



RETAIL EXPERIENCE
SERVICE PLAYBOOK

Bring Nature to Life through Elevated Services



ORIGINS

**The
genius of
nature
For
Powerful
Skincare**



OUR PURPOSE

To harness nature's infinite power, amplified by our expertise in plant-powered biotech, to advance beauty and peace of mind.

OUR PILLARS

**Students of
Nature's Ingenuity**

**Experts in
Plant-Powered
Biotech**

**Champions of
People & Planet**

**Beacons of
Light**

OUR VALUES

Curiosity

We are in awe of our planet and in search of opportunities to learn from it.

Generosity

We are generous spirits, in collaboration with nature and each other.

Inclusivity

We celebrate and protect the diversity and uniqueness of people and our planet.

Connection

We believe that people need people, and we foster connection with each other and with ourselves.

OUR VOICE

Optimistic

Positive, forward-looking, and forward-thinking. Innovative and visionary.

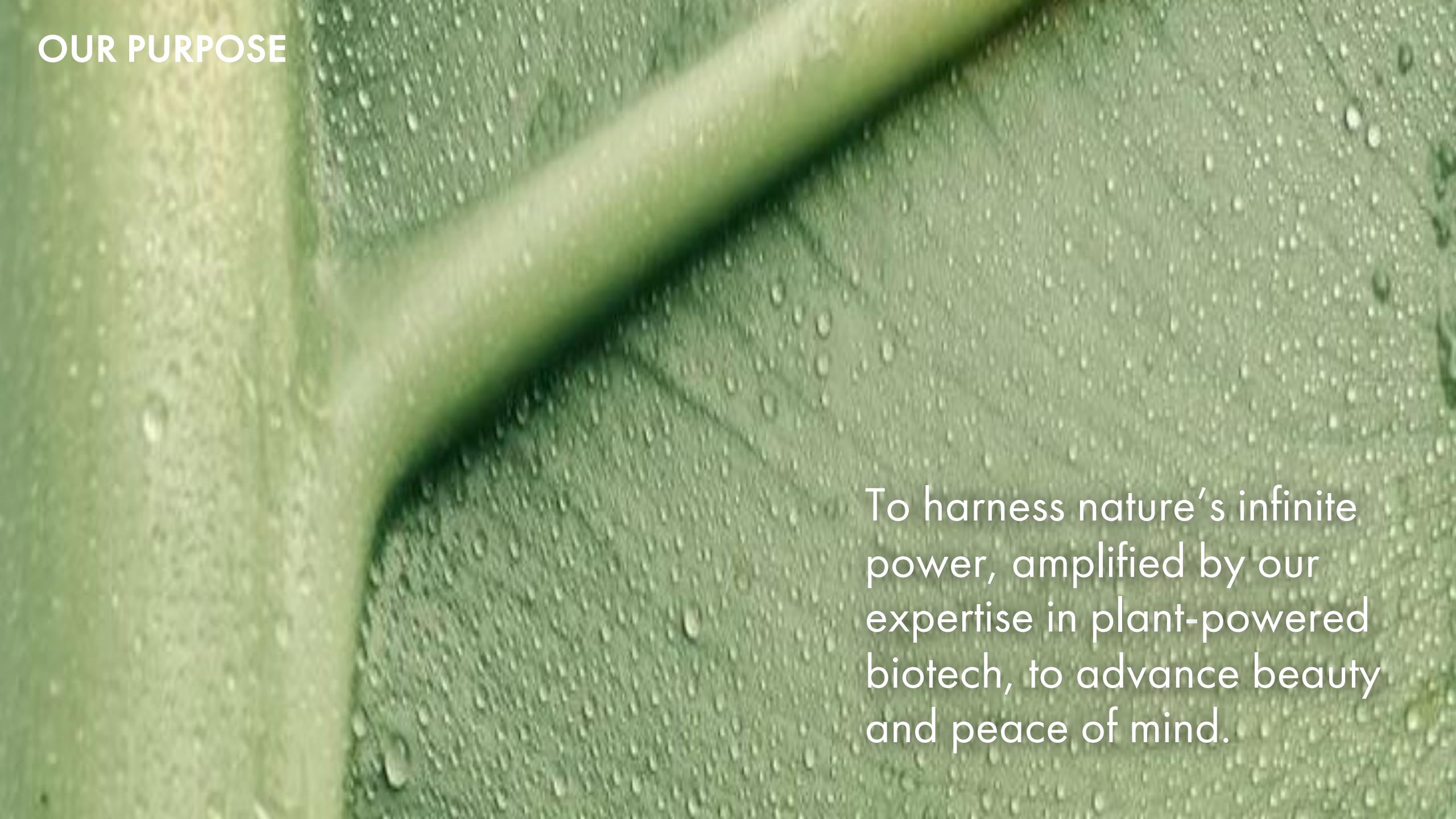
Friendly, with a wink

Playful and kind. Warm and welcoming. Clever and amusing.

Trustworthy

Capable, confident, and intelligent. Curious and engaged in the world. Meticulous and focused.

OUR PURPOSE



To harness nature's infinite power, amplified by our expertise in plant-powered biotech, to advance beauty and peace of mind.



The Genius of Nature™ for Powerful Skincare

Clinically proven results



30+ years of plant science



100% vegan*

* Free of animal-derived ingredients.

RETAIL EXPERIENCES

From Story to Experience – Why Services Matter?



Drive Discovery & Trial

Services create hands-on moments for customers to experience Origins products in a personalized way, building confidence before purchase.



Deepen Brand Connection

Ritual-based touchpoints foster emotional engagement, translating Origins' nature-powered story into a memorable experience.



Boost Conversion & Loyalty

Guided experiences empower staff, increase product education, and turn first-time visitors into loyal brand advocates.

ORIGINS SERVICE OVERVIEW

Consultation | Finding Your Skin's Potential

Quick 3-question to discover customer's needs and match with best service and product fit



Tier 1
Origins Touch of Nature Services
⌚ 10 minutes
🧴 3–6 products
Quick service based on skin concern

Tier 2
Origins Signature Mini Facial Services
⌚ > 20 minutes
🧴 8–11 products
Full Facial Experience + Body

Tier 3
Origins Spa Experience Services
⌚ > 45 minutes
🧴 >10 products
Spa setting, full experience + body services / For events

Origins Nature's Indulgence Body Service* | ⌚ 5-10 minutes

*Included across all services





Consultation **Finding Your Skin's Potential**

3 Questions to Uncover Needs and Provide
Best Product Recommendations

FINDING YOUR SKIN'S POTENTIAL

3-Question Consultation | QUESTION 1

? WHAT ARE YOUR CURRENT SKINCARE GOALS?

WHAT WE IDENTIFY



Understand customer's main skin concern and identify the main franchise to focus on

WHAT YOU MAY HEAR



- Hydrate
- Oil Control
- Minimize pores
- Anti-aging
- Lines and Wrinkles
- Fade dark spots
- Glow

FOLLOW UP QUESTIONS



If the answer is not clear, ask: **"How does your skin feel?"**

Map to specific skin concerns (see next slide)

WHAT YOU MAY HEAR



- Flaky
- Very sensitive
- I have acnes
- Rough surface
- Dull
- Always too much oil
- Easily irritated
- Looking tired
- Start to see wrinkles

FINDING YOUR SKIN'S POTENTIAL

3-Question Consultation | Skin Concern and Analysis

What are your current skincare goals/skin concerns?	How does your skin feel?	Product Benefit	Suggested Origins Franchise
<input type="checkbox"/> Dryness	Tight, flaky, or rough	Hydration	Mega-Mushroom, GinZing™, Plantscription™, Youthtopia™
<input type="checkbox"/> Redness & Sensitivity	Easily irritated, flushed, or reactive	Calming	Mega-Mushroom & Brightening
<input type="checkbox"/> Early Signs of Aging	Dull, Tired, Lack of bounce	Anti-Oxidant	Youthtopia™
<input type="checkbox"/> Loss of firmness, Wrinkles and Lines	Saggy, less defined, lack of bounce	Firming	Plantscription™
<input type="checkbox"/> Dullness	Tired-looking, low radiance	Glow	GinZing™
<input type="checkbox"/> Uneven skin tone & Dark Spots	Patchy, lack of clarity, or post-acne marks	Brightening	Mega-Mushroom Brightening
<input type="checkbox"/> Oiliness, Clogged Pores or Acne	Shiny, Breakout-prone, Congested	Acne & Oil Control	Clear Improvement™
<input type="checkbox"/> Tired eye, Dark Circle, Puffy eyes	Bags, Dark Circles, Fatigue	Eye Rejuvenation	GinZing™ Eye, Plantscription™ Eye

FINDING YOUR SKIN'S POTENTIAL

3-Question Consultation | QUESTION 2

? WHAT'S YOUR CURRENT SKINCARE ROUTINE FOR MORNING & NIGHT?

WHAT WE IDENTIFY

Understand how extensive of a routine the client is looking for



EXAMPLES YOU MAY HEAR

- "I keep it simple": 1-3 steps
- "A little of this, a little of that": 4-5 steps
- "Skin care obsessed": 6-8 + steps

FOLLOW UP QUESTIONS

- If a client shares they aren't currently using any products (rare but could be):
✓ Follow up by highlighting the benefits of a complete skincare regimen to fit the goals they shared
- If a client has products they currently use and love, but are looking for specific additions:
✓ Introduce products that will complement their existing routine and invite them for a service experience to try the product
- If a client shares they already have an extensive skincare routine
✓ Introduce them to a complete Origins regimen, highlight our skincare expertise, and invite them to enjoy a full Origins Signature Mini Facial.

FINDING YOUR SKIN'S POTENTIAL

3-Question Consultation | QUESTION 3

? TELL ME A LITTLE BIT ABOUT YOUR LIFESTYLE

WHAT WE IDENTIFY

Understand what additional products we can introduce to clients for **link selling** opportunities: Masks, Peace of Mind, Sun Protection, Body products, etc.



EXAMPLES YOU MAY HEAR

- Outdoor Enthusiast
- Busy professional
- Frequently traveling
- Sleepless nights
- Night routine obsessed
- ...

FOLLOW UP QUESTIONS

Depends on what the customer tells you, you can follow up with questions that seek more specific information, for example:

- **How much time do you spend in the sun?**
 Introduce sun protection products
- **How does your skin react to season changes?**
 Suggest seasonal routine adjustment, masks, richer creams for winter, etc.
- **What do you do for self-care and relax?**
 Introduce sensorial and body products
- **What's your favorite way to relax at the end of the day?**
 Introduce body scrubs, bath oil, relaxing scents...

NEXA | SKIN-DIAGNOSTIC-LED CONSULTATION EXPERIENCE*

*Available in selected stores

☀️ WHAT IS NEXA?

NEXA is an advanced **skin-diagnostic tool available in selected Origins stores**, designed to deliver a quick, science-backed analysis of the skin.

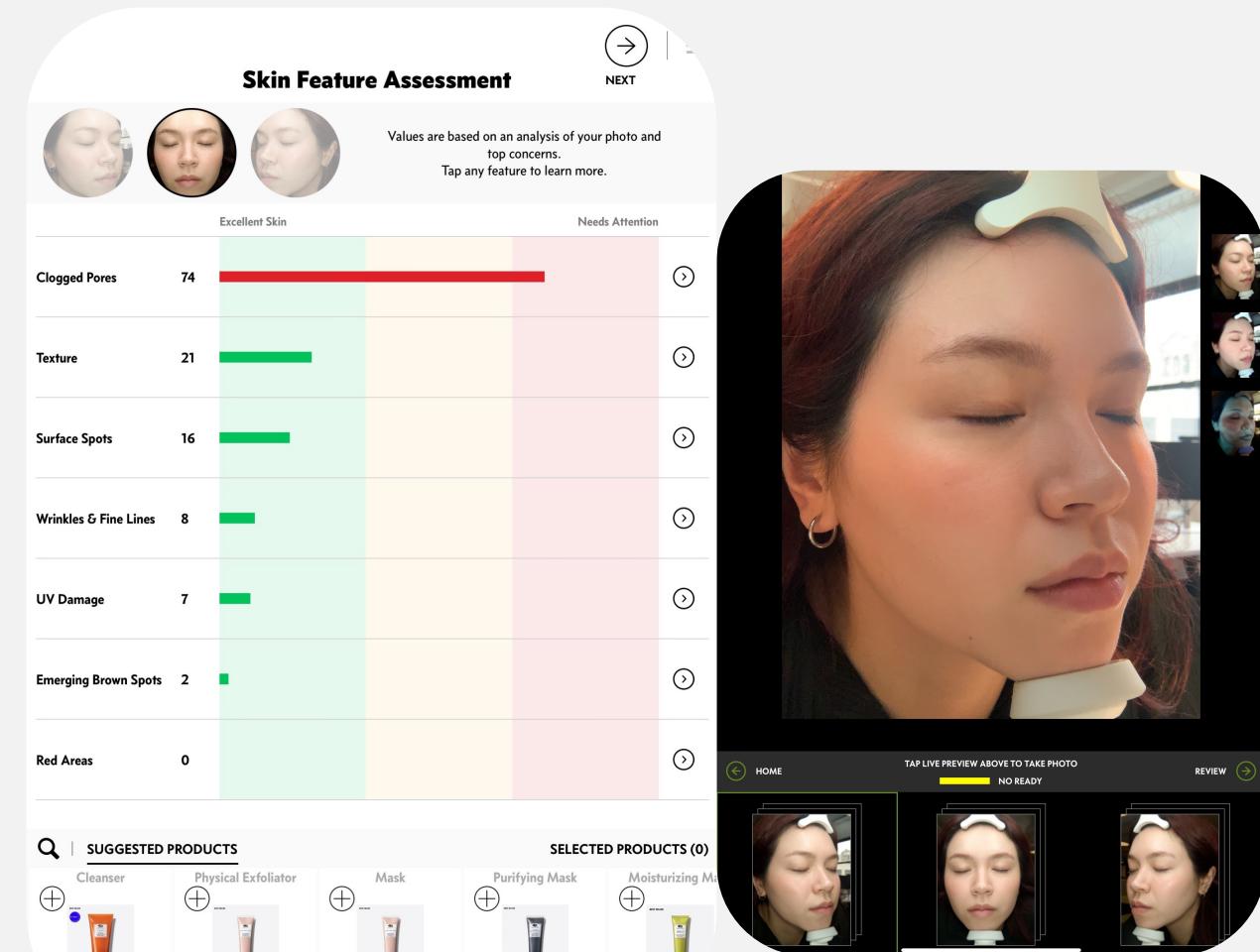
🔍 HOW IT WORKS?

Using smart imaging and AI-driven assessment, it measures key skin indicators such as hydration, texture, fine lines, and overall radiance.

💡 WHAT DOES THE CUSTOMER GET?

By combining this technology with a short consultation, NEXA provides:

- **Personalized Insights** – an objective snapshot of the customer's current skin condition.
- **Tailored Recommendations** – identifies the most suitable Origins products and routines to meet specific skin needs.
- **Elevated Experience** – adds a professional, modern touch to in-store services, reinforcing Origins' expertise in nature-powered and science-proven skincare.



LINK TO:

[NEXA TRAINING HANDBOOK](#)

*Please reach out to Education Team if you are interested in installing NEXA in your store

OTHER SKIN DIAGNOSTICS DEVICE OPTIONS AVAILABLE AT ELC

	Handheld		Kiosk / Large Device		
Visual					
Device name	DermoSmart+	DermoPico	MyBeauty Kiosk (standing or half size)	Observ 320 or 520x	Eve V
Tablet requirement	Yes	Yes	No	Yes	Yes
Battery life when unplugged	Docking station	Sleep mode enabled, 55-60 continuous measurements	Always Plugged	Plugged, Portable Battery Pack (TBC) + Height Adjustable Stand Available	Always Plugged
Measurements Passed (as of Jan 25)	Moisture, Oiliness, Pores, Melanin/Spots, Wrinkles, Sensitivity(redness), Keratin(Dead skin cell), Impurities	Moisture, Oiliness, Pores, Melanin/Spots, Wrinkles, Sensitivity(redness), Impurities	Moisture, Oiliness, Pores, Melanin/Spots, Wrinkles, Sensitivity(redness), Keratin(Dead skin cell), Impurities	(Without numeric values) Surface Texture, Pigmentation, Redness, Daylight	Lines and Wrinkles, Skin tone evenness, Redness/Sensitivity, Jawline Sagging, Dark Circles
Hair and Scalp (density and volume)	Feasible, clinical testing not done yet (TBD with AV/BB)	Feasible, clinical testing not done yet (TBD with AV/BB)	Feasible, clinical testing not done yet (TBD with AV/BB)	N/A	N/A
Offline Mode	Available	Available	Available	Available	Available
Software update (Internet access)	Installed via ELC Mobility team	Installed via ELC Mobility team	Pre-Installed on Kiosk	Installed via ELC Mobility Team	Installed via ELC Mobility Team
Cost (+ separate tablet required)	525 USD with 500 MOQ 735 USD with 10 MOQ ~1K USD per device (out of the box) (+ annual subscription fee 120 USD)	300 USD with 500-999 MOQ for customization 400 USD per device (out of the box) (+ annual subscription fee 120-50 USD)	3350 USD per device for 21-inch Standing Kiosk, 2150 USD per device for 15-inch half size model (+ annual subscription fee 120 USD)	Approx. 3000 USD for Observ320, Approx 6700 for Observ 520x with True UV light for SPF B/A	7000 USD per device + 3600 USD annual subscription fee Retail Price 4200 USD per device + 2380 USD annual subscription (negotiated)

*Handheld devices are primary options



 **ORIGINS**

**Touch of Nature
Services**

A Moment to Encounter Origins
Nature-Powered Experience

ORIGINS TOUCH OF NATURE SERVICES | OVERVIEW

HIGHLIGHTS

⌚ 10-Minute fast yet indulgent service experience

🧴 High flexibility and customizability tailored to specific skin needs

✨ Designed based on the Foundational Four

1. Cleanse | 2. Read | 3. Treat | 4. Moisturize

⚡ Regimen Booster (Optional)

WHO IT'S FOR

- New customer
- Customers who don't have a lot of time
- Existing customer who want to experience new product



ORIGINS SERVICES | TOUCH OF NATURE SERVICES STRUCTURE

FOUNDATIONAL FOUR

REGIMENT BOOSTER

Example of Product Selection



CLEANSE

PREP

TREAT

MOISTURIZE

Quick Service Flow

Examples of Regimen Boosters for Touch of Nature Services

Using what they have shared about their skin, select one or two boosters that will complement the Foundational Four you have selected.



Eye Cream



SPF



Masks



Spot Treatment



Toner



Exfoliator



Face Mist



Bath & Body



Sensorial





Touch of Nature Service

Hydra Boost | 10 min

Replenish moisture and strengthen skin's barrier with deep hydration

1 Cleanse



Checks and Balances™
Frothy Face Wash

Lather into foam.
Cleanse in circular
motion. Rinse off

2 Prep



Mega-Mushroom
Treatment Lotion

Shake, Pour, Pat

3 Treat



Plantscription™
Multi-Powered Youth Serum

Apply 2-3 pumps
and gently smooth
over face and neck

4 Moisturize



GinZing™ Gel Cream

Massage in circular
motion until fully
absorbed

Regimen Booster

Mask

After Prep, apply
generous amount onto full
face. Wipe off after 5min

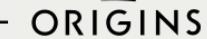


Drink Up™
Overnight Hydrating Mask



Body Care

Perform hand and
arm massage when
waiting for mask to
absorb



Touch of Nature Service

Soothe & Calm | 10 min

Soothe visible redness and irritation, and support skin's natural barrier

1 Cleanse



Checks and Balances™
Frothy Face Wash

Lather into foam.
Cleanse in circular
motion. Rinse off

2 Prep



Mega-Mushroom
Treatment Lotion

Shake, Pour, Pat

3 Treat



Mega-Mushroom
Restorative Skin Concentrate

Warm 1-2 pumps
between finger and
gently press in. Wait
for an emollient seal
on skin to form.

4 Moisturize



Mega-Mushroom
Overnight Recovery Cream

Massage in circular
motion until fully
absorbed

Regimen Booster

Wellness Moment

Start with a calming Peace
of Mind Ritual



Peace of Mind™
on-the-spot relief



Mega-Mushroom
Soothing Hydra-Mist

Finish Touch

Finish with a relaxing
spray of soothing mist



Touch of Nature Service

Youth Boost | 10 min

Firm and contour skin with youth-activating plant power

1 Cleanse



Check and Balances™
Frothy Face Wash

Lather into foam.
Cleanse in circular motion. Rinse off

2 Prep



Plantscription™
Youth-Boosting Essence

Pour generous amount into palm and gently press onto skin until fully absorbed

3 Treat



Plantscription™
Multi-Powered Youth Serum

Apply 2-3 pumps and gently smooth over face and neck

4 Moisturize



Plantscription™
Lifting and Firming Cream

Massage in circular motion until fully absorbed

Regimen Booster

Eye Care

Apply to eye area (focus on the undereye, crow's feet, and 11 lines) after moisturizer



Plantscription™
Retinol Eye Cream

Sun Protection

Finish with SPF - massage onto full face in circular motion



Plantscription™
SPF25 Power Anti-Aging Cream



Touch of Nature Service

Protect Skin's Future | 10 min

Smooth and refine skin with antioxidant apple power and deep hydration

1 Cleanse



Youthtopia™
Apple Butter Cleansing Balm

Apply generous amount and massage in circular motion to cleanse and melt makeup. Add water to emulsify. Rinse off

2 Prep



Youthtopia™
Refining Apple Peel

Shake well. Swipe across full face with saturated cotton pad

3 Treat



Plantscription™
Multi-Powered Youth Serum

Apply 2-3 pumps and gently smooth over face and neck

4 Moisturize



Youthtopia™
Plumping Apple Cream

Massage in circular motion until fully absorbed

Regimen Booster

Eye Care

Apply to eye area after moisturizer



GinZing™
Brightening Eye Cream

Sun Protection

Finish with SPF - massage onto full face in circular motion



GinZing™ SPF 30
Daily Moisturizer



Touch of Nature Service

Power Glow | 10 min

Boost skin's natural energy for a healthy, radiant glow

1 Cleanse



Youthtopia™
Apple Butter Cleansing Balm

Apply generous amount and massage in circular motion to cleanse and melt makeup. Add water to emulsify. Rinse off

2 Prep



Youthtopia™
Refining Apple Peel

Shake well. Swipe across full face with saturated cotton pad

3 Treat



GinZing™
Glow Boosting Serum

Apply 2-3 pumps and gently smooth over face and neck

4 Moisturize



GinZing™
Glow Boosting Moisturizer

Massage in circular motion; highlight on cheeks, collarbones for extra glow

Regimen Booster

Eye Care

Apply to eye area after moisturizer



GinZing™
Brightening Eye Cream



GinZing™ SPF 40
Energy-Boosting Tinted Moisturizer

Sun Protection

Finish with SPF - massage onto full face in circular motion



Touch of Nature Service

Bright Up | 10 min

Brighten dull skin, reduce and prevent hyperpigmentation

1 Cleanse



Checks and Balances™
Frothy Face Wash

Lather into foam.
Cleanse in circular motion. Rinse off

2 Prep



Youthtopia™
Refining Apple Peel

Shake well. Swipe across full face with saturated cotton pad

3 Treat



Mega-Mushroom
Dark Spot Brightening Serum

Apply 2-3 pumps and gently smooth over face and neck

4 Moisturize



Mega-Mushroom
Dark Spot Brightening Moisturizer

Massage in circular motion until fully absorbed

Regimen Booster

Eye Care

Apply to eye area after moisturizer



GinZing™
Brightening Eye Cream

Mask

After Cleanse, apply Active Charcoal Mask to T-zone and Rich Purifying Mask to U-zone. Wait until dry. Gently rinse off.



Clear Improvement™
Active Charcoal + Rich Purifying Masks



Touch of Nature Service Detox & Purify | 10 min

Purify pores and calm oil-prone skin while maintaining hydration



Check and Balances™
Frothy Face Wash

1 Cleanse

Lather into foam.
Cleanse in circular
motion. Rinse off



Clear Improvement™
Blackhead Clearing Mask-to-scrub

2 Mask

Apply a generous amount to
T-zone with mask brush.
Leave on for 5 min or until
dry. Add water, gently
massage in circles to
exfoliate. Rinse and pat dry



Super Spot Remover™
Blemish Treatment Gel

3 Treat Regimen Booster

Apply a thin layer
1-3 times onto
acne spots



Clear Improvement™
Blemish Clearing Hydration Lotion

4 Moisturize

Massage in circular
motion until fully
absorbed



Touch of Nature Service Eye Revive | 10 min

Refresh tired eyes with deep hydration and brightening care



Check and Balances™ Frothy
Face Wash

1 Cleanse

Lather into foam.
Cleanse in circular
motion. Rinse off



Mega-Mushroom
Treatment Lotion

2 Prep

Shake, Pour, Pat



GinZing™
Brightening Eye Cream

3 Treat

Gently massage
round eye contour



GinZing™
SPF 30 Daily Moisturizer

4 Moisturize

Finish with sun
protection





Origins Signature Mini Facial Service

A Journey Into Origins Nature-Powered Rituals



ORIGINS SERVICES | SIGNATURE MINI FACIAL GOALS



1

SHARE

HOLISTIC BRAND EXPERIENCE

Demonstrates Origins' expertise and elevates us beyond a product counter to a holistic experience. Not only your facial skin, but your wellness as well



2

BUILD

EMOTIONAL CONNECTION

Creates a relaxing, memorable ritual that deepens customer trust and brand loyalty



3

MAKE

COMMERCIAL IMPACT

Drives multi-product trial and link-selling opportunities, increasing conversion and routine adoption

ORIGINS SERVICES | SIGNATURE MINI FACIAL

🌟 WHAT IS OUR SIGNATURE MINI FACIAL?

The Signature Mini Facial is Origins' iconic in-store service. A personalized treatment that blends nature-powered, science-proven skincare with targeted application and massage, delivering visible results and restorative self-care

⌚ FORMAT

- 20–30 min | Complimentary
- 45 min extended | Paid in selected markets

✨ FULL-FACE EXPERIENCE + BODY INDULGENCE

- 6-11 tailored steps for a full Regimen Experience
- Each product application designed with Origins unique application method
- Always included Hand & Arm massage + Body Products

⊕ ORIGINS RITUALS AND SERVICE ENHANCEMENTS

Origins Signature Ritual and service enhancements

👤 PERSONALIZED APPROACH

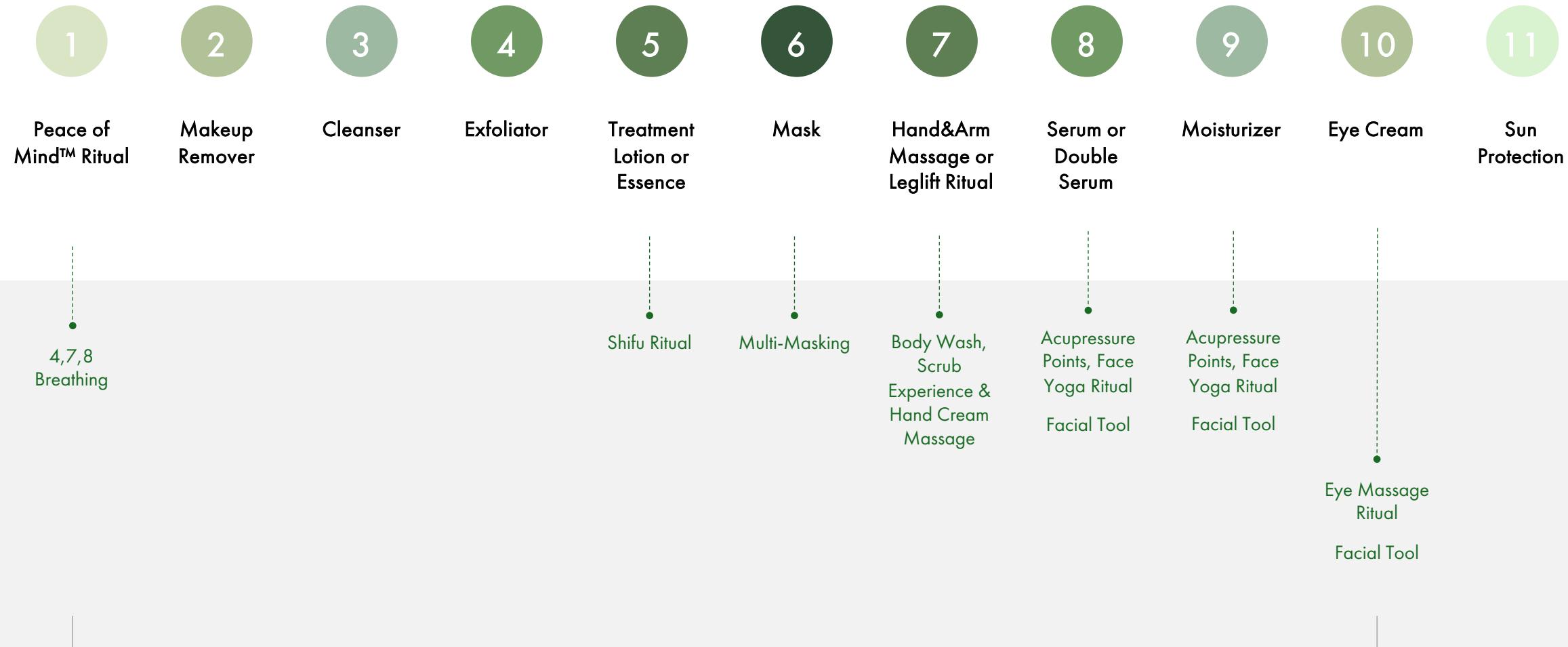
3-Question Consultation to match products with skin needs

📖 ORIGINS STORYTELLING

Every step reinforces the "nature + science" narrative, bringing the brand promise to life



SIGNATURE MINI-FACIAL SERVICE FLOW



PRODUCT APPLICATION STEPS & PRODUCT MAPPING



SERVICE ENHANCEMENTS

WHAT WE IDENTIFY

Based on the selected products and client's lifestyle, determine custom service enhancements to incorporate into the service, such as a Signature Ritual or facial massage.

WHY THIS IS IMPORTANT

Our goal is to provide an experience tailored to every client's unique concerns and lifestyle.

The service enhancements are recommended based on the details a client shares with you, guaranteeing a custom service with every client, and showcasing our point of difference.

SERVICE ENHANCEMENT

ENHANCEMENT

IN SERVICE

4, 7, 8 Breathing Technique	-----	With Peace of Mind Ritual
Signature Rituals	-----	With Mask
Hand & Arm Massage	-----	With Serum / Moisturizer
Facial Tool	-----	With Serum / Moisturizer
Ler or Shoulder Massage	-----	End of service / during Mask



Signature Mini Facial Service

Protect Skin's Future | 20-30 min

									
1 Peace of Mind™ on-the-spot relief Ritual	2 Youthtopia™ Apple Butter Cleansing Balm Cleanser & Makeup Remover	3 Clear Improvement™ Rich Purifying & Active Charcoal Masks Mask	4 Body & Hand Cream Collection / Leg Lift Hand&Arm Massage or Leglift Ritual	5 Youthtopia™ Refining Apple Peel Exfoliator	6 Mega-Mushroom Relief & Resilience Soothing Treatment Lotion Treatment Lotion or Essence	7 Plantscription™ Multi-Powered Youth Serum Serum or Double Serum	8 Youthtopia™ Plumping Apple Cream Moisturizer	9 GinZing™ Brightening Eye Cream Eye Care	10 GinZing™ SPF 40 Tinted Moisturizer Sun Protection
Start with a calming Peace of Mind Ritual	Apply generous amount and massage in circular motion to cleanse and melt makeup. Add water to emulsify. Rinse off	After Cleanse, apply Active Charcoal Mask to T-zone and Rich Purifying Mask to U-zone. Wait until dry. Gently rinse off.	Perform Origins Signature Hand&Arm massage with preferred body lotion/hand cream	Shake well. Swipe across full face with saturated cotton pad. Pat dry.	Shake Pour Pat	Apply 2-3 pumps and gently smooth over face	Massage in circular motion until fully absorbed	Gently massage round eye contour	Finish with SPF. Massage onto face in circular motion
<p>4,7,8 Breathing Technique*</p> <p>While waiting for mask, perform Origins Signature Hand&Arm Massage, with enhancement hand demo of body wash, scrub, or other body products*</p> <p>Shifu Ritual*</p> <p>Acupressure Points, Face Yoga (with Facial Tool if available)*</p> <p>Eye Massage (with Facial Tool if available)*</p>									
<p>*Optional Service Enhancements</p>									

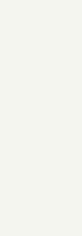
Signature Mini Facial Service

Hydra Boost | 20-30 min



Signature Mini Facial Service

Youth Boost | 20-30 min

									
1 Peace of Mind™ Ritual	2 Cleanser & Makeup Remover	3 Mask	4 Hand&Arm Massage or Leglift Ritual	5 Exfoliator	6 Treatment Lotion or Essence	7 Serum or Double Serum	8 Moisturizer	9 Eye Care	10 Sun Protection
Start with a calming Peace of Mind Ritual	MOC - Shake well to activate, smooth on dry skin, add water to emulsify, then rinse off. FFW - Lather into foam Cleanse in circular motion. Rinse off	Open pores with a warm, moist towel. Apply a generous layer to cleansed skin, leave for 5 minutes to dry, then rinse off.	Perform Origins Signature Hand&Arm massage with generous layer of body lotion/hand cream	Shake well. Swipe across full face with saturated cotton pad. Pat dry.	Pour generous amount into palm and gently press onto skin until fully absorbed	Apply 2-3 pumps and gently smooth over face	Massage in circular motion until fully absorbed	Gently massage round eye contour	Finish with SPF. Massage onto face in circular motion
4,7,8 Breathing Technique*			While waiting for mask, perform Origins Signature Hand&Arm Massage, with enhancement hand demo of body wash, scrub, or other body products*				Acupressure Points, Face Yoga (with Facial Tool if available)*	Eye Massage (with Facial Tool if available)*	

*Optional Service Enhancements

Signature Mini Facial Service

Power Glow | 20-30 min



*Optional Service Enhancements

Signature Mini Facial Service

Soothe & Calm | 20-30 min



*Optional Service Enhancements

Signature Mini Facial Service

Bright Up | 20-30 min

									
1 Peace of Mind™ Ritual	2 Makeup Remover	3 Cleanser	4 Exfoliator	5 Treatment Lotion or Essence	6 Serum or Double Serum	7 Moisturizer	8 Eye Care	9 Sun Protection	10 Hand&Arm Massage or Leglift Ritual
Start with a calming Peace of Mind Ritual	Shake well to activate, smooth on dry skin, add water to emulsify, then rinse off.	Gently massage over wet skin in circular motions. Rinse thoroughly. Avoid eye areas.	Swipe across full face with saturated cotton pad	Shake Pour Pat	Apply 2-3 pumps and gently smooth over face	Massage in circular motion until fully absorbed	Gently massage round eye contour	Finish with SPF Massage onto full face in circular motion	Perform Origins Signature Hand&Arm massage with preferred body lotion/hand cream
4,7,8 Breathing Technique*			Shifu Ritual*		Acupressure Points, Face Yoga (with Facial Tool if available)*	Apply thick layer of moisturizer as a mask service*	Eye Massage (with Facial Tool if available)*		

*Optional Service Enhancements

Signature Mini Facial Service

Detox & Purify | 20-30 min



*Optional Service Enhancements

HYGIENE SERVICE PREP

Hygienic Standards To Follow

Prior to any service, ensure the area is organized with all the proper hygiene materials.

1 Use disposable applicators only once.
One dip per application for all products.

2 Products should only be dispensed onto a clean cotton-tip, wooden spatula, cotton pad/square, or facial tissue.
They can then be placed on the back of clean hands for application.
Fingers should never touch product directly inside containers/jar.

3 For products that are in a pump bottle, pump the product to the back of sanitized hand ensuring that no part of the bottle touches the skin.

4 In front of the client, thoroughly clean any tools, such as mask brush or facial massage tool with hygienic cleanser.

5 Sanitize product testers after every service.

All Materials to Prep for Signature Mini Facial Services

HYGIENE PRODUCTS

- Hand sanitizer
- Water bottles
- Cotton rounds/squares
- Wooden spatula
- Wooden Bowl And Foaming Brush
- Cotton tip applicators
- Facial tissue
- Mini Bin



TOOLS

- Mask brush
- Facial massage tools
- Hygienic cleanser
- Jewelry storage tray



More details in the next slide



RECOMMENDED EQUIPMENT



Disposable Headband



Disposable Cape



Cotton Buds



Tissues



Cotton Pads



Mini Bin



Hand Sanitizer



Wooden Bowl & Foaming Brush



Wooden Spatula



Small Wooden Bowl



Water Spray Bottle



Disposable cup



Tea Pot (electric, warm keep)



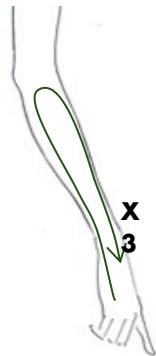
ORIGINS

Application Methods By Product Type

INTRODUCTION TO WELLNESS MASSAGE MOVEMENTS

MASSAGE TECHNIQUES

1



Effleurage

Gliding strokes
For relaxation

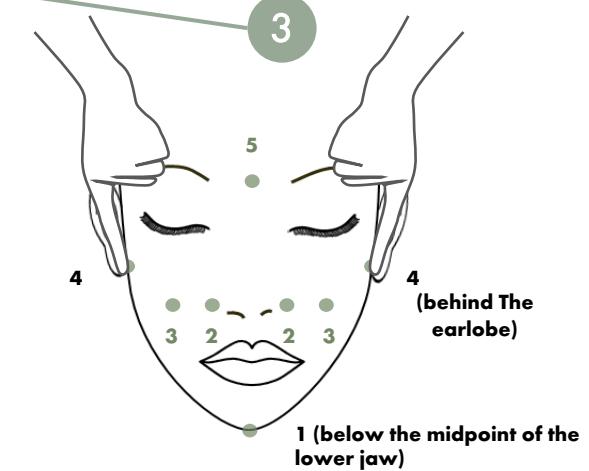
2



Friction

Circular Motion
For stimulation to improve blood circulation

3



Acupressure

Holding points
To calm, destress, relief irritation

Find the acupressure point.

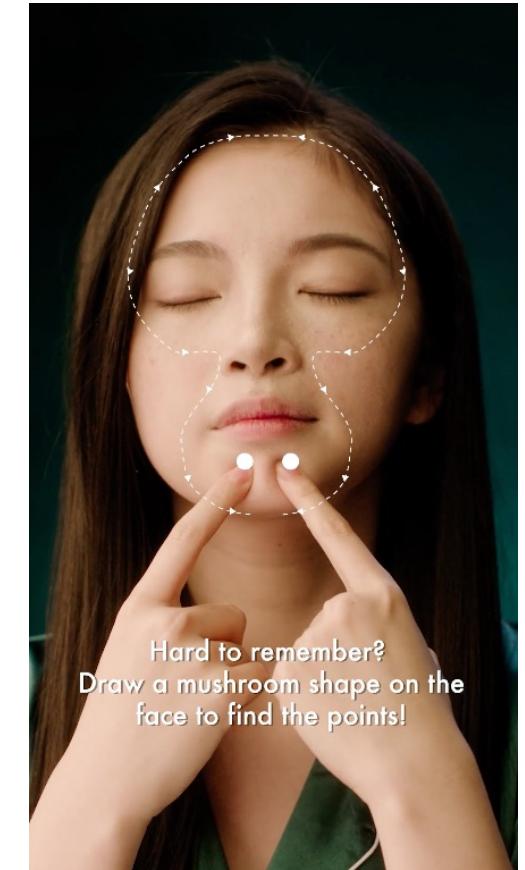
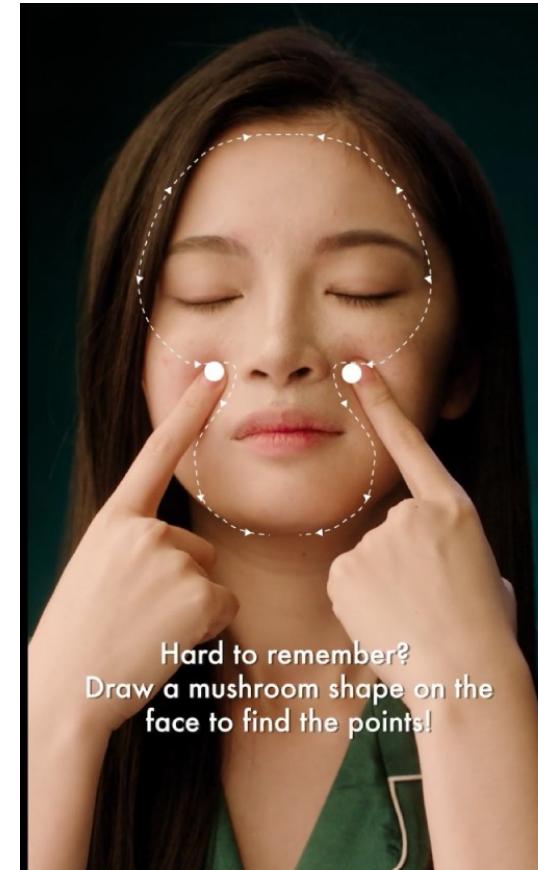
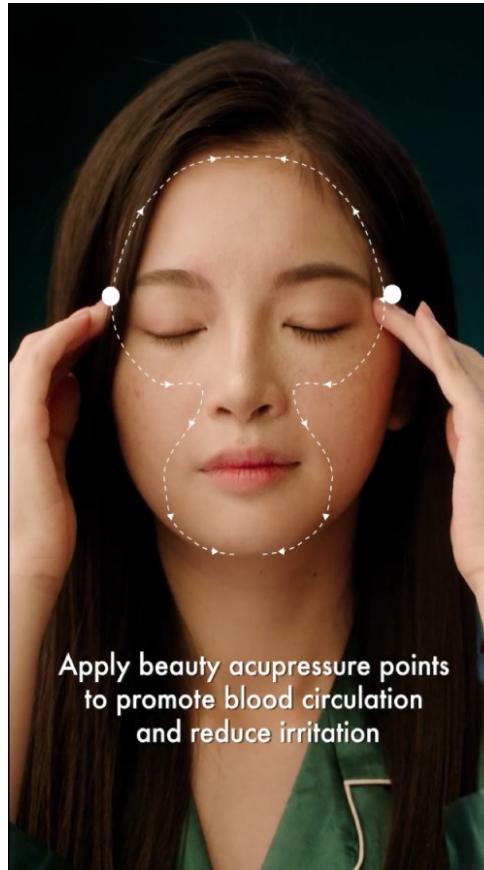
Take 3 – 5 seconds to increase pressure gradually and release slowly.

* Picture indicates commonly used Acupressure points on face

HOW IT WORKS

- The techniques have been developed focusing on the flows of the muscle and lymph using acupressure massage.
- Aims to achieve relaxation and eliminate skin's stress and fatigue for optimal results

ORIGINS "MUSHROOM" ACUPRESSURE FACIAL MASSAGE



Draw a Mushroom Shape on face to find 4 Acupressure points to promote blood circulation and reduce redness

ORIGINS APPLICATION METHOD BASED ON PRODUCT TYPE

As you apply each product, share educational elements throughout the experience to showcase our expertise and educate the client, such as:

- Product name
- Key benefits and ingredients
- Why you selected product
- How to apply and regimen

Example



GinZing
Energizing Gel Cream



White Panax
Ginseng



Caffeine
Coffee Beans



Reasons Why
(Discover your client's
skin type and needs)



Show how to apply
the product, do trial
experience



PEACE OF MIND RITUAL

Start every Origins Signature Mini Facial Service with Peace of Mind™ Ritual



1

Apply three pumps
on to fingertips

2

Take three deep breaths to inhale
the aromas of Peace of Mind™

3

Massage into your temples, behind your
ears and earlobes

DID YOU KNOW?

Deep breathing is known to
enhance overall relaxation

It's normal to feel a tingling
sensation for a refreshing and
comforting experience

MAKEUP REMOVING CLEANSING APPLICATION METHOD



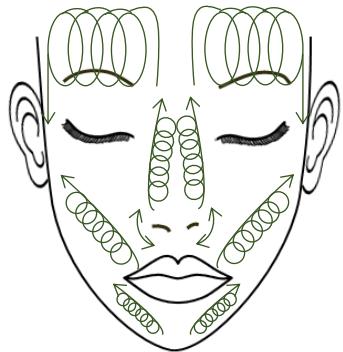
1

Checks And Balances
Milky Oil Cleanser - Shake well and
dispense
4 to 6 pumps onto your palms.



2

Use fingers to smooth out the
makeup remover across face
(from center to sides, from
bottom up)



3

Perform small massage circles on
cheeks nose, forehead, and chin to
fully massage in to melt makeup



4

Fold a piece of tissue into a triangle
and blot away the makeup remover.
Wipe away excess with saturated
damp cotton pads + tissue to dry

APPLE BALM CLEANSING APPLICATION METHOD



Squeeze out a cherry-sized amount of Apple Butter Cleansing Balm



Spread Apple Butter Cleansing Balm across entire face starting from cheek → forehead → nose → chin



As you massage in a circular motion, the texture transforms from a Soft Balm to a silky oil that dissolves makeup, surface oil, dirt, and impurities.



With a splash of water, it transforms into a lightweight milk.



Rinse off thoroughly to reveal a clean, soft, and nourished skin.



Phase 1 Soft Balm



Phase 2 Silky Oil



Phase 3 Lightweight Milk

Video

CLEANSING FOAMING TECHNIQUE AND APPLICATION METHOD



1

Select a cleanser that is appropriate and suitable for the customer.



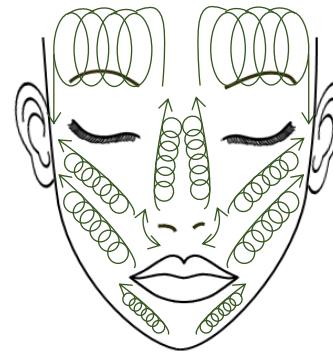
3

Gently apply/swipe foam to cheeks, forehead, nose, and chin area



2

Squeeze out pea-size amount onto the facial foaming brush. Add water and lather up the foam. Invite customer to smell the scent.



4

Perform circular motion across face to thoroughly cleanse. Repeat 3 times



5

Wipe with damp cotton pads, blot excess water with tissue.

MEGA-MUSHROOM TREATMENT LOTION "SHAKE POUR PAT"

"SHAKE, POUR, PAT" Ritual

Video



Shake the bottle

Pour generous amount into palm

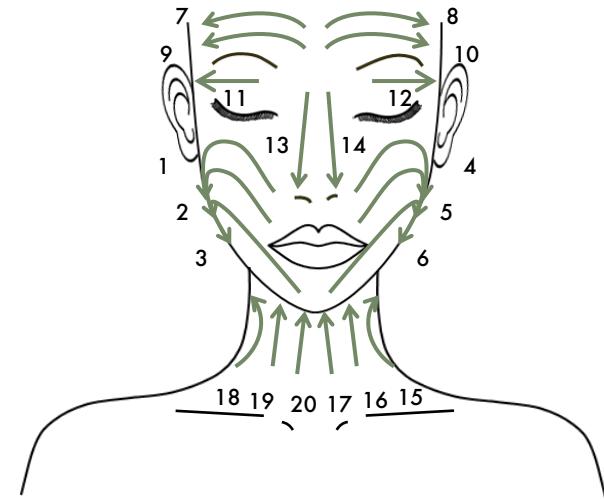
Pat onto skin

MEGA-MUSHROOM TREATMENT LOTION APPLICATION METHODS

How to apply with Cotton Pads



Saturate **Mega-Mushroom Treatment Lotion**
onto large cotton pads.



Swipe across:
Cheeks | Forehead | Eye area | Nose | Neck



Repeat
3 times

MEGA-MUSHROOM TREATMENT LOTION SHIFU ACUPRESSURE RITUAL

STEP 1

Fully saturate small, thin cotton pads or reusable cotton pads with Mega-Mushroom Treatment Lotion, soaking enough pads to cover your entire face.

STEP 2

Place saturated cotton pads onto forehead, cheeks, chin and nose as a mask.

Did You Know? Exposure to environmental assaults, micro-aggressors and harsh products can lead to a weakened skin barrier? Mega-Mushroom Treatment Lotion helps strengthen skins barrier.

STEP 3

Gently pat face, pressing cotton pads onto skin.

As you wait 10 minutes, follow acupressure steps 4-6.

STEP 4

Place hands together and press the middle of your chin with both index fingers – Take a deep breath.

STEP 5

Relax your jaw muscles and apply pressure with index fingers on top of each jaw muscle – Take a deep breath.

Did You Know? Tension is common in jaw muscles. To help relax, remove tongue from roof of mouth and breathe into abdomen, dropping shoulders down and away from ears.

STEP 6

Gently tap fingertips across face, then apply pressure with index fingers under each eye towards the nose – Take a deep breath.

STEP 7

Remove cotton pads after 10 minutes and pat remaining Mega-Mushroom Treatment Lotion into skin.



MEGA-MUSHROOM TREATMENT LOTION SHIFU ACUPRESSURE RITUAL

Video

ORIGINS SHIFU ACUPRESSURE RITUAL

ft. Mega-Mushroom
Treatment Lotion



YOUTHTOPIA REFINING APPLE PEEL APPLICATION METHOD



1

Shake well



2

Open cap and place a cotton pad on top of bottle. Turn upside down 3 times to saturate the cotton pad.



3

Gently swipe the cotton pad across cheeks, forehead, chin, and nose with gentle pressing circulations



4

Wait for product to be fully absorbed (skin feels almost dry to touch)

SERUM APPLICATION METHOD



1

Choose a serum according to the customer's skin concern. Dispense out 3 full pumps onto the back of your hand.



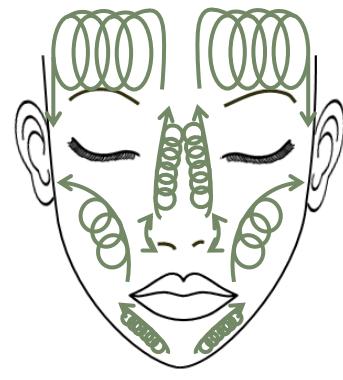
2

Segregate on cheeks, forehead/chin and nose



3

Smooth out the serum across the entire face contour



4

Massage in the serum using a circular motion till fully absorbed.



The exception is MM Concentrate due to its rich texture

1

Less is more:
Use 1-2 pumps

2

PRESS IN to create a lipid emollient seal on skin
Be gentle to skin barrier and
DO NOT RUB



MOISTURIZER APPLICATION METHOD



1

With a clean wooden spatula,
scoop out cherry size amount



2

Segregate on cheeks,
forehead/chin and nose



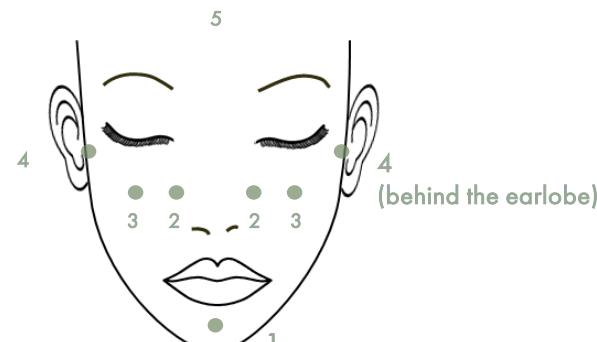
3

Smooth out the moisturizer
across the entire face contour



4

Massage in till fully absorbed



5

Perform acupressure massage with
deep breathing

GINZING GLOW-BOOSTING MOISTURIZER – FUN USAGE



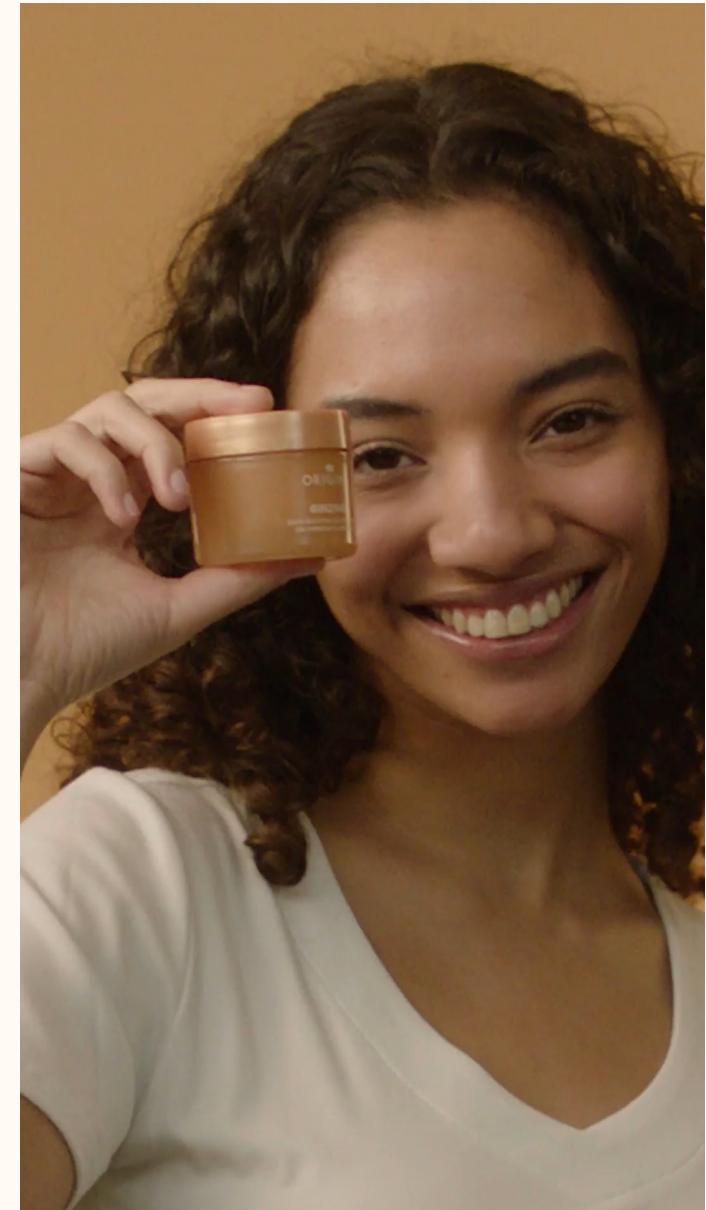
Using it as a primer or mix with your foundation for a natural glowy look



Apply on areas as a highlighter

Apply on collarbone and decollete

Mix with body lotion to apply on body for extra hydration and glow



VIDEO

MASK APPLICATION METHOD



For Gel Texture Masks - Dispense out cherry size into the small wooden bowl



Segregate on cheeks, forehead/chin and nose



Smooth out the mask across the entire face contour



For Clay Texture Masks - Dispense out cherry size amount into the small wooden bowl



Apply the clay mask by massaging in circular motion covering the entire face contour, avoiding the eye area



You have the option to do multi-masking or mask on certain part of the face only (e.g. T-zone)

MULTI-MASKING METHOD

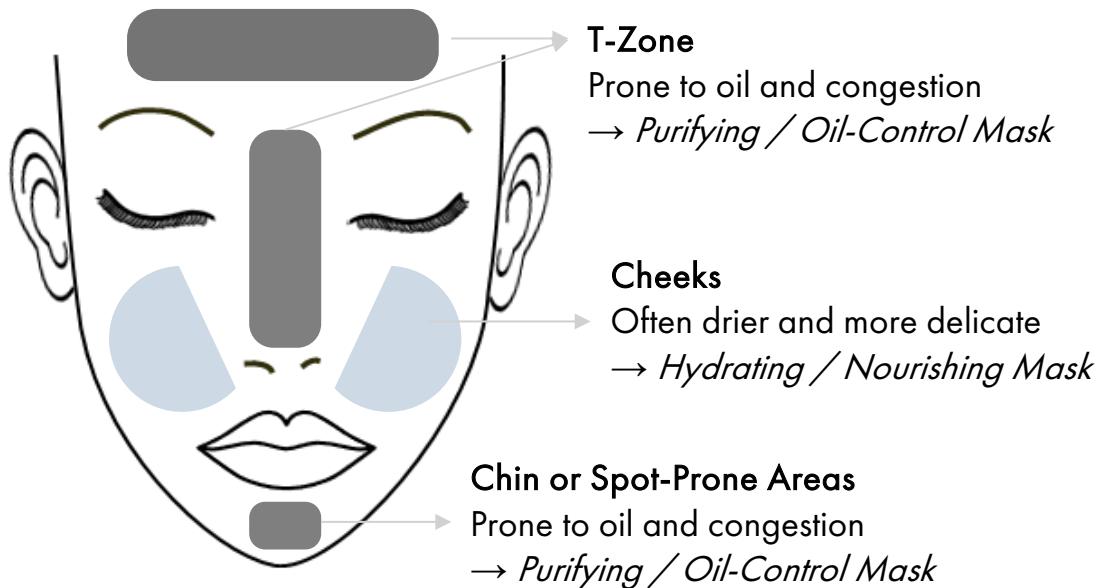
Multi-Masking is a fun, personalized way to treat your skin's unique needs by applying different masks to different areas of the face.

By combining multiple masks in one session, customers can:

- Experience more Origins formulas at once
- Enjoy a playful and creative ritual
- Discover how each product addresses a specific skin concern

It's an engaging way to showcase the versatility of our mask portfolio and leave skin feeling balanced, refreshed, and renewed.

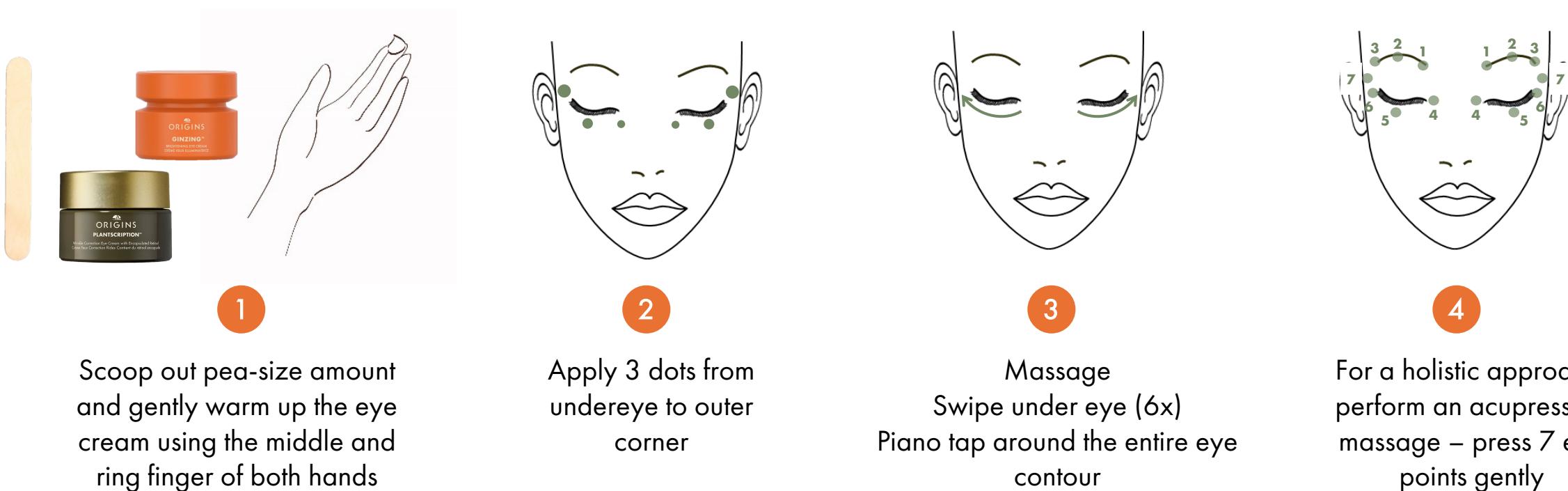
IDENTIFY YOUR ZONES



VIDEO



EYECARE WITH ACUPRESSURE APPLICATION METHOD



SUNCARE APPLICATION METHOD



"2-Line Rule": Squeeze out lines along two fingers. If needed more for back of neck, decollete, and ears, squeeze out 3 lines



Segregate on cheeks, forehead/chin and nose



Smooth out across the entire face contour, avoiding the eye contour



Massage in till fully absorbed

BONUS!

DON'T NEGLECT
THESE AREAS



Both ears and back of the ears



Neck and décolleté



Don't forget hands!
They are the "second face"



POST-SERVICE

- 1. REVIEW**
Close the service by reviewing the recommended skincare routine-- including custom service enhancements they can experience at-home and answer any client questions.
- 2. TAKE A PHOTO**
Suggest client to take a photo of the product line-up, so they can reference later.
- 3. SAMPLES**
Collect products client would like to purchase, then provide 1-2 samples of a product they didn't.
- 4. FOLLOW-UP**
Schedule a follow-up appointment to check-in with client, share new product innovation, and allow clients to replenish product.
- 5. THANK YOU NOTE**
Once the client departs, send a note thanking the client for their time.
- 6. CLIENT BOOK OR CRM**
Add a service recap to the client book or CRM system, capturing your clients' preferences, skin type and skin concerns.



ORIGINS

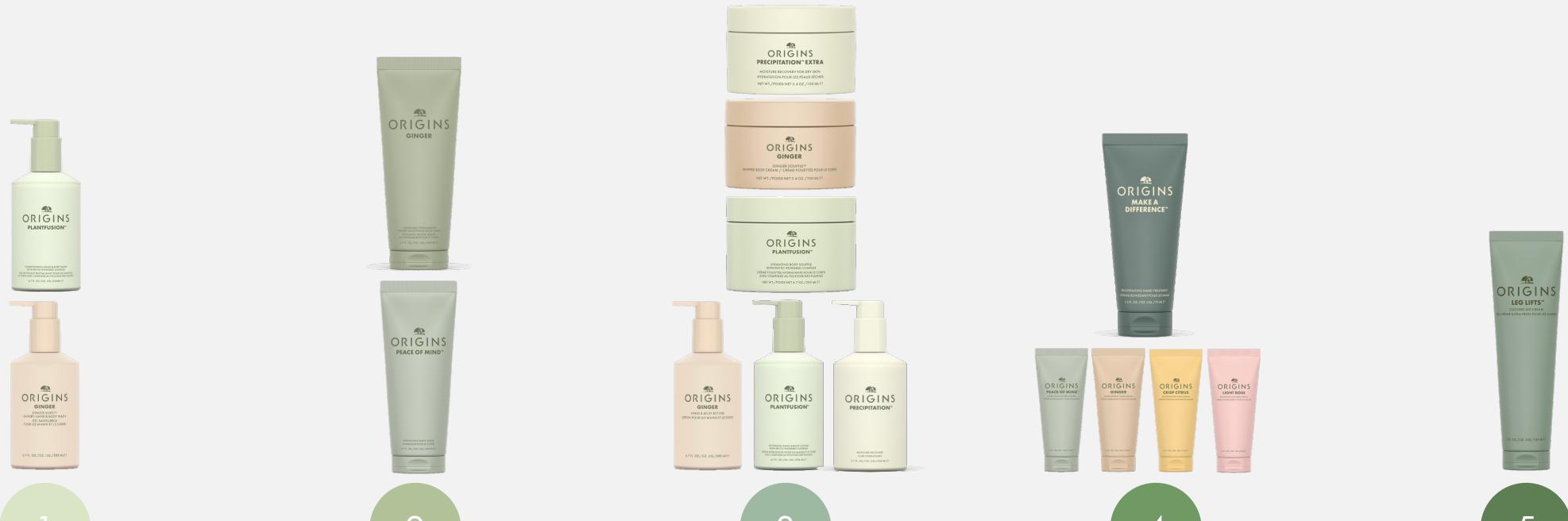
Nature's Indulgence Body Services

- Signature Hand & Arm Service
- Leg Lift Renewal Service
- Shoulder Massage Service



NATURE'S INDULGENGE BODY SERVICE

PRODUCT APPLICATION STEPS AND PRODUCT MAPPING



1
Body Wash

2
Body Scrub

3
Body Lotion or Souffle

4
Hand Cream

5
Leg Lift

RECOMMENDED EQUIPMENT



Tissue



Cotton Pads



Wooden Spatula



Wooden Jewelry tray



Mini Bin



Large Glass Bowl
(to fill water if needed)



Water Spray Bottle



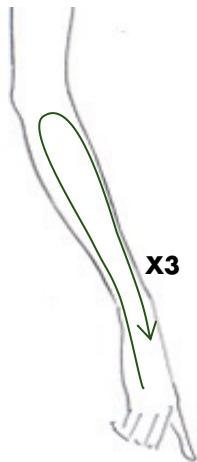
Arm Rest Placemat
(Water resistant)

ARM MASSAGE TECHNIQUE



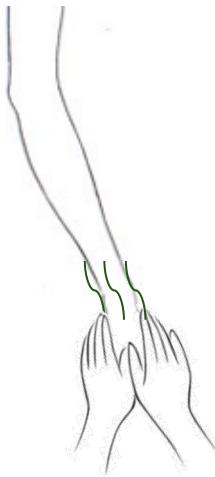
1

Swipe across all arm and hand with MMTL saturated cotton pad.
Warm up preferred body Lotion or Soufflé in between palms



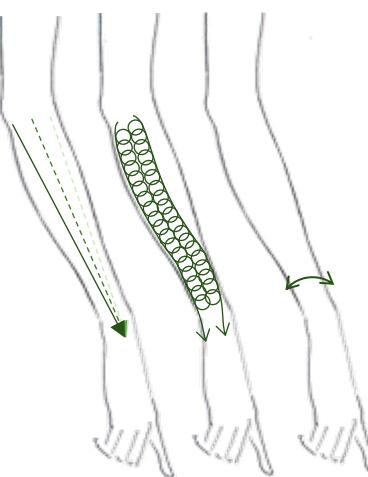
2

Perform effleurage movement from the wrist up to the elbow (apply firm pressure) and glide (light pressure) back to the wrist on both the front and back of the hand



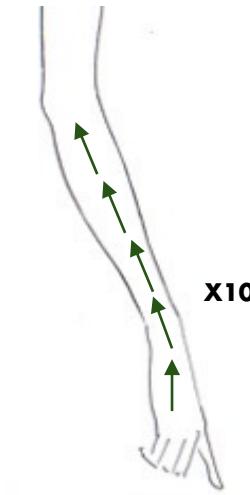
3

Place both hands onto wrist and perform vibration.
Do 5 counts silently



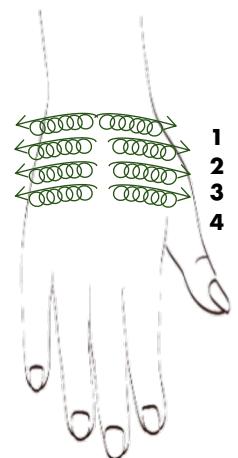
4

Split the hand into 3 sections. Glide up to elbow and perform kneading motions using both thumbs down to wrist and glide out. Repeat on back of the hand



5

Using your palms, glide up from wrist up to elbow with alternative motions. Glide back down to wrist

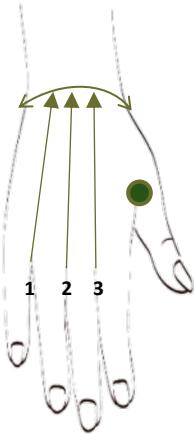


6

Perform kneading motions on the metacarpals

Using the MMTL will help ensure quick and easy spreadability during the massage

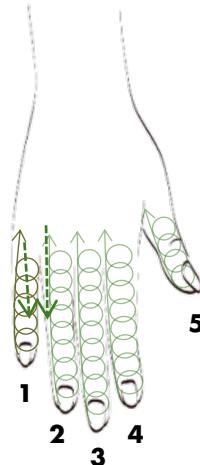
HAND MASSAGE TECHNIQUE



1

Using 1 thumb, glide up the hollow part on the metacarpals up to the wrist and glide out

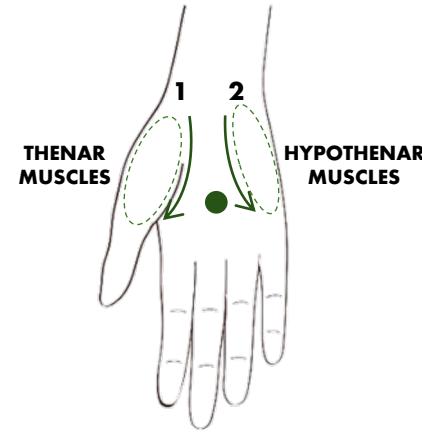
Rub the point between the thumb and index finger in circular motions 2 to 3 times and press gently



2

Starting from the pinky finger, Perform kneading motions on the phalanges starting from tip up

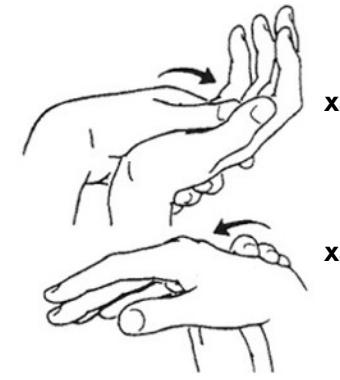
Then glide them back to the tip from the sides and press both sides of the fingertip to balance the body



3

Using your thumbs, glide the Thenar and Hypotenar muscles with alternate motions 3x.

Press 5 counts on the tsubo point in the center on the palm



4

Passive movement

Place the fingers of your dominant hand to the 4 fingers of your customer while lightly supporting her/his wrist with the other hand. Gently bend towards the back
(Start slowly and gradually increase the pressure)

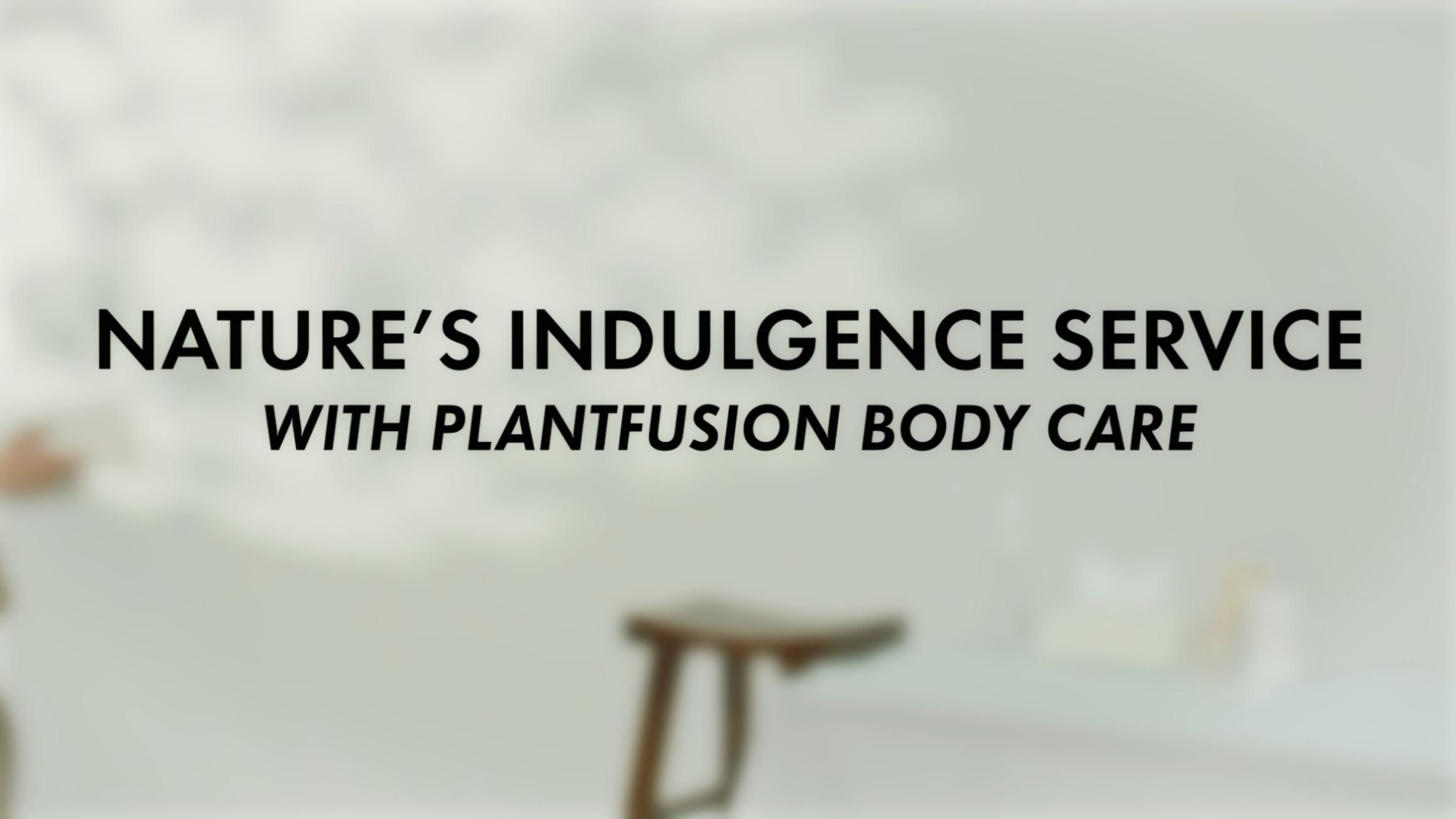


5

Dab away excess cream with tissue and perform the whole routine on the other hand

Last Touch

With the customer's hands facing them, invite the customer to take in 3 deep breaths



**NATURE'S INDULGENCE SERVICE
WITH PLANTFUSION BODY CARE**



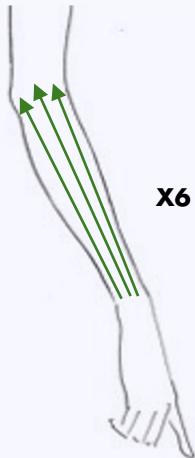
LEG LIFTS™ RENEWAL SERVICE

Relax Legs with Leg Lift Massage



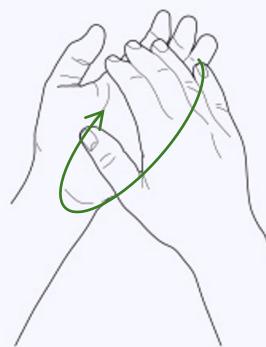
96%
Naturally
Derived

LEG LIFT MASSAGE SERVICE ON ARMS



1

Prep the forearms with Mega-Mushroom Treatment Lotion in an upwards motion, starting from the wrist to the elbow section



2

Squeeze out about a cherry-sized amount and warm it up in between your palms



3

Start by spreading Leg Lift onto the inner and outer parts of the forearms using effleurage (gliding motion) from the wrist to the elbow section.



x
6

4

With the Gua Sha tool's biggest curve side, perform Gua Sha Massage in a Light To Medium Stroke, starting from the wrist to the elbow section.

Start from the inner part of the forearm, then move to the outer part

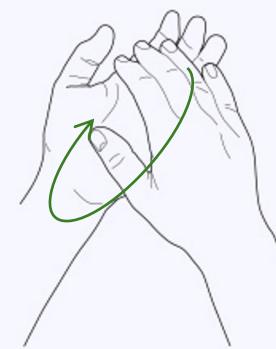
LEG LIFT MASSAGE SERVICE ON LEGS*

*If Customer allows to service directly on legs



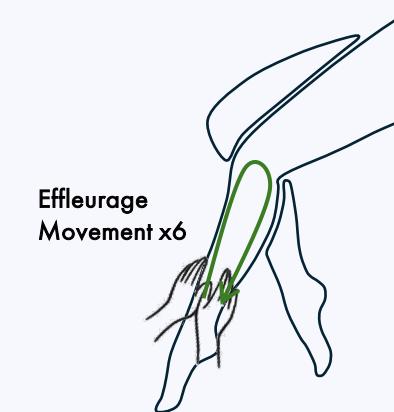
1

Prep the calves with Mega-Mushroom Treatment Lotion in an upwards motion, starting from the ankle to knee section



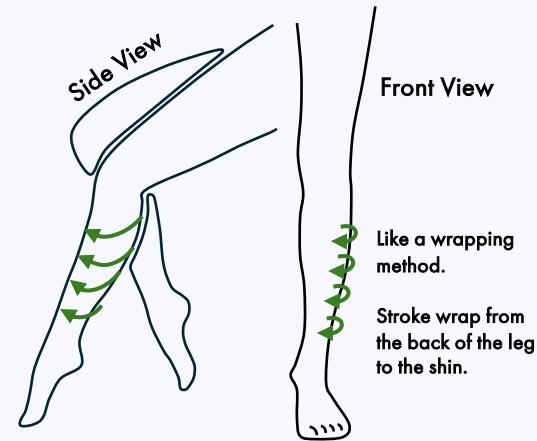
2

Squeeze out about a cherry-sized amount and warm it up in between your palms



3

Start by spreading Leg Lift onto calves using effleurage from the ankle to the knee section



4

Perform Gua Sha Massage using the tool's smooth curve in a light to medium stroke, starting from the back of the leg to the shin.

Start from the ankle up to knee

Step 1

Spread onto calves using effleurage
(gliding strokes) from ankle to knee



O.R.I.G.I.N.S. SHOULDER MASSAGE SERVICE

When to perform:

- Optional to provide a relaxation moment at the end of each service for customers who experience stiff shoulders
- Can be incorporated with Peace of Mind Ritual or body products



Place the tip of your thumbs on client's shoulders to start with O. Make a small circle on both sides of client's neck.

Draw R with a straight line from the top of the neck and half circle motion on the side with your thumbs, and grab the top of the shoulder and press them down to the arms.

Simply press straight downward in a straight line, from the neck towards the back.

Using the whole thumb, create a big half circle around the shoulder blades, and press both sides of the blades, finishing the G shape.



For the second I, press a straight line on the spine instead of the neck.

Draw an N shape on the general shoulder area to massage the shoulder muscles.

Use palm - gently create a long S shape movement top of neck across shoulder top and shoulder blade toward the middle of the back.



ORIGINS

GLOBAL EDUCATION

Bring Origins To Life, One Experience At A Time.