



owner



hairdresser



nail technician



makeup artist

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!

colorist



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
 - B Frederico
 - C Collin
 - 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



receptionist



assistant



masseuse

Vocabulary

3 Fill in the blanks with the correct words and phrases from the word bank.

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 A receptionist answers the phone and makes appointments at the salon.
B The nail technician gave Mrs. Williams a new hairstyle.
- 2 A A hair stylist's job is to apply makeup on clients before special events.
B Sadie is studying to be a beautician at a local college.
- 3 A Mrs. Baca's assistant helps her prepare the treatments.
B As the owner of the business, Cecilia's main job is to assist the hairstylist.

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 **permed**, **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.

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

<p>1 Name: <u>Hannah Bell</u></p> <p>Service(s): <u>Pedicure, manicure</u></p> <p>Team member: <u>Lynn</u></p>	<p>Time: <u>10:30</u></p>
--	---------------------------

Notes: Client had a pedicure followed by a manicure.

<p>2 Name: _____</p> <p>Service(s): _____</p> <p>Team member: _____</p> <p>Notes: _____</p> <p>_____</p> <p>_____</p>	<p>Time: <u>11:30</u></p>
---	---------------------------

Get ready!

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

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

chat to



gossip

salary



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

By: Sheila Ward

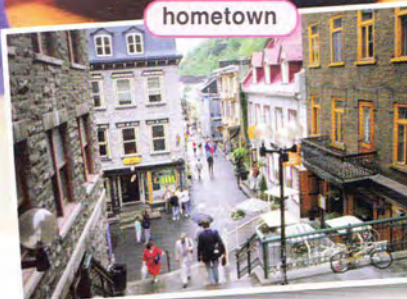
It's always nice to **chat to** your clients and learn about them. But remember, there are some topics that are **off-limits**. To make sure your clients are comfortable, never ask them about **touchy topics** like:

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

hometown



marital status



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.

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