILLOW

- Dry hand towel from cabby for scented eye pillow
- Drape Towel over arm and spray 3 sprays on top of towel, in center front where nose is going be
- Cover eyes: Scented side up, and tuck under head around ears

## POLISH WITH NO FLIP

- Pre-base Oil: Effleura a thick layer of UNZENTED Oil onto top of legs, make sure to get underneath the leg. Quick, thick oil application is key for guest satisfaction and quick removal. **Tip: The thicker the oil, the less scrub you need as it glides on the oil and the easier it washes off**
- Apply UNZENTED Polish over the oil and using slow, mindful, massage strokes. (Check in on pressure)
- Continue to pre-base oil, then scrub entire body including legs, feet, arms, hands, and stomach last (clockwise motion). Be sure to scrub under the body.
- Palms of Hands: Make sure to spend extra time to remove excess dead skin cells and calluses. **Tip: Soft, exfoliated hands are key to guests' perception of their skin's softness after treatment.**
- BACK APPLICATION, gently remove eye pillow, assist guest in sitting up and direct them to hold dry towel. Apply thick layer of Oil, then Scrub. **Tip: While you are working on their back add pressure with one arm to help them stay upright and be sure to work all the way down to their hips.**

## GUEST SHOWERS, CLEAN UP & NEW BED PREP

- Assist guest off the table and place robe/towel around them. Escort to shower. Have fresh towel waiting for them.
  - Have them rub feet on the mat to remove excess Polish.
  - Escort guest to shower and have a fresh towel waiting for them.
- Ask guest not to use Body Wash, allowing the beautiful shea butter hydration to stay on skin. Give guest small amount of polish to take into the shower for areas you didn't get and also to keep shower cap on to keep hair dry for upcoming scalp ritual. Ask guest when they are done with shower to lay face down under blanket.
  - While guest showers, remove dirty towel
- Add a blanket for extra warmth and set up table as you would a massage

Z E N T S

## MASSAGE BACK OF BODY

- Take Eye Pillow and hang on bar under face cradle, reinfuse with 3 sprays and hang on bar under head rest
  - Massage Using the UNZENTED Probiotic Lotion and Oil

## MASSAGE FRONT OF BODY

- Healing Imprint (put 3 sprays of aromatic Oil on hands, have them take 3 deep healing breaths for healing imprint and resetting intention, rub excess oil on hands on top of eye pillow close to nose and readjust eye pillow)
  - Massage front of body using UNZENTED Probiotic Lotion and Oil

## ENDING HEALING IMPRINT AND HOT TOWEL OFFERING

- Wrap feet in hot towels.
- Place 3 pumps of scented Oil in your hands, cup hands over the guest's face and ask them to take 1-3 deep inhale. Their nervous system is at its most relaxed state giving you the opportunity to create a deep, healing imprint.
- With scented Oil remaining on your hands, gently sweep the arms from elbow to wrist making and declote sure their aroma is on them for a lasting impression.
  - Foot compressions over hot towels and remove.

## HOME CARE

- Educate them that you have left several items that you would recommend for home care at the desk with the Homecare Card
  - Hand them a glass of water at end of treatment and let them know you have left healing home care recommendations at front.

## CLEANING INSTRUCTIONS

- Please don't wash product down drain. Wipe out containers with paper towel and put in trash, then wash.

Z E N T S

# ULTIMATE ZEN

TOWEL DEMO



# ULTIMATE ZEN DEMO

The Ultimate Zen contains every ZENTS treatment in one luxe ritual. When you learn this ritual you can perform all of the ZENTS treatments.

The Ultimate Zen can be broken up. Each service can be given à la carte. You can condense the à la carte services further into enhancements and poolside.

We offer the Ultimate Zen ritual in 3 different ways: Vichy, shower, and towel off. Please mark the ones that will be offered at your spa.

VICHY    SHOWER    TOWEL OFF

## THE ULTIMATE ZEN SET-UP

### 1 IN ROOM PREP

Concreta aroma station

Aroma Journey Card

Set of 6 Aroma Ritual Oils – if offering aroma (*Earth, Fresh, Mandarin, Oolong, Ore, Sun*)

(1) UNZENTED Oil with pump

(4) Hand Towels for towel off polish

(1) Large bowl of hot water to use for polish removal (sink can be filled too)

### 2 CABBY PREP (IN THIS ORDER)

Wet Washcloths (2) on bottom of cabby

UNZENTED Quench (2 Tbsp) for wrap in bowl on wet washcloths

UNZENTED Body Polish (2 Tbsp) for scrub in bowl on wet washcloths

Hand Towels (2) dry for eye pillow and neck roll

Large Towel (1) for wrap over Mylar

½ unzented oil, ½ guest aroma oil mixed in scalp bottle applicator (2 oz.) for scalp ritual

### 3 LINEN PREP

- Bath mat (1)
- Large towels (5)
- Hand towels (2)
- Shower cap (1)
- Mylar sheets (2)
- Flat sheets (4)
- Face cradle cover (1)

### 4 TABLE PREP

1. Flat sheets (2) laying sideways, like a saddle
2. Flat sheet lengthwise (1)
3. Sheets of Mylar (2) – set low so does not cover head, one hangs off right of table and one hangs off left of table. ONLY overlap the mylar in the middle of the table by 6 inches — this is very important or you can't pull
4. Large towel (1) across the head of the table
5. Hand towel (1) across head of table for head wrap
6. Flat sheet (1) lengthwise on top of table
7. Large towel (1) lengthwise on table
8. Shower cap (1) at head of table
9. Bath Mat (1) next to table
10. Hand Towels (1) used for draping

## THE ULTIMATE ZEN RITUAL

### AROMA JOURNEY (IDEALLY DONE AT FRONT DESK)

- Aroma card is provided to guest at check in (front of spa-reception).
- Guest is offered the option of unscented or their own complementary aroma. If aroma was chosen guest took self-guided aroma journey, checking off their favorite aroma.
- Aroma choice is communicated to therapist (aroma card taken back to therapist or note in computer).

### TREATMENT

- Greet guest.
- Present aroma chosen (similar to presenting a bottle of wine).
- Explain steps of treatment: Polish, Wrap, Scalp Ritual (explain they have the option of hot oil or dry), Quench Massage
- Ask guest to lie on table, face up, under towel with shower cap on.

# THE ULTIMATE ZEN RITUAL

## DRAPE (MORE COVERAGE)

- Breast Drape: Hand towel, fold along at top, pinch and pull down, tuck sides under arm

## EYE PILLOW

- Dry hand towel from cabby for eye pillow.
- Drape Towel over arm and spray 6 sprays of Aroma Ritual Oil on top of towel, in center front where nose is going to be (Skip aroma spray when guest chooses UNZENTED).
- Cover eyes: Scented side up (if aroma was chosen), and tuck under head around ears.

## HEALING AROMA IMPRINT

- Assist guest in taking 3 deep inhalations to relax and center, and create a healing aroma imprint. This step is an important way to calm the guest's nervous system even when the treatment is given unscented.
- Take 3 deep breaths with guests to center, relax and set healing intention.

## BODY POLISH WITH NO FLIP

- Pre-base Oil: Effleura a thick layer of UNZENTED Oil onto top of legs, make sure to get underneath the leg. Quick, thick oil application is key for guest satisfaction and quick removal.  
**Tip:** The thicker the oil, the less Polish you need as it glides on the oil and the easier it washes off.
- Apply UNZENTED Polish over the oil and using slow, mindful, massage strokes.
- Take hand towel to each part of body post scrub and towel off. Wet the hand towel in a warm water basin or in sink and place entire towel onto body part, using compressions to help melt the polish. Roll the towel towards the body so that the clean side of the towel is being rolled onto the body.
- Continue to pre-base oil, then polish entire body including legs, feet, arms, hands. Be sure to polish under the body. Do stomach last (clockwise motion). Always ask guest if they would like a stomach application, as some guests don't.
- Palms of Hands: Make sure to spend extra time to remove excess dead skin cells and calluses.  
**Tip:** Soft, exfoliated hands are key to guests' perception of their skin's softness after treatment.
- BACK APPLICATION, gently remove eye pillow, assist guest in sitting up and direct them to hold dry towel. Apply thick layer of Oil, then Polish.  
**Tip:** While you are working on their back add pressure with one arm to help them stay upright and be sure to work all the way down to their hips.

## REMOVE SHEET FROM UNDER THE GUEST

- While the guest is seated roll the sheet that they were on top of down to their hips and assist them in laying back down onto the table.
- Ask them to gently lift their hips and roll the towel out from under them so that the guest is laying on Mylar.
- Take a clean large towel and place over towel that is covering guest. Remove the towel that was covering guest for the polish.

## APPLICATION OF COCOON

- Breast drape
- Re-infuse eye pillow at nose location with 6 sprays on top of towel.
- Remove UNZENTED Quench from warm cabby.

### *Legs*

- Apply (not massage) Quench one leg at a time and then wrap with Mylar. Make sure to individually wrap each leg for warmth.

**Tip:** Apply Quench to both sides of own hand and arm for easier and quieter glide on Mylar during the application.

**Tip:** Apply double the amount of Quench on under side of guest, especially on glutes, for easy Mylar removal.

### *Stomach, Back, Arms and Décolleté*

- Stomach application in clockwise motion. Always ask guest if they would like a stomach application, because some guests don't.
- One side of Back application
  - a.** Apply Quench to both sides of your hand and arm to ensure you have enough glide to slide under back on Mylar without them sitting up.
  - b.** Application on back: Cross guest's arm on side you are working on, over to opposite shoulder and hold with hand near body at elbow. Apply quench on your other hand and slide under back from waist to shoulder not overlapping spine.
  - c.** Massage on back. Then do 8 very long, deep strokes on this side.
- Quench arm on the side that you just worked.
- Repeat the steps to quench the back and arm on the other side.
- Quench décolletage.
- Wrap upper body in Mylar.
- Place warm towel from cabby on top of guest over the Mylar.
- Wrap flat sheets around guest to create cocoon.

## SCALP ENHANCEMENT

- Remove scalp oil and towel from cabby. (Oil is 1/2 unzented and 1/2 in choice of aroma)
- Remove eye pillow slowly and set aside (you'll re-use this)
- Place rolled hand towel from warm cabby under guest's neck as neck roll
- Test temperature of scalp oil on your wrist like baby bottle
- If guest chose dry scalp massage, eliminate neck roll allowing for extra neck work
- Drizzle Oil back and forth on guest's hairline. Massage, work into scalp and hair then pull through to the ends. Divide head into sections, front then side to side (rake, flat iron, smooth, compress)
- Completely saturate the hair. You may not use the entire bottle of oil if guest has short hair.
- Wrap hair in shower cap and remove neck roll
- Use hand towel to wrap head
- Remove large towel that head is on that was used for scalp rituals
- Retrieve eye pillow, re-apply 6 sprays of aroma in the same spot you sprayed before. Place eye pillow on guest, scented side up.

## UNWRAP

- Take layers off guest. Remove towel and unwrap Mylar
- Pull out Mylar. Gather at feet and slowly pull upward towards waist asking them to lift slightly and stop at arch of back. Then pull Mylar, starting at shoulder down towards waist stopping and arch of back. Gather and pull Mylar out from arch of back
- Repeat on other side
- Guest will be lying on clean sheet still covered with their drapes. Place large towel back on guest for warmth and comfort

## MESSAGE FRONT OF BODY (25 MIN)

- Healing Imprint (put 6 sprays of Aroma Ritual Oil on hands, have guest take 3 deep healing breaths for healing imprint and resetting intention, rub excess oil on hands on top of eye pillow close to nose, readjust eye pillow for massage)
- Massage front of body using UNZENTED Quench already on body. If more is needed use pearl size in existing rubber bowl.

## MESSAGE BACK OF BODY (25 MIN)

- Lift head and remove towel from under head
- Take Eye Pillow and hang on bar under face cradle, reinfuse with 6-8 sprays and hang on bar under head rest
- Have guest turn onto his/her stomach
- Massage back of body
- Massage back of body using UNZENTED Quench already on body. If more is needed use pearl size in existing rubber bowl.

## HOT TOWEL OFFERING AND HEALING IMPRINT

- Wrap feet with wet washcloths in towel cabby. Foot compressions over hot washcloths.
- Place 6 pumps of Aroma Ritual Oil in your hands, cup hands under the guest's face and ask them to take 1-3 deep inhalations. Their nervous system is at its most relaxed state giving you the opportunity to create a deep, healing imprint.
- With Aroma Ritual Oil remaining on your hands, gently sweep the arms from elbow to wrist. Apply to top and bottom of guest's arms and hands, making sure their aroma is on them for a lasting impression.
- Remove washcloths from feet.

## HOME CARE

- Educate them on how to wash oil out of hair (put shampoo directly on oil and then step into water). Will need to shampoo 1-4 times depending on hair type to fully remove oil from the hair.
- Hand them a glass of water at end of treatment and let them know you have left healing home care recommendations at front.

## CLEANING INSTRUCTIONS

- Please don't pour any excess product down drain. Wipe out containers with paper towel. Discard paper towels, and wash containers with soap and water.

# ULTIMATE ZEN

SHOWER DEMO

# ULTIMATE ZEN DEMO

The Ultimate Zen contains every ZENTS treatment in one luxe ritual. When you learn this ritual you can perform all of the ZENTS treatments.

The Ultimate Zen can be broken up. Each service can be given à la carte. You can condense the à la carte services further into enhancements and poolside.

We offer the Ultimate Zen ritual in 3 different ways: Vichy, shower, and towel off. Please mark the ones that will be offered at your spa.

VICHY  SHOWER  TOWEL OFF

## THE ULTIMATE ZEN SET-UP

### 1 IN ROOM PREP

Concreta aroma station

Aroma Journey Card

Set of 6 Aroma Ritual Oils – if offering aroma (*Earth, Fresh, Mandarin, Oolong, Ore, Sun*)

(1) UNZENTED Oil with pump

(1) Bath towel for post shower

### 2 CABBY PREP (IN THIS ORDER)

Wet Washcloths (2) on bottom of cabby

UNZENTED Quench (2 Tbsp) for wrap in bowl on wet washcloths

UNZENTED Body Polish (2 Tbsp) for scrub in bowl on wet washcloths

Hand Towels (2) dry for eye pillow and neck roll

Large Towel (1) for wrap over Mylar

½ unzented oil, ½ guest aroma oil mixed in scalp bottle applicator (2 oz.) for scalp ritual

### 3 LINEN PREP

Bath mat (1)

Large towels (4)

Hand towels (2)

Shower cap (1)

Mylar sheets (2)

Flat sheets (4)

Face cradle cover (1)

## 4 TABLE PREP

1. Flat sheets (2) laying sideways, like a saddle
2. Flat sheet lengthwise (1)
3. Sheets of Mylar (2) – set low so does not cover head, one hangs off right of table and one hangs off left of table. ONLY overlap the mylar in the middle of the table by **6** inches — this is very important or you can't pull
4. Large towel (1) across the head of the table
5. Hand towel (1) across head of table for head wrap
6. Large towel (1) lengthwise on top of Mylar, will cover guest
7. Flat sheet (1) lengthwise on top of table
8. Large towel (1) sideways on table, above waist level to wrap for scrub
9. Large towel (1) lengthwise on table
10. Shower cap (1) at head of table
11. Bath Mat (1) next to table
12. Hand Towels (1) used for draping

# THE ULTIMATE ZEN RITUAL

## AROMA JOURNEY (IDEALLY DONE AT FRONT DESK)

- Aroma card is provided to guest at check in (front of spa-reception).
- Guest is offered the option of unscented or their own complementary aroma.  
If aroma was chosen guest took self-guided aroma journey, checking off their favorite aroma.
- Aroma choice is communicated to therapist (aroma card taken back to therapist or note in computer).

## TREATMENT

- Greet guest.
- Present aroma chosen (similar to presenting a bottle of wine).
- Explain steps of treatment: Polish, Wrap, Scalp Ritual (explain they have the option of hot oil or dry), Quench Massage
- Ask guest to lie on table, face up, under towel with shower cap on.

## DRAPE (MORE COVERAGE)

- Breast Drape: Hand towel, fold along at top, pinch and pull down, tuck sides under arm



# THE ULTIMATE ZEN RITUAL

## EYE PILLOW

- Dry hand towel from cabby for eye pillow.
- Drape Towel over arm and spray 6 sprays of Aroma Ritual Oil on top of towel, in center front where nose is going to be (Skip aroma spray when guest chooses UNZENTED).
- Cover eyes: Scented side up (if aroma was chosen), and tuck under head around ears.

## HEALING AROMA IMPRINT

- Assist guest in taking 3 deep inhalations to relax and center, and create a healing aroma imprint. This step is an important way to calm the guest's nervous system even when the treatment is given unscented.
- Take 3 deep breaths with guests to center, relax and set healing intention.

## BODY POLISH WITH NO FLIP

- Pre-base Oil: Effleurage a thick layer of UNZENTED Oil onto top of legs, make sure to get underneath the leg. Quick, thick oil application is key for guest satisfaction and quick removal.  
**Tip:** The thicker the oil, the less Polish you need as it glides on the oil and the easier it washes off.
- Apply UNZENTED Polish over the oil and using slow, mindful, massage strokes.
- Continue to pre-base oil, then polish entire body including legs, feet, arms, hands. Be sure to polish under the body. Do stomach last (clockwise motion). Always ask guest if they would like a stomach application, as some guests don't.
- Palms of Hands: Make sure to spend extra time to remove excess dead skin cells and calluses.  
**Tip:** Soft, exfoliated hands are key to guests' perception of their skin's softness after treatment.
- BACK APPLICATION, gently remove eye pillow, assist guest in sitting up and direct them to hold dry towel. Apply thick layer of Oil, then Polish.  
**Tip:** While you are working on their back add pressure with one arm to help them stay upright and be sure to work all the way down to their hips.

## GUEST SHOWERS, CLEAN UP & NEW TABLE PREP

- Wrap guest using large towel under their back. Assist guest off the table.
- Have them wipe feet on the mat to remove excess product.
- Escort guest to shower and have a fresh towel waiting for them.
- Ask guest not to use any body wash, allowing the beautiful shea butter hydration to stay on skin.
- Ask guest to keep shower cap on to keep hair dry for upcoming scalp ritual.
- Give guest small amount of polish to take into the shower for areas you didn't get.
- Ask guest when they are done with shower to gently get on table and lay face up on Mylar with towel covering them.
- While guest showers, remove dirty linens.

## APPLICATION OF COCOON

- Breast drape
- Re-infuse eye pillow at nose location with 6 sprays on top of towel.
- Remove UNZENTED Quench from warm cabby.

### *Legs*

- Apply (not massage) Quench one leg at a time and then wrap with Mylar. Make sure to individually wrap each leg for warmth.

**Tip:** Apply Quench to both sides of own hand and arm for easier and quieter glide on Mylar during the application.

**Tip:** Apply double the amount of Quench on under side of guest, especially on glutes, for easy Mylar removal.

### *Stomach, Back, Arms and Décolleté*

- Stomach application in clockwise motion. Always ask guest if they would like a stomach application, because some guests don't.
- One side of Back application
  - a.** Apply Quench to both sides of your hand and arm to ensure you have enough glide to slide under back on Mylar without them sitting up.
  - b.** Application on back: Cross guest's arm on side you are working on, over to opposite shoulder and hold with hand near body at elbow. Apply quench on your other hand and slide under back from waist to shoulder not overlapping spine.
  - c.** Massage on back. Then do 8 very long, deep strokes on this side.
- Quench arm on the side that you just worked.
- Repeat the steps to quench the back and arm on the other side.
- Quench décolletage.
- Wrap upper body in Mylar.
- Place warm towel from cabby on top of guest over the Mylar.
- Wrap flat sheets around guest to create cocoon.

## SCALP ENHANCEMENT

- Remove scalp oil and towel from cabby. (Oil is 1/2 unzented and 1/2 in choice of aroma)
- Remove eye pillow slowly and set aside (you'll re-use this)
- Place rolled hand towel from warm cabby under guest's neck as neck roll
- Test temperature of scalp oil on your wrist like baby bottle
- If guest chose dry scalp massage, eliminate neck roll allowing for extra neck work
- Drizzle Oil back and forth on guest's hairline. Massage, work into scalp and hair then pull through to the ends. Divide head into sections, front then side to side (rake, flat iron, smooth, compress)
- Completely saturate the hair. You may not use the entire bottle of oil if guest has short hair.
- Wrap hair in shower cap and remove neck roll
- Use hand towel to wrap head
- Remove large towel that head is on that was used for scalp rituals
- Retrieve eye pillow, re-apply 6 sprays of aroma in the same spot you sprayed before. Place eye pillow on guest, scented side up.

## UNWRAP

- Take layers off guest. Remove towel and unwrap Mylar
- Pull out Mylar. Gather at feet and slowly pull upward towards waist asking them to lift slightly and stop at arch of back. Then pull Mylar, starting at shoulder down towards waist stopping and arch of back. Gather and pull Mylar out from arch of back
- Repeat on other side
- Guest will be lying on clean sheet still covered with their drapes. Place large towel back on guest for warmth and comfort

## MESSAGE FRONT OF BODY (25 MIN)

- Healing Imprint (put 6 sprays of Aroma Ritual Oil on hands, have guest take 3 deep healing breaths for healing imprint and resetting intention, rub excess oil on hands on top of eye pillow close to nose, readjust eye pillow for massage)
- Massage front of body using UNZENTED Quench already on body. If more is needed use pearl size in existing rubber bowl.

## MESSAGE BACK OF BODY (25 MIN)

- Lift head and remove towel from under head
- Take Eye Pillow and hang on bar under face cradle, reinfuse with 6-8 sprays and hang on bar under head rest
- Have guest turn onto his/her stomach
- Massage back of body
- Massage back of body using UNZENTED Quench already on body. If more is needed use pearl size in existing rubber bowl.

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# JOANNE BERRY

ZENTS IS PROUD  
TO PARTNER  
WITH JOANNE  
BERRY AND HER  
COMPANY, WELLNESS  
EDUCATION HUB, TO  
TRAIN THERAPISTS  
IN CANCER CARE  
MASSAGE.

## JOANNE BERRY

*Founder, Wellness Education Hub*

*Global Educator, Christine Clinton Cancer Care*

Joanne Berry brings over 25 years of professional, international experience to the spa and wellness industry. She started her career as a therapist in 1992 in the UK and moved to the USA in 1999. Her various positions throughout her career have been focused on education in many different segments of the spa industry including, cruise ships, multiple day spas, hotels, resort/destination spas, medical spas, integrative health clinics and training academies. Joanne has conducted extensive training and product seminars, designed signature treatments and is a qualified massage therapist, esthetician and aromatherapist with a speciality in Cancer Care Treatments and Tibetan Sound Therapy Healing. Joanne launched Spa Remedies LLC in 2006 to share her industry experience with others with a strong focus on education and culture training for spa teams. Joanne then launched Wellness Education Hub early 2018 connecting brands to industry educators and providing solutions for "elevated" spa education. Joanne focuses on Cancer Care training that she offers globally to spas and individuals with a goal of spreading awareness on the importance of offering these services to guests correctly and professionally within the spa and wellness community.

CONTACT:

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Z E N T S



# CHRISTINE CLINTON

ZENTS IS PROUD  
TO PARTNER WITH  
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TO TRAIN THERAPISTS  
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MASSAGE.

## CHRISTINE CLINTON

Christine has been in the health and wellness sector for 30 years.

She specializes in Cancer Care education. Trained at Memorial Sloan Kettering in NYC and a member of The American Society of Clinical Oncology, Christine has decades of experience working with cancer patients in hospitals, at home and in 5 star spas.

Christine has been teaching her award winning cancer care program internationally for over 15 years, and has trained hundreds of therapists all over the globe—from the Americas to Europe and Asia.

She is dedicated to the belief that knowledge is power, and she delights in the opportunity to share that knowledge to benefit clients with compromised health.

“Cancer treatments can cause skin challenges, from medically induced rashes to extreme dryness and inflammation. ZENTS offers clean, organic ingredients clinically shown to improve skin irritations. We know the microbiome of the skin is impacted by chemotherapy so ZENTS has included restorative probiotics to support repair of the microbiome. ZENTS is committed to using sustainability sourced, cruelty free ingredients to restore and repair the skins barrier function during and after cancer treatment. I am proud to work with Cord and his team to bring comfort touch to all our spa guests with compromised health.”

CHRISTINE CLINTON

Z E N T S



ZENTS  
VIBRANT  
LIVING

“The UNZENTED products are packed with result driven clean ingredients such as probiotics, hydrating organic shea, lotus and calming flower essences grown on a Demeter Certified Biodynamic™ farm, which is key for clients who may be going through active treatment for various health challenges. As an all over body treatment, the products are effective for hydrating and soothing irritation with the added benefit of anti-aging. The ultra hydrating blend of organic shea butter, coconut oil, passionflower and flower essences make it a perfect aroma free line to use at home or at the spa in massage, foot, hand and scalp treatments in, providing a wonderful experience for your guests.”

JOANNE BERRY

## ZENTS CANCER CARE TRAINING SPECIAL OFFERED BY JOANNE BERRY AND CHRISTINE CLINTON:

**WHAT:** full hands on training and practice for zents cancer care treatments with the option to tie into your local cancer care center (offering complimentary treatments for those who are currently in active or post treatment).

- *Cancer care Massage training: 2 days*
- *Cancer Care Facial Training: 1 day*

**SPECIAL OFFER:** Fourth day of training free. joanne will train your nail specialists and front desk staff.

- *Cancer care Front desk/support staff Training*
- *Cancer care mani pedi training*

In order to receive special you Must pre-book in September or October 2018 for future training date.

Must be ZENTS partner to receive offer

TO REQUEST PRICING AND BOOK DATES CONTACT:  
JOANNE.BERRY@GMAIL.COM  
619 313 7544  
WWW.WELLNESSEEDUCATIONHUB.COM

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