

waiting area



greet

sign-in s

Bella Salon

Employee Manual

The Bella Salon's expert stylists and convenient location make it one of the busiest salons in the area. Follow these reception **guidelines** in the **rule book** to keep our clients satisfied even during **peak hours**.

Get ready!

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

- How can clients avoid wait times at a busy salon?
- What should a receptionist do when a client arrives without an appointment?

Reading

2 Read the excerpt from an employee manual. Then, choose the correct answers.

- What is the main topic of the manual?
 - how to schedule an appointment
 - advising employees what to do during busy times
 - describing the proper way to greet clients
 - telling employees how to use the sign-in sheet
- According to the passage, why should the receptionist ask a client if he or she has an appointment?
 - Some services are only available to clients with appointments.
 - Stylists do not usually see clients without an appointment.
 - Only the receptionist schedules appointments.
 - The wait time is shorter for clients without an appointment.
- Which of the following is NOT one of the receptionist's responsibilities?
 - informing clients of the wait time
 - welcoming clients to the salon
 - directing clients to the waiting area
 - writing names on the sign-in sheet

- Greet all clients with a friendly smile.
- Does the client have an **appointment**? Remember, some services are available **by appointment only**. Tell a client with an appointment that a stylist will see him or her shortly.
- Many of our clients are **walk-ins**. Inform these clients of the **wait time**. During peak business hours the wait time can be over an hour, so make sure the client doesn't **mind** waiting to see a stylist.
- If they are prepared to wait, kindly ask these clients to write their names on the **sign-in sheet** and **direct** them to the **waiting area**.
- Offer waiting clients a cup of coffee or a magazine. Remember, a satisfied client is more likely to be a **repeat client**!

Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- | | |
|----------------|------------------|
| 1 __ guideline | 4 __ appointment |
| 2 __ wait time | 5 __ walk-in |
| 3 __ direct | 6 __ greet |

- a person who visits a business without making an appointment
- a rule describing the appropriate way to act in a specific situation
- an arrangement to meet someone at a specific time and location
- the length of time a person has to wait before he or she can see someone
- to show someone the way to a place
- to welcome someone when they arrive at a place

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

- 1 — A The hair salon offers haircuts by appointment only.
— B The beauty store is empty during peak hours.
- 2 — A David doesn't mind working late because he enjoys his job.
— B The stylist colors clients' hair in the waiting area.
- 3 — A John, a repeat client, visited the salon for the first time today.
— B After entering the salon, Robert wrote his name on the sign-in sheet.

5 Listen and read the excerpt from a employee manual again. What must a client without an appointment do on arriving at the salon?

Listening

6 Listen to a conversation between a receptionist and a client. Mark the following statements as true (T) or false (F).

- 1 — The client has an appointment to get his haircut.
- 2 — The receptionist knows how long the wait will be.
- 3 — The salon has magazines available for clients who are waiting.

7 Listen again and complete the conversation.

Receptionist: Good afternoon and welcome to the Bella Salon!

Client: Hello.

Receptionist: Do you have 1 _____?

Client: Uh, no, I don't. I thought I'd just 2 _____ for a quick trim.

Receptionist: Oh, well, 3 _____ is going to be about twenty minutes. Is that okay?

Client: Sure, that's fine.

Receptionist: Great! Please write your name on the 4 _____ . Then, you can have a seat in the 5 _____ over there.

Client: All right.

Receptionist: Would you like anything to drink while you wait, some water, or coffee perhaps?

Client: Oh, uh, no thanks. I'll just leaf through the magazines on the table.

Speaking

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

USE LANGUAGE SUCH AS:

Do you have an appointment?

The wait time is going to be about ...

Would you like anything to drink while you wait?

Student A: You are a receptionist at Bella Salon. Talk to Student B about:

- if he or she has an appointment
- the expected wait time
- if he or she wants a drink

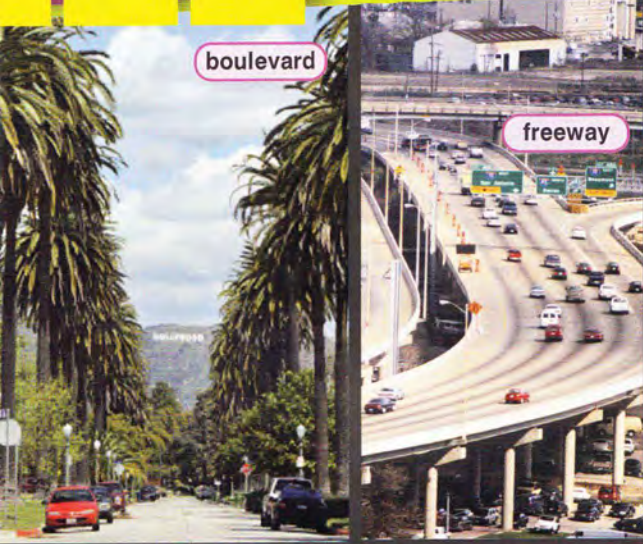
Student B: You are a client. Answer Student A's question.

Writing

9 You are a salon owner. Use the excerpt and the conversation from Task 8 to write a section in an employee manual for receptionists. Make sure to mention the following:

- Why you need to ask clients about appointments
- What you do if a client is a walk-in
- What you offer waiting clients

Receptionist Employee Manual



*Bella
Salon*

Location:

3278 Wilshire Blvd, Los Angeles, CA 90076

The Bella Salon is located on the first floor of the Wilshire Building. Nearby landmarks include the Royal Point Hotel and the Hancock Park.

Directions:

From Los Angeles International Airport:

- 1 Go straight toward the Airport Exit on World Way.
- 2 Head south on Sepulveda Boulevard toward the Interstate 105 freeway entrance.
- 3 Take the ramp onto Interstate 105.
- 4 Merge onto the Interstate 110 exit toward Los Angeles.
- 5 Take the 9th Street exit toward downtown.
- 6 Turn right onto Figueroa Street.
- 7 Turn left onto Wilshire Boulevard.
- 8 Arrive at 3278 Wilshire Boulevard. Your destination is on the right side of the street.

From Interstate 5 South:

- 1 Take the California 110 South exit toward Los Angeles.
- 2 Take the 6th Street exit onto Beaudry Avenue toward Wilshire Boulevard.
- 3 Turn left onto Wilshire Boulevard. Your destination is on the right.

Get ready!

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

- 1 What are some words you use when you give directions?
- 2 Are you able to give directions and follow them?

Reading

- 2 Read the directions for the Bella Salon taken from their website. Then, mark the following statements as true (T) or false (F).

- 1 ☐ The Bella Salon is in the same building as a hotel.
- 2 ☐ Clients can travel to the salon on the freeway.
- 3 ☐ The salon can only be accessed from the airport.

Vocabulary

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

- 1 Alexander arrived at his place that he was traveling to.
d _ _ t _ n a _ i _ _
- 2 The store is located on the second level of the building.
_ l _ _ r
- 3 Cheryl needs to travel in a straight line to reach Stephanie's house. _ o _ s _ _ a _ g _ _
- 4 The bus needs to change direction once it reaches Main Street.
t _ _ n

- 4 Choose the word that is closest in meaning to the underlined part.

- 1 The fastest way to reach the salon is to take the large road used for traveling fast across long distances.
A entrance B freeway C exit
- 2 Emma used the city's well-known and easily recognizable buildings to find the hotel.
A landmarks B interstates C ramps
- 3 Thomas traveled north along the freeway to reach his destination.
A merged B arrived C headed

- 5 Listen and read the directions from a salon's website again. If you take the California 110 South exit, what must you do when you reach Wilshire Boulevard?

Listening

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

- 1 What is the conversation mostly about?
A the city that the salon is located in
B which landmarks are near the salon
C what routes to take to reach the salon
D how to avoid traffic on the freeway
- 2 What can you infer about the caller?
A She has a hard time remembering directions.
B She has never been to the salon before.
C She gets her haircut once every two months.
D She doesn't like driving on the freeway.

- 7 Listen again and complete the conversation.

Receptionist: Thank you for calling the Bella Salon. This is Ken. How can I help you?

Caller: Hi. Can you 1 _____ to the salon?

Receptionist: Sure. Where are you 2 _____?

Caller: Burbank.

Receptionist: All right. First, take the Interstate 5 freeway heading south.

Caller: Okay. What do I do once I'm on the freeway?

Receptionist: 3 _____ for about 5 miles. Then, 4 _____ onto the Interstate 110 exit heading toward Los Angeles.

Caller: Then, what?

Receptionist: Take the 9th Street 5 _____ toward downtown.

Caller: What do I do once I reach downtown?

Receptionist: Make a left onto Wilshire Boulevard. The salon is on the 6 _____ next to a hotel. You 7 _____.

Caller: Thanks for your help.

Speaking

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

USE LANGUAGE SUCH AS:

Can you give me directions?

Where are you coming from?

What do I do once I'm on the freeway?

Student A: You are a receptionist at the Bella Salon. Give Student B directions to the salon. Be sure to mention:

- what freeway to take
- what streets to turn onto
- landmarks near the salon

Student B: You are a caller asking for directions to the Bella Salon. Respond to Student A's directions.

Writing

- 9 You are a salon receptionist. Use the website and the conversation from Task 8 to write directions for clients who want to visit your salon. Make sure to mention:

- Which freeway the client should take
- What street the client should turn onto
- What landmarks are near the salon

www.BellaSalon.com



Bella Salon Summer Hours

To Our **Esteemed** Clients:

The Bella Salon is happy to announce new **extended business hours** to give you all the opportunity to create a new **summer look**. We will now open earlier and close later in an effort to better **meet your needs**.

Our doors will open at 9 am and close at 8 pm every **weekday**. We will also be open bright and early every Saturday at 8 am. Sundays and **holidays** such as the New Year will continue to be **off days**. The new **hours of operation** are as follows:

Mondays	9:00 am to 8:00 pm
Tuesdays	9:00 am to 8:00 pm
Wednesdays	9:00 am to 8:00 pm
Thursdays	9:00 am to 8:00 pm
Fridays	9:00 am to 8:00 pm
Saturdays	8:00 am to 5:00 pm
Sundays	Closed
Holidays	Closed

The new hours will begin on Monday, June 2nd. **Regular business hours** will continue to be **in effect** until then.

We would like to express our **gratitude** for your continued **patronage**!

Signed,

The Bella **Salon Staff**



Get ready!

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

- At what time do the hair and beauty salons open and close in your area?
- What are the off days for those types of businesses in your town?

Reading

2 Read the announcement from Bella's salon. Then, mark the following statements as true (T) or false (F).

- The new business hours will take effect from early fall.
- The extended business hours will begin at the beginning of June.
- Fridays and Saturdays are currently off days at the salon.

Vocabulary

3 Read the sentence and choose the correct word.

- The hairdressers are closed on **holidays** / **weekdays** because those days are for celebrating special occasions.
- Sundays are **business hours** / **off days** at the salon, so the salon's staff will not be working on those days.
- The salon treats its **extended** / **esteemed** clientele with courtesy and respect.

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

- A A salon's regular hours are the hours during the day when it is usually closed.
— B The salon's owner thanked the loyal client for his patronage.
- A The new policy is not in effect yet, so we continue to follow the old rules.
— B The employees are not required to come to work during business hours.
- A The salon's hours of operation are from 8:00 am to 10:00 pm every day.
— B The regular clients complain that the staff always meets the needs of its visitors to the salon.

- 5 Listen and read the announcement from Bella's salon again. When will the regular business hours change?

Listening

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

- What is the dialogue mostly about?
 - which days are off days at the salon
 - the best time to schedule an appointment
 - where to find a salon that is open on Sundays
 - the hours of operation during the summer
- What will the caller most likely do next?
 - contact another salon
 - schedule an appointment
 - change her work schedule
 - complain about the hours

- 7 Listen again and complete the conversation.

Receptionist: Thank you for calling the Bella Salon. How can I help you?

Caller: Hi. Until what time will you be 1 _____ today?

Receptionist: Today, we'll be accepting appointments 2 _____.

Caller: Hmm ... Well, I don't 3 _____ until six. I guess that would be too late huh?

Receptionist: I'm afraid so, ma'am. But you can schedule an appointment for next Monday. Our summer business hours will 4 _____ then.

Caller: Oh really? What are the 5 _____?

Receptionist: Starting Monday, we'll be open from 9:00 am to 8:00 pm every weekday.

Caller: And the weekends?

Receptionist: We'll be open from 8:00 am to 5:00 pm on Saturday.

Caller: So, I can schedule an appointment for next Monday at 6:30?

Receptionist: Of course. Just give me your name and 6 _____.

Speaking

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

USE LANGUAGE SUCH AS:

Until what time will you be taking appointments?

We'll be accepting appointments until ...

What are the summer hours?

Student A: You are a caller. Ask Student B questions to find out:

- until what time the salon will be taking appointments
- what the extended business hours are

Student B: You are a receptionist at Bella Salon. Answer Student A's questions.

Writing

- 9 You are a salon owner. Use the announcement and the conversation from Task 8 to write an announcement to clients advertising the salon's new business hours. Make sure to mention:

- When the new hours begin
- Which days are off days
- What the new hours of operation are

Bella
Salon

New Business Hours



Thursday, June 6

Time	Stylist		
	Olivia Carpenter	Alyssa Mann	Alex Smith
9:00 am	Beth Adams Perm		
10:00 am			Audrey Young Bridal Make-up
11:00 am		Tim Harper Haircut	
12:00 am			

Hi Jen,

Welcome to the Bella Salon family. We are happy to have you as part of our team. On your first day, you will learn how to **schedule** appointments. Please follow these steps every time you **confirm** an appointment.

First, when you take a call ask the client in a friendly voice, what day and time he or she wants to **book** an appointment for. Remember, most of our **openings** are during the **workweek**. **Weekend** spaces are very limited.

Next, ask the client which stylist he or she wants to see. Always **consult** the **appointment book** to see which stylists are available.

What if a **stylist** is completely booked? Ask the client if it would be possible to make the appointment for another date or time. Tell the client what other **time slots** are available, and then **pencil in** the client for one of these openings.

Finally, **confirm** the appointment with the client. Let me know if you have any questions.

Olivia

Get ready!

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

- Why do people make appointments at a salon?
- What information do you need to give, to make an appointment?

Reading

2 Read the note from a beauty salon. Then, choose the correct answers.

- What is the note about?
 - this weekend's openings
 - who requires appointments
 - how to schedule an appointment
 - the best time to pencil in a client
- What is true about weekends?
 - There are more walk-in appointments than during the week.
 - Most of the stylists only work then.
 - Business hours are extended then.
 - There are few spaces available then.
- What can you infer from the note?
 - Jen has worked at Bella the longest.
 - There are two different appointment books.
 - Clients don't always get their desired slot.
 - Rates are higher on the weekends.

Vocabulary

3 Match the words (1-8) with the definitions (A-H).

- | | |
|----------------------|---------------|
| 1 — confirm | 5 — time slot |
| 2 — pencil in | 6 — limited |
| 3 — appointment book | 7 — consult |
| 4 — weekend | 8 — workweek |

- an item that is used to record time slots
- a time set aside for appointments
- the last two days of the week
- the hours or days worked during a week
- to make certain
- available in short supply
- to get information or advice
- to schedule an appointment

4 Place a (✓) next to the response that answers the question.

- 1 Are there any openings for Tuesday?
A ☐ No, there are none available.
B ☐ Our business hours have changed.
- 2 Did you schedule an appointment today?
A ☐ I arranged one for 3:00 pm.
B ☐ The salon is open until 8:00 pm.
- 3 Did Miss Li call to book an appointment?
A ☐ She used to work as a stylist.
B ☐ Yes, she scheduled one for 10 am.
- 4 Do you know how to take appointments?
A ☐ Yes, I used to schedule them at my old job.
B ☐ I checked the available time slots.

5 Listen and read the note from Bella's salon again. When is it difficult to make an appointment at the salon?

Listening

6 Listen to a conversation between a receptionist and a caller. Mark the following statements as true (T) or false (F).

- 1 ☐ There are no open slots on Friday.
- 2 ☐ The caller requests a specific stylist.
- 3 ☐ The woman confirms the appointment.

7 Listen again and complete the conversation.

- Receptionist:** Hi, 1 _____ the Bella Salon.
- Caller:** Hello. I'd like to 2 _____ for a haircut.
- Receptionist:** Okay. When would you like to 3 _____ the appointment for?
- Caller:** Um, 4 _____ this Friday at two?
- Receptionist:** Let me check the 5 _____ book. Uh oh. I'm afraid all our stylists are booked at that time. But I do have an 6 _____ at 3:15. Does that work?
- Caller:** Sounds good to me.
- Receptionist:** All right. Do you have a stylist request?
- Caller:** No, anyone's fine.
- Receptionist:** Okay then. I'll 7 _____ with Alex. Now, I just need your name and telephone number.
- Caller:** My name is Joshua McCloud. And my number is 321-9021
- Receptionist:** Okay, Mr. McCloud. We'll see you at 3:15 this Friday!

Speaking

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

USE LANGUAGE SUCH AS:

I'd like to make an appointment for ...

Sounds good to me.

I'll set you up with ...

Student A: You are a receptionist at Bella Salon. Talk to Student B about:

- what date he or she wants to schedule an appointment for
- what openings are available
- if he or she has a stylist request

Student B: You are a caller who is trying to make an appointment. Respond to Student A's questions.

Make up a name and telephone number for your appointment.

Writing

9 You are a salon owner. Use the note and the conversation from Task 8 to write scheduling advice for receptionists. Make sure to mention:

- What steps are involved
- How one finds out which stylists are available
- What happens if a stylist is booked

Bella
Salon

Notes:
