

CLINIQUE
Quick Clarifying
Facial Device
Step-by-Step Guide

CLINIQUE

Quick Clarifying Facial Device

I. Introduction

The Clinique Quick Clarifying Facial Device delivers a deep cleansing and exfoliating facial experience using our extra-gentle, alcohol-free Clarifying Lotion 1.0, in combination with measured and adjustable suction, to sweep away pollution, grime and dulling flakes. A single service reveals visibly brighter, smoother, clearer-looking skin and prepares skin for the application of serum & moisturizer – as exfoliated skin is more receptive to hydration and allows for a more effective delivery of treatment products.

This facial can be performed every 4 weeks as a supplement to Clinique's twice a day 3-Step Skincare System and the client's custom-fit Clinique dermatologist guided skincare solutions.

II. Pre-Service

- ✓ Share an overview of the experience with your client.
- ✓ Ensure your client is a candidate and not sensitized or sensitive.
- ✓ Inform the client they may experience mild-to-moderate, temporary redness and they can discontinue the service at any time.
- ✓ Have client read and sign the service agreement. (Note: once signed, it must be secured in a pre-determined location.)
- ✓ Place tissues in the collar to protect client's clothes.
- ✓ Remove any traces of makeup with TTDO Balm and All About Clean™ Liquid Facial Soap in client's custom Skin Type.

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III. Service Agreement + Alternate Services

Pre-service questions to ask:

Self-perceived sensitivity

- Do you have any underlying skin conditions diagnosed by a dermatologist or other physician?
- Do you have very dry skin which causes sensitivity?

Induced sensitivity

- Do you often have reactions to products, foods or beverages?
- Do you easily react with irritation to cosmetic products?
- Have you been exposed to environmental insults such as sun exposure or extreme temperatures that have resulted in irritation?
- Have you recently had an invasive dermatological procedure performed such as a chemical peel, micro-needling, ablative laser, etc. in the past 2 weeks?
- Are you undergoing medical treatment such as radiation, chemotherapy or anything that is causing your skin to feel sensitive?

Condition-based sensitivity and acne/blemishes

- Have you been diagnosed by a dermatologist or other physician with a condition such as psoriasis, eczema, atopic dermatitis, rosacea or acne*?

* Note: The Quick Clarifying Facial Device can be used on areas with blackheads but cannot be used on blemishes or any area of the face that is already experiencing inflammation.

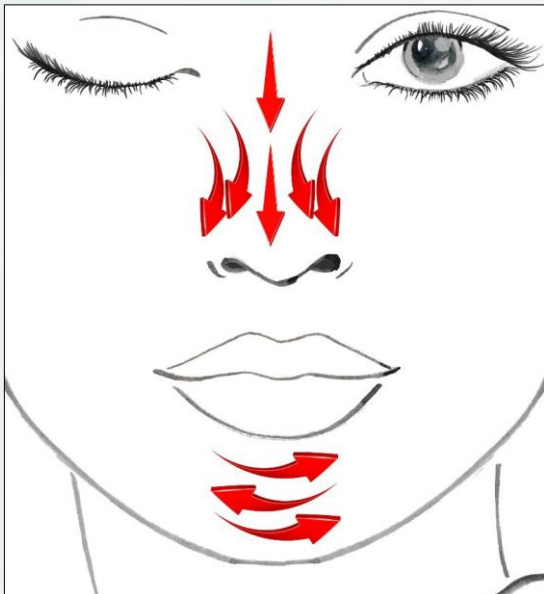
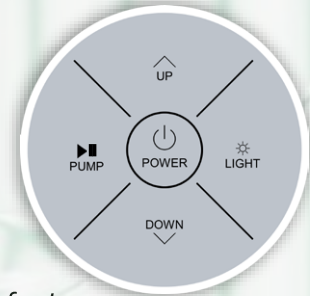
NOTE: If it's determined your client is not a candidate for this facial, deliver a Quick Care Service: Calm Redness or Bye, Bye Blemishes, instead.

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IV. Service Step-by-Step

- Press **Power** button in center.
- Press **Pump** button to the left.
- Press once on **Down arrow** to start service. Always begin on **Level 2**
(Note: Before moving up a level, check-in with your client to ensure their comfort.)
- To activate suction & lotion flow, press the tip against the back of your sanitized hand until there is visible Clarifying Lotion 1.0 on your hand. Now, you're ready to begin the service.
- With the device in one hand, cover your index finger of the other hand with a tissue to catch any excess liquid and avoid dripping on client's skin.
- Ensure the smaller tip is secured and start at nose and chin area.



For Nose and Chin

- Use smaller tip in slightly curved paths.
- Make 2 swipes on each side of the nose and down the center. Repeat 3x. Confirm client is comfortable.
- Make 3 swipes on chin in opposing directions. Repeat 3x. Confirm client is comfortable.
- Check in throughout the service to ensure client is comfortable.

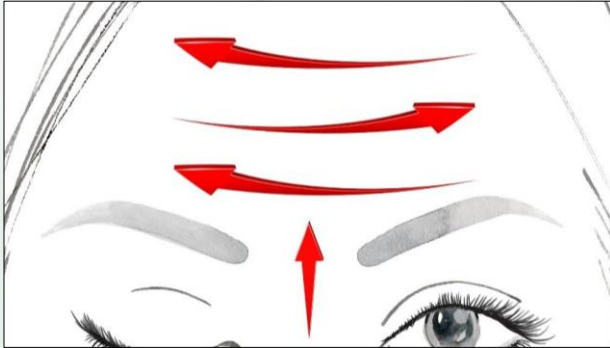
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V. Service Step-by-Step (Con't)

For Forehead

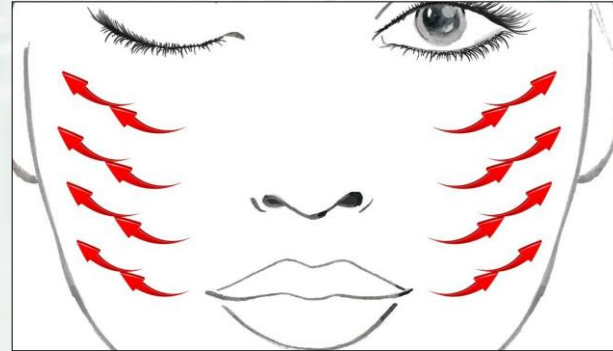
- Use larger tip in slightly curved paths.
- Make 3 swipes in opposing directions. Repeat twice, confirm client is comfortable.
- Make 1 swipe between brows.
- Repeat 3x, confirm client is comfortable.



For Cheeks

- Use larger tip in slightly short, curved paths.
- Holding the skin taut (by the ear), make 8 swipes starting near the nose and sweeping outwards on each cheek. One pass over the cheek area is sufficient.

Note: If significant loss of elasticity is detected, avoid cheek area entirely)



Once Complete...

- Place the cap on the wand and place the wand back in the cradle to avoid leaking.
- Show the client the dead skin cells/debris/dirt/oil that was collected from their pores by comparing the 2 containers: cloudy extracted liquid vs. clear Clarifying Lotion 1.0)
- Complete the service with the application of their custom-fit clinical solutions (e.g., Smart/EB Clinical/MS))
- Close the sale by sharing how their custom 3-Step Skincare + clinical treatments will deliver clinical results.
- Provide client with sample(s), a copy of our Diagnostic Pad & the Product @ A Glance.
- Book follow-up appointment in 4 weeks!

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VI. Sanitize Protocol

Post Service

- Remove tip and sanitize thoroughly with Isopropyl Alcohol 70%.
- Remove dirty container and pour liquid into secure lid container with trash bag. Sanitize canister thoroughly with 70% Isopropyl Alcohol.

End of Day

- Sanitize hose as outlined in your manual.
- Gently pull and slide grey plug on the bottom of the device and lay device on its side to allow it to air out overnight as outlined in your manual.

QCFD Trouble Shooting Guide











For questions, please visit our Clinique QCFD Help Desk at:
CliniqueQCFD@clinique.com.

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Quick Clarifying Facial Device: Quick Reference

Service Tips

Makeup Removal	Clinique Clinical Reality Skin Analysis	Clinique Quick Clarifying Facial	Clinique Custom Skin Care Systems	Protect
 <div>2 MIN</div> <p>Starter: “How do you remove your makeup at the end of the day? To give your skin a thorough cleanse, we’ll begin with <i>TTDO Balm</i> which instantly dissolves tenacious, long-wearing makeup followed by a gentle facial cleanser to remove dirt, oil, pollution + pore-clogging debris. This double cleansing method clears the way for your skin to better absorb your treatment products for maximum results.”</p> <p>Did you know? <i>Take The Day Off Cleansing Balm</i> removes over 95% of face makeup, sunscreen and pollutants.*</p> <p><small>*Average removal of longwearing foundation, hybrid sunscreen and carbon powder.</small></p>	 <div>5 MIN</div> <p>CLINIQUE ClinicalReality™</p> <p>Starter: What results are you seeking from your skincare products? Now that your skin is makeup-free, let’s do a quick skin-scan so we can uncover exactly what your skin needs and how Clinique can help to deliver your skin goals.</p>  <p>Did you know? CCR is a skin analysis based on 55+ years of dermatological research and 3+M face scans. In seconds, receive skin diagnostic results & custom-fit product solutions.</p>	 <div>5 MIN</div> <p>Starter: In this service, we are using Clarifying Lotion 1.0; however, your custom-fit Clarifying Lotion is #__ . You will use this twice daily, liquid exfoliator at home tonight – immediately after cleansing and before your Dramatically Different Moisturizer to maintain healthy skin & a strong barrier.</p>  <p>Did you know? Our 3-Step Skincare System features custom-fit, dermatologist-developed formulas designed to create great skin, safely & effectively.</p>	 <div>5 MIN</div> <p>Starter: Let’s get you started on achieving your skin goals with our dermatologist guided clinical solutions. As we apply each step, I will share with you the key ingredients as well as the results you can expect to see with continued use. <i>Note: Do not apply their custom-fit Clarifying Lotion after the QCFS.</i></p> <p>Did you know? Your Clinique News features each of the Clinical Claims for our hero products. Be sure to share the results clients can expect to see with continued use.</p>	 <div>1 MIN</div> <p>Starter: How do you currently protect your skin from daily environmental damage? It’s important we protect your freshly exfoliated skin by applying SPF...</p> <p>Did you know? Approx. 90% of skin aging is caused by the sun and each unprotected exposure leads to skin damage.</p>
				Perfect
				 <div>10 MIN</div> <p>Offer a custom-fit foundation match. Extend the service to Clinique color based on the client's agenda and time.</p>

Closing the Sale

“Yes” Questions

- Do you see the difference in your skin today?
- Do you like the way your skin looks/feels?
- Do you love the system of products we created together?
- Have you decided which product you’ll take home in your Discovery Jar today?
- Shall I wrap these up for you?

Tools to help Close the Sale

- Diagnostic Pad
- Product At-A-Glance



Booking Follow-up

This facial can be performed every 4 weeks as a supplement to Clinique’s twice-daily 3 Step Skincare System and your custom-fit Clinique dermatologist guided solutions.

Add your client in appt. book
Add your client to your retailer's clientele system
Ask client best form of communication to confirm appointment.