

### New Staff

Most of you will have met our no longer new Beauty Therapists Andrea and Danielle. Micheala has finished her training and has now moved from a Receptionist position to a Beauty Therapist position. Charlotte has joined us as a Receptionist. Cerys is as busy as ever and now undertakes the role of Educator for Calgel for Wales, whilst maintaining her role as Salon Director and Beauty Therapist.

### Bliss Babies

Lots of new Bliss Babies have been born including Ceri's son Ioan in January 2011, Rhian's daughter Taya in October 2011 and Carrie's daughter Ava in December 2011.

### New Treatments

As is always the case lots of training and updating has been undertaken by all our staff. Cerys is now offering **Nouveau Contour Permanent Make Up** and **HD Brows**. **Hot Stones Therapy** has been introduced which everyone is finding is a really luxurious relaxing treatment. The new fashionable **Vajazzle** has been popular with our bikini waxing and VPL clients and those who like a little bit of sparkle.

**Maternity Reflexology** and **Maternity Aromatherapy** will be introduced from February 2012 and is already generating lots of interest.

### Training and Qualifications

This is always a subject close to our hearts and there's been lots as usual. Congratulations to Danielle and Micheala who have completed their qualification in Swedish Massage. All our Therapists have undertaken advanced Calgel Nail Training. A Hot Stones Therapy Course has been completed by all our Therapists. Variable Pulsed Light refresher training has also been undertaken. Paula is currently upgrading to level 3 Beauty Therapy to add to her Level 3 Complementary Therapy. In fact someone in the salon is always undertaking some form of education and training and we

### Awards

The salon achieved a outstanding inspection report from Healthcare Inspectorate Wales (HIW) in relation to the provision of **Variable Pulsed Light** Permanent Hair Removal, Skin Rejuvenation, and the treatment of Red Veins, Acne, fine lines and wrinkles as well as a range of other minor skin conditions. The salon is registered as a private healthcare provider for these treatments with HIW.

Our Welsh Assembly Government **Investors in People Award** has been renewed and upgraded for our standards of employment and staff development. Everyone at Bliss took part in the assessment and we received a very pleasing report.

As a salon we like to let our clients have their say in how they feel we are doing and how we can improve our service. The 2011 Client Satisfaction Survey results have been consistently positive with lots of good feedback from our valued clients and excellent suggestions for additional improvements. A big thank you, to all those clients who took the time to complete a survey form. Results are available on our website.