

# WOMEN'S EDITION®

THE MAGAZINE FOR METRO WOMEN

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## HEALTHY LIVING

**D**ay spas are commonplace these days, and since we all require TLC, I think this outlet is the finest way to experience affordable pampering. Where else can one indulge for an hour or an entire day and depart feeling emotionally and physically reenergized?

Exhale Day Spa and Salon is nestled in the new downtown Lowell district. Chana Forehand, owner and operator, has a Southern accent and down-home charm that immediately eliminate any intimidation, in my opinion. Chana, a cosmetologist for over 26 years, oversees operations, staffing, and quality control. She exudes passion and enthusiasm, and she says she ensures that excellent customer service and products are provided by her team.

Her love for the glamorous 1950s era is reflected in spa packages such as "Rebel Without a Cause," "Singing in the Rain," and the "Casablanca." The spa is highlighted with vibrant red walls, chandeliers, and leopard accents complemented with portraits of movie stars such as Marilyn Monroe and James Dean.

Exhale Day Spa and Salon offers services including massages, pedicures, manicures, permanent makeup, waxing, acrylic nails, and body wraps. Hair removal is offered by traditional waxing in addition to the ancient method of Threading for those with sensitive skin. Chana explains, "Threading is more effective and less painful than tweezing, and it allows hair re-growth finer and sparser after regular treatments."

"Wow" moments provide one of Chana's greatest rewards. She clarifies that a "Wow" moment is a spa experience that makes an impact on a customer's outlook on life. Assisting someone with a new hairstyle and fresh makeup application and then seeing her face light up is priceless, she says. We may not all look like movie stars, but it never hurts to feel like one. Listening to the customer is of utmost importance and helps meet the realistic expectation of the service request.

### EXHALE DAY SPA AND SALON

By Linda Barrett



Chana Forehand and Staff

Additional attention to detail is reflected in handicap-accessible massage tables. Sometimes additional aid in getting on the table is needed, and this particular table will lower to assist the customer and avoid any strain. Pedicures are presented in hand-hammered copper basins complete with organic herbs and 100%-sanitized hot stones. Pedicure devices with jets are not utilized due to the element of infection from bacteria. Chana advises, "Podiatrists affirm that diabetics should use caution with jetted pedicures for this reason." Customers seem to appreciate this extra touch.

Chana's quest to ensure that Exhale Day Spa and Salon stands apart from other day spas is displayed through perks such as massage rooms designed with private showers (no strolling down a hall to bathe), a courtyard available for special summer spa packages, bridal packages, "Red Hat" ladies' packages, and custom "Little Princess" packages. Children need to be pampered too, and this package can be great for birthday parties. Teens can experience spa packages and utilize the Zit-Zap, a

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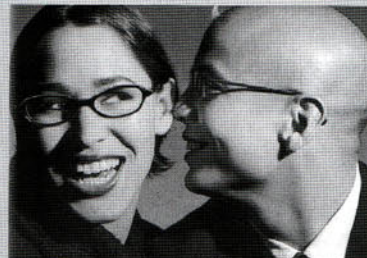
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## HEALTHY LIVING

procedure used to quickly clear up the affected tissue.

Accolades revolve around excellent customer service, Chana says. She beams as she speaks of her customer base of over 200 clients attained just by word-of-mouth advertising alone. The staff works together as a team to ensure the ultimate spa experience. "It's all about anticipation and meeting the needs of your customer. Being proactive and meeting and beating expectation is what we strive to do." For instance, a heated wrap is provided for all shampoo customers when they are having their hair dried. Chana is certain that she can create good business relationships this way, and she treats all customers as family. Some of her customers are from generations of the same family that has been coming back year after year.

Chana is the regional technical and education director for SO.CAP USA hair extensions, which is said to be the number one brand of hair extensions in Europe and is used by many celebrities. Her work has been featured in international professional publications and commercials. According to Chana, she and her husband Tracy take pride in being the sole distributor and inventory custodian of this product for the state of Colorado. They also offer training on hair extension techniques so other licensed stylists may excel in this process.

She notes that she is the only cosmetologist experienced in the most advanced technology of the "cold fusion" technique, which utilizes ultrasound waves for fusion of the extension attachment. Cold fusion is great for fragile or thin hair. Extensions usually last three to six months depending on hair growth, and they can be filled like an acrylic nail. Extensions are 100% Remi-aligned human hair (cuticles run in the same direction), as opposed to multi-direction cuticles, which can look like barbed wire and become unmanageable.

The greatest challenge Chana has faced is finding quality staff. The right staff is key for a successful business. She would rather employ well-trained employees with exceptional customer service skills than hire someone with a bad attitude. Attitudes are difficult to overcome and can ruin the team atmosphere, she states.

Chana is a firm believer in continued education for herself and the staff. Monthly in-spa classes are provided as well as continual private training by different sources in the beauty industry. Chana is a mentor who provides her guidance in techniques and steps to perform various services in an effort to empower her staff. This enables them to remain motivated and expands their abilities, she states.

With so many day spa choices out there, what keeps clients returning is the level of quality, professionalism, and excellent service provided. Chana is very aware of this and assures that customers will not be disappointed. A happy staff ensures happy customers, and the customer is the number one priority here. "We work hard to give more than what someone is expecting," Chana says.

Chana gives back to the community by supporting various local charities. She also participates in the national "Pink Hair for Hope" Campaign which raised over \$400,000 last year for the national Breast Cancer Foundation.

Chana and her husband, a retired army helicopter pilot, were assigned to Colorado Springs 12 years ago. She is committed to providing the best day spa with affordable prices and quality service to the community.

Exhale Day Spa and Salon is located at 248 Writers Way, Suite 100, in Colorado Springs. Spa service menus are conveniently available outside the front door. Appointments are preferred by phone at 719-632-8281 or online at [www.exhalesalon.com](http://www.exhalesalon.com). The spa is open Tuesday through Saturday starting at 9:30 a.m. **WE**

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