

**Bella Salon**

**MEET THE TEAM**

**Collin / Michelle / Lynn / Frederico**

**Collin**  
Collin has fifteen years of experience as a **hairdresser** and **colorist**. He is now the proud **owner** of Bella Salon.

**Michelle**  
Our friendly **receptionist** and **assistant** is also a part-time student. She studies massage therapy and plans to join us as a full-time **masseuse** in March.

**Lynn**  
Lynn is our expert **nail technician**. She also teaches budding beauticians at SoHo Beauty college.

**Frederico**  
Frederico is a new member on our team. He is a **makeup artist** with training in special-occasion and special-effects makeup. He also works as a **hair stylist**. Frederico comes to us from a top salon in Los Angeles. To be treated like a movie star, come and see Frederico!

**receptionist**

**assistant**

**masseuse**

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What different jobs do you find at a beauty salon?
- 2 What skills should beauty salon employees have?

## Reading

2 Read the information from a web page. Then, choose the correct answers.

- 1 What is the main topic of the text?  
 A giving information about a team of hairdressers  
 B welcoming the new members of the staff  
 C introducing the staff of a beauty salon  
 D giving information on finding a makeup artist
- 2 According to the web page, \_\_\_ is also an instructor.  
 A Michelle      C Collin  
 B Frederico    D Lynn
- 3 Team member, Frederico \_\_\_.  
 A is a makeup artist in the movie industry  
 B applies makeup and does hair  
 C trains people in special-occasion makeup  
 D uses special-effects techniques when styling hair

## Word BANK

colorist    masseur  
hairdresser    makeup artist

- 1 Collin's \_\_\_ thinks that the woman should change her hair from black to dark brown.
- 2 Janet is a very good \_\_\_ and knows how to make your face look young and fresh.
- 3 Brad wants an appointment with his \_\_\_ to relieve his tense neck muscles.
- 4 The young \_\_\_ made a mistake and cut her client's hair too short.

4 Choose the sentence that uses the underlined part correctly.

- 1 A receptionist answers the phone and makes appointments at the salon.
- 2 A hair stylist's job is to apply makeup on clients before special events.
- 3 A Mrs. Baca's assistant helps her prepare the treatments.
- B Sadie is studying to be a beautician at a local college.

5 Listen and read the web page again. What kind of students does Lynn teach at the beauty college?

## Listening

6 Listen to a conversation between a receptionist and a client. Choose the correct answers.

- 1 What is the conversation mainly about?
  - A how many staff are employed
  - B what month the receptionist started work
  - C the need to find new talent
  - D plans to hire a new hairdresser
- 2 What job will the receptionist probably have in the future?
  - A makeup artist
  - B hairdresser
  - C masseur
  - D nail technician

7 Listen again and complete the conversation.

Receptionist: Welcome to Bella Salon. I'm Michelle, the 1 \_\_\_\_\_.

Client: Good 2 \_\_\_\_\_. I'm Patty Moore.

Receptionist: Is this your 3 \_\_\_\_\_ time here?

Client: Err. Yes, it is.

Receptionist: Well, let me tell you something about us. We're a small 4 \_\_\_\_\_ with a friendly professional staff.

Client: Is there a 5 \_\_\_\_\_ here?

Receptionist: Yes, our team includes two hairdressers. There's also a nail technician and a 6 \_\_\_\_\_ artist.

Client: There's no masseur on the 7 \_\_\_\_\_?

Receptionist: Not yet. But in March, I plan to join the team as a masseur when I've finished my training.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Welcome to Bella Salon.

Is there a ... here?

There's no ... on the staff?

**Student A:** You are a client at the Bella Salon. Greet Student B, then ask about:

- the staff at the salon

**Student B:** You are a receptionist at Bella Salon. Welcome Student A to the salon, then:

- introduce yourself
- answer his or her questions

## Writing

9 Imagine that you are a receptionist. Use the passage and the conversation from Task 8 to write a note about the number of staff in the salon and their duties/skills (100-120 words). Make sure to mention the following:

- who is on the team at the salon
- who is planning to join the staff soon



## In Style at Bella Salon

The best full service beauty salon in town!

Whether you want your hair **perm**ed, **colored**, or **straightened**, our hairdressing team knows best. Just need a quick **cut** or **trim**? Bella Salon is the place for you. Treatments include a **shampoo** and **conditioning** massage. Your session always finishes with a **blowout** and **styling**.

Our high quality services don't stop with just hair treatments. How about professional **manicures** and **pedicures** by our qualified nail technician? Or try a relaxing **massage** and skin treatment.

At Bella Salon, we believe you deserve the best in beauty treatments. Call today to make an appointment or have a free consultation.

### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What kind of services do beauty salons offer?
- 2 Why do salons typically offer more than one service?

### Reading

2 Read the advertisement from a magazine. Then, mark the following statements as true (T) or false (F).

- 1 \_\_\_ Shampoos are the only hair treatments offered at the salon.
- 2 \_\_\_ Clients can get nail treatments at the salon.
- 3 \_\_\_ Styling is included in the trim service.

### Vocabulary

3 Read the sentence pair. Choose where the words best fit the blanks.

1 **conditioning / blowout**

Janelle's hair felt very soft after the \_\_\_\_\_ treatment.

To avoid leaving with wet hair, clients often ask for a \_\_\_\_\_ after a cut.

2 **perm / color**

Clients like to \_\_\_\_\_ their hair, when they start to see it is turning gray.

Kent gave the woman soft curls with a gentle \_\_\_\_\_ to change her whole look.

3 **manicure / styling**

Ursula goes regularly for a \_\_\_\_\_ so her nails look pretty.

Mrs. Wilson is coming into the salon at 3:00 for her weekly \_\_\_\_\_.

4 **trim / shampoo**

Jason has a regular \_\_\_\_\_ to get all the dandruff out of his hair.

Susan's hair is too long, so she will ask the stylist for a \_\_\_\_\_.

4 Match the words (1-5) with the definitions (A-E).

1 \_\_\_ straighten 4 \_\_\_ cut

2 \_\_\_ pedicure 5 \_\_\_ full service beauty salon

3 \_\_\_ massage

A a treatment for toenails and feet

B a service that involves applying pressure to the body

C a place that offers several types of beauty treatments

D to make the hair shorter

E to remove the curls from one's hair



5 Listen and read the advertisement from a magazine again. What does the salon offer at no cost?

## Listening

6 Listen to a conversation between a receptionist and a client. Choose the correct answers.

- 1 What is the conversation mainly about?
  - A selling shampoo and other products
  - B describing the services that are offered
  - C booking a future appointment
  - D finding out what services a client wants
- 2 What will the woman probably do next?
  - A get a shampoo
  - B have a haircut
  - C return later
  - D get a pedicure

7 Listen again and complete the conversation.

Receptionist: Good morning, ma'am. How can I 1 \_\_\_\_\_ you?

Client: I'd like a 2 \_\_\_\_\_ . Is there anyone who can see me now?

Receptionist: Yes, Lynn is 3 \_\_\_\_\_ at the moment.

Client: Great!

Receptionist: Do you want any other 4 \_\_\_\_\_ while you're here?

Client: What is there?

Receptionist: 5 \_\_\_\_\_ a manicure? Or you can get a massage afterwards.

Client: Okay, I think I'll have a manicure.

Receptionist: Fine. Your 6 \_\_\_\_\_ please?

Client: Hannah Bell.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

I'd like a ...

Do you want any other services while you're here?

How about ...? Or you can get ... afterwards.

**Student A:** You are a receptionist at the Bella Salon. Welcome Student B to the salon, then talk about:

- the salon worker that is available to help him or her
- whether he or she wants other services (suggest at least two services)

**Student B:** You are a client at the salon. Tell Student A what service you want and respond to his or her questions. Tell Student A what other services you want (if any).

## Writing

9 Imagine that you are a receptionist at a salon. Use the conversation from Task 8 to fill out the client information sheet.

Bella Salon	
Client Information Sheet	
1 Name: <u>Hannah Bell</u>	Time: <u>10:30</u>
Service(s): <u>Pedicure, manicure</u>	
Team member: <u>Lynn</u>	
Notes: Client had a pedicure followed by a manicure.	
2 Name: _____	Time: <u>11:30</u>
Service(s): _____	
Team member: _____	
Notes: _____	
_____	
_____	

## Get ready!

## 1 Before you read the passage, talk about these questions.

- 1 Which small talk subjects do you think are acceptable to talk about in a business environment?
- 2 Which subjects are NOT suitable to discuss with a business associate?



## Reading

- 2 Read the article from a magazine. Then, read the paraphrase. Fill in the blanks with the correct words and phrases from the word bank.

## Word BANK

money job off-limits married religious favorite

Stylists enjoy talking to their clients, but they should not ask about topics that are 1 \_\_\_\_\_. For example, do not ask about their 2 \_\_\_\_\_ or political beliefs. It's also not appropriate to ask about how much 3 \_\_\_\_\_ a client makes or whether the client is 4 \_\_\_\_\_. However, there are plenty of topics that are fine to bring up, like the client's hometown, or their 5 \_\_\_\_\_. It's also okay to ask about a client's 6 \_\_\_\_\_ music or movie.

chat to



### The Dos and Don'ts of Salon Small Talk in America

By: Sheila Ward

It's always nice to **chat to** your clients and learn about them. But remember, there are some topics that are **off-limits**. To make sure your clients are comfortable, never ask them about **touchy topics** like:

**religion - politics - salary - marital status**

What are some safe topics to **bring up**? Feel free to ask your clients about their **hometowns**, or how they **make a living**. Or ask about what type of music or movies your clients like. Some clients like to **gossip**, but make sure it's never about another client.

Beauty Salon Journal

## Vocabulary

- 3 Write a word that is similar in meaning to the underlined part.

- 1 Megan often makes conversation about non-serious topics with her clients.  
— \_ l \_ \_ a \_ \_
- 2 Kevin does not talk about subjects that are not allowed, so he doesn't make anyone uncomfortable.  
— f \_ \_ i \_ i \_ s
- 3 Alison always talks in a friendly, informal way to a client while she's styling their hair.  
— a \_ \_ \_
- 4 My daughter works as a manicurist to make some money.  
— \_ \_ e \_ \_ l \_ \_ \_ \_

**4** Check (✓) the sentence that uses the underlined part correctly.

- 1  A Petra makes people feel comfortable because she talks about touchy topics.
- B Oscar's parents still live in his hometown.
- 2  A Mandy did not chat to her stylist because she felt shy.
- B Pablo earns a good salary each day as a colorist.
- 3  A Sammy often gossips about her favorite music in the salon.
- B Ted's marital status changed when he got married.

**5** Listen and read the article from a magazine again. Is it acceptable to talk about other people's private lives?

## Listening

**6** Listen to a conversation between a stylist and a client. Choose the correct answers.

- 1 What happens during the dialogue?
  - A the woman talks about missing her hometown
  - B the stylist complains about his salary
  - C the couple mention their travel plans
  - D the woman asks about a touchy subject
- 2 According to the conversation, what is true about the woman?
  - A She is a hairdresser.
  - B Her hometown is San Francisco.
  - C She travels often.
  - D Her office is close to the salon.

**7** Listen and complete the conversation.

**Stylist:** Hello, ma'am. I'm Collin and I'm a 1 \_\_\_\_\_ here.

**Client:** Hi, Collin. I'm Sylvia.

**Stylist:** Nice to meet you. So, are you from 2 \_\_\_\_\_ here?

**Client:** No, I'm 3 \_\_\_\_\_ San Francisco.

**Stylist:** Oh, that's a great city!

**Client:** It is, but it's expensive just like this salon. You must 4 \_\_\_\_\_ tons of money. What's your salary like?

**Stylist:** I earn enough to 5 \_\_\_\_\_ . Anyway, what do you do for a 6 \_\_\_\_\_ ?

**Client:** I'm a travel agent.

**Stylist:** Oh my cousin is a travel agent. He loves his job.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Hello, ma'am. I'm ... and I'm a ... here.*

*So, are you from around here?*

*Anyway, what ...*

**Student A:** You are an employee at Bella Salon. Introduce yourself to Student B. When Student B asks you a touchy question, change the subject by asking him or her a question that is NOT off-limits.

**Student B:** You are a client. Ask Student A a touchy question about one of the following:

- what religion he or she is
- what his or her political beliefs are
- whether he or she is married
- how much money he or she makes

## Writing

**9** Imagine that you are a salon owner. Use the passage and the conversation from Task 8 to write a memo advising staff on how to make small talk with clients. Make sure to mention the following:

- appropriate topics to make small talk
- topics that are off-limits