

# SKIN CARE CLIENT QUESTIONNAIRE

Today's Date \_\_\_\_\_

Name \_\_\_\_\_ Birthday \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ -- \_\_\_\_\_ Best way to remind you of your appt: CALL / TEXT / EMAIL

Email \_\_\_\_\_

How did you hear about us? AD / INT / REF NAME \_\_\_\_\_

What is your occupation? \_\_\_\_\_

## For Professional Use:

Do you have any children? YES / NO If yes, how many? \_\_\_\_\_ Age range? \_\_\_\_\_

Have you ever had a facial? YES / NO Do you currently get regular facials? YES / NO How often? \_\_\_\_\_

Do you have any current medical conditions? YES / NO Please list: \_\_\_\_\_

Are you taking any medication? YES / NO Please list: \_\_\_\_\_

Topical medication? YES / NO Please list: \_\_\_\_\_

Have you had any cosmetic surgery? YES / NO Please list: \_\_\_\_\_

Do you smoke? YES / NO How much per day? \_\_\_\_\_

Do you shower in the morning or evening? \_\_\_\_\_

Do you change your clothes when you come home from work? \_\_\_\_\_

Skin care routine. List brands and frequency.

Cleanser: Milky / Foamy \_\_\_\_\_ Scrub: Fine / Coarse \_\_\_\_\_

Toner \_\_\_\_\_ Moisturizer \_\_\_\_\_ Sun Block \_\_\_\_\_

Serums \_\_\_\_\_ Masks \_\_\_\_\_ Other \_\_\_\_\_

What are your goals for your skin? \_\_\_\_\_

Repeat the goals back and ask for clarification so you understand what they mean.

“Did I get that correct?” “Is there anything I missed?”

“Please note, a facial may cause the skin to purge resulting in a break out. THIS IS NORMAL and does not mean you are having a reaction to the products. Do you have any questions about this?”

Have them sign below.

## Client Acknowledgement:

\_\_\_\_\_  
Client print name

\_\_\_\_\_  
Technician print name

\_\_\_\_\_  
Client signature

\_\_\_\_\_  
Technician signature

“What I'd like to do now is go into the treatment room, analyze your skin and do your first treatment. When we are done, we are going to sit back down, and based on your goals, I will be making home care and treatment recommendations” (PAUSE!)

“How does that sound?” (SSSHHH)

**For Professional Use:**

**Skin Analysis:**            DRY        COMBO        OILY        ANTI-AGING        ACNE        REACTIVE  
**Dehydration:**            MILD            MODERATE            SEVERE  
**Thickness:**            THIN            MEDIUM            THICK

**Do you get oily during the day? YES / NO                      Do you keloid? YES / NO**  
**Do you react to products? YES / NO List:** \_\_\_\_\_  
**Do you have any allergies? YES / NO    If yes, please list:** \_\_\_\_\_  
**Line Chosen and Results** \_\_\_\_\_

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**When you have applied the final mask, get the client cozy and leave them to relax. Gather products you are going to recommend, a glass of water and fill out RX form with what they are currently using and what you want them to take home.**

**After the facial see if they need to use the restroom. Sit down where you started.**

**“How does your skin feel?”**  
**“Do you have any questions about your treatment?”**

**“Ok, I have filled in your routine with what you are currently using and what I would like you to take home today.” (Go over it BRIEFLY, not too many details.) Based on your skin and goals, I would recommend you come in every \_\_\_\_\_ for treatments. (PAUSE)**  
**“How does that sound? (SHHHH)”**

**If they purchase the Cleansing Oil and Herbal Toner, take them to a sink and have them do the back of one hand to show the correct use. If selling Hydrate or Power Scrub, bring your professional product to show them how it looks and feels. Rebook them then and there!**

**Do not inhibit what you think they should do to achieve their goals! Offer them the world. If you are comfortable and present things with their goals in mind, you will arrive at a common goal in a partnership as opposed to feeling like you are trying to ‘sell’ them.**

**If they purchase or rebook and you are doing your client tracking manually, staple the Service & Treatment and Product Purchase sheets and make notes on those sheets. If tracking through software, be sure to check your client in and out and sell them products through the software system. Also put any notes into the system notepad.**

Date	Service	Notes	Rebook Date