



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.

- 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**!

Get ready!

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

- 1 How can clients avoid wait times at a busy salon?
- 2 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.

- 1 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
- 2 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.
- 3 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

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 a person who visits a business without making an appointment
 B a rule describing the appropriate way to act in a specific situation
 C an arrangement to meet someone at a specific time and location
 D the length of time a person has to wait before he or she can see someone
 E to show someone the way to a place
 F 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.

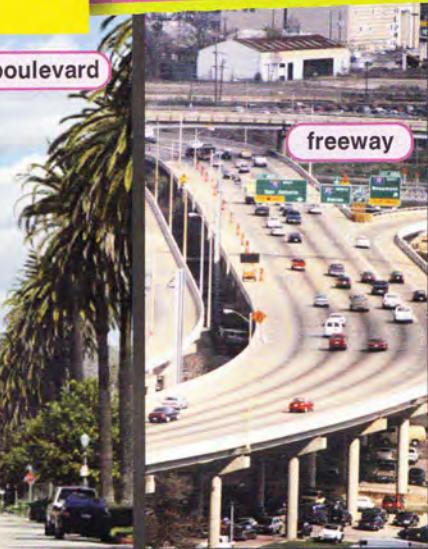
Writing

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

boulevard



landmark

**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 F Clients can travel to the salon on the freeway.
- 3 F 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.

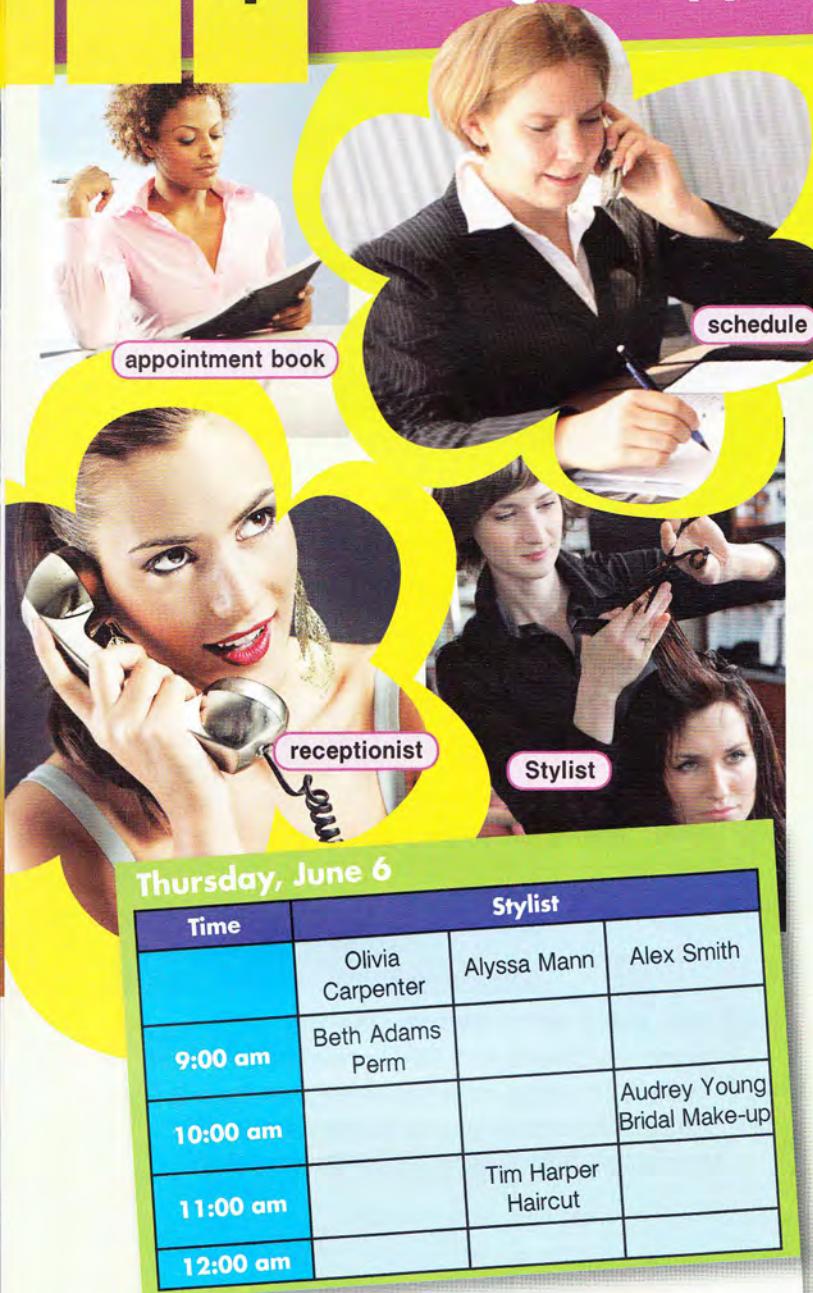
Vocabulary

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.



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 pm			

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.

- 1 Why do people make appointments at a salon?
- 2 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.

- 1 What is the note about?
 - the weekend's openings
 - who requires appointments
 - how to schedule an appointment
 - the best time to pencil in a client
- 2 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.
- 3 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: