

# ULTIMATE ZEN

TOWEL DEMO

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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 towelng 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.