

In this unit you will learn about

- greeting a customer

Greeting a Customer



Activity 1:

Look at the pictures of the parts of a day. Match the words with the pictures.



evening



night



afternoon



morning



Activity 2:

What do you say at:

07:00 = Good _____ 18:15 = Good _____ 15:30 = Good _____

23:00 = Good _____



Activity 3:

First match the greetings (1-6) to the customer responses (A-F).



1. Ayşe: Hello. Welcome. How can I help you? _____
2. Özlem: Can I take your coat? _____
3. Sevim: Would you like something to drink? _____
4. Kübra: Have a seat, please. _____
5. Selda: I'm sorry. Would you mind waiting ten minutes? _____
6. Oya: Do you have an appointment? _____

- A. Havva: Hi. I have an appointment at 5 o'clock.
- B. Güneş: Yes, please.
- C. Pembe: Tea, please.
- D. Büge: No, it's OK.
- E. Narin: Yes, I have.
- F. Betül: Thank you.



Activity 4:

Now listen to the dialogues and check your answers. Then, take turns to read the dialogue with your partner.



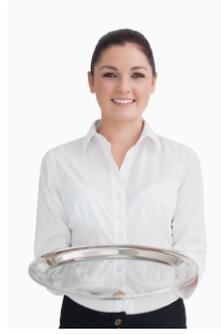
Activity 5:

Look at the pictures of the parts of a day. Copy the phrases with the pictures.

- Have a seat, please.
- Can I have your name?
- Would you like something to drink?
- You appointment is at 10.
- Can I take your jacket?
- Hello. How can I help you?



1. Have a seat, please.



2.



3.



4.



5.



6.



Activity 6:

Listen to some dialogues and tick (✓) the phrases you hear in Activity 5.



Activity 7:

Alex is not a polite beautician. Tell her how to speak to a customer politely.



- Alex: What do you want?
- Alex: Sit over there.
- Alex: Do you want something to drink?
- Alex: You don't have an appointment. Wait ten minutes.

- _____
- _____
- _____
- _____



Activity 8:

Role play. Practise a short dialogue with your partner and then write it.



You:

Your Partner:



Appointment



Activity 1:

Listen to a customer wanting to make an appointment on the phone and fill in the gaps.

Taking an appointment

Zura: Hello, Life and Beauty Centre. Zura Speaking.

Leyla: Hello.

Zura: How can I _____ you?

Leyla: It's my _____ on _____ so I want special make-up.

Zura: Oh, happy _____. I guess you would like to have an _____.

Leyla: Yes, please. Are you available at six?

Zura: I'm afraid we are _____ then. Would you like to come at _____?

Leyla: I can't. Can it be earlier?

Zura: At 5.30?

Leyla: That's fine.

Zura: Can I have your name and telephone number, please?

Leyla: Yes. I'm Jenny.

Zura: Could you _____ that, please?

Leyla: Jenny.

Zura: How do you _____ that?

Leyla: J-E-N-N-Y.

Zura: Thank you. And can I have your phone number, please?

Leyla: It's _____.

Zura: OK. Thank you. See you at 5.30.

Leyla: Thanks. Bye.



Activity 2:

Read the conversation above again. Then, answer the questions:



1. What time is Jenny's appointment?

It's at

2. Why does she want special make-up?

Because

3. When is her birthday?

It's on



Activity 3:

Work in pairs. Try to make an appointment. Student A page----- Student B page.

1) **Student A-** You are a customer. You would like to make an appointment for New Year's Eve. Call Zura and ask if she is available at 19.00.

Student B- You are Zura. A customer will phone you. Tell her that you are busy at 19:00 and try to give her a different time.

2) **Student B-** You are a customer. You would like to make an appointment for Mother's Day. Call Zura and ask if she is available at 15.30.

Student A- You are Zura. A customer will phone you. Tell her that you are busy at 15:30 and try to give her a different time.

Welcoming a customer



Activity 1:

Look at the pictures and discuss what you can see and talk about the facilities and services given in these rooms.



e.g. This is a massage room. You can have SPA.



Activity 2:

Which item is Zura talking about while welcoming a customer?



a



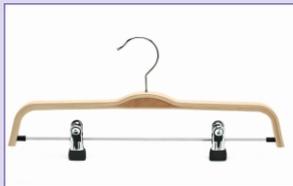
b



c



d



e



f



g



h



i



j

1. Please have a seat on the sofa.

2. What colour would you like to have your towel?

3. Please lie on the massage bed.

4. Would you like to have a hanger for your coat?

5. There is a lounge you can wait there.

6. You can leave your bag on the cupboard.

7. There are magazines on the shelf.

8. There is a comfortable armchair in corner.

9. We have a spa bath.

10. Please go to the reception desk for the next appointment.



Activity 3:

Read the “Zura's welcoming note”, underline the words that you do not understand. Look up at a dictionary and then check with your partner.



Welcome to Health and Beauty Centre, a beauty salon that offers an extensive range of treatments and products, from advanced skincare and body treatments to essential beauty maintenance in a stylish and contemporary salon in Cyprus. Our team of therapists and beauticians endeavor to research all the latest technology, bringing our customers the best in the beauty world.

Our mission is to welcome our customers with service that exceeds expectation and to offer results that deliver, all in a relaxing, honest and loving environment. You are not just another customer, we want you to become our valued client and in return we offer a range of discounts, special offers and loyalty schemes, please ask at reception or call.

We have multi-purpose spa treatment rooms, three sunbed rooms, boutique and free customer parking. We share our rooms with experienced practitioners so that we can offer our customers the very best in aesthetics and alternative therapies.



Activity 4:

Read the text again and answer the questions.

1. What kind of facilities does the salon offer?

2. Who serves the customers?

3. What is salon's mission?

4. What can you do to learn about special offers?

5. What are the treatment rooms for?

6. How many sunbed rooms are there?

7. Is the customer parking free?

8. Why are there experienced practitioners?



Activity 5:

Discuss the answers with your partner and then check with your teacher.



Activity 6:

Discuss the extra facilities and services which can be done in the salon.