

# Unit 1

## THE SALON

In this unit you will

- ▶ learn and practice general vocabulary for a Beauty Salon, staff and duties, and hygiene
- ▶ practice the language for making appointments and greeting customers
- ▶ practice dialogues with customers



## Part 1: Lotus Hairdressing and Beauty Salon

### 1a Class Discussion

- ▶ What do you think about the name of the Salon?
- ▶ Think of the names of hairdressing and beauty salons you know. Which ones do you like better? Why?
- ▶ Imagine you have your own salon. How would you name it?



### 1b Match

Match the following words and phrases with the photographs. Use your glossary if necessary.

facial    manicure    pedicure    eyebrow shaping    hair wash    waxing    hair-cut  
 makeup    eyelash shaping    eyebrow tinting    hair colouring    blow dry

1.	2.	3.	4.	5.	6.
7.	8.	9.	10.	11.	12.

### 1c Find the meaning

Use your glossary to find the meanings of the following words. Then use some of the words to fill in the gaps in the dialogue.

- treatment
- include
- first class
- opportunity
- appointment
- patch test
- client
- reasonable prices
- pamper
- professional service
- availability
- conditioning
- permanent
- range

Moe    Hi Ayşe, you look great! Have you done anything to your face ?

Ayşe    Oh, thanks. I've been to the Orchid Beauty Salon and had a facial .....(1)

Moe    Are they good then?

Ayşe    Yes, they offer .....(2)

Moe    Are they expensive?

Ayşe    No, they offer very .....(3) Now they also have a special campaign for the New Year.

Moe    Great! I should take this .....(4). My hair is very dry. It needs ..... (5).  
 My hands and feet are also terrible. I need manicure and pedicure.

Ayşe    Go and ..... (6) yourself. The Salon is very busy so you should make an .....(7)  
 before you go in.

Moe    I will, thank you. Lovely to see you!

## 1d Class Discussion

Have a quick look at the following flyer. Which of the following information can you find in the flyer?

- ▶ different treatments which the Salon offers
- ▶ the prices of different treatments
- ▶ Salon opening days and hours
- ▶ kind of products they use
- ▶ important note
- ▶ Salon address
- ▶ name of the Salon owner
- ▶ Salon telephone



### Lotus Hair and Beauty Salon

Our Salon offers hair and beauty treatments at very reasonable prices. We try to offer a first class professional service. There is a wide range of treatments to choose from, so take the opportunity to pamper yourself.



#### Treatments offered:

Our Beauty Treatments include: facials, waxing, manicure and pedicure, make up, eyebrow and eyelash shaping and tinting.

Hair cuts and styling include: wash, cut and blow dry, colouring, wash and style, and conditioning treatments. **Please note:** Any client for permanent colouring should come in and have a patch test 24–48 hours before their appointment.

#### Contact details:

##### LOTUS HAIRDRESSING AND BEAUTY SALON

50 Green Hills Road, Kyrenia

Open 6 days a week, and some evenings, please call to check availability. Please call 822 0000 to get an appointment.

Mondays : 9:30am - 9:00pm

Tuesdays: 10:00am - 5:00pm

Wednesdays: 10:00am - 5:00pm

Fridays: 10:00am - 5:00pm

Saturdays: 10:00am - 9:00pm

## 1e Match

While reading the leaflet find the equivalents of the following Turkish phrases:

1. fırsatı değerlendirmek
2. alerji testi yaptırmak
3. randevu almak için aramak
4. çok geniş bakım seçeneği
5. müsaitlik durumunu öğrenmek için aramak
6. birinci sınıf profesyonel hizmet
7. kendini şımart
8. çok uygun fiyata saç ve güzellik bakımı

## 1f True (T) or False (F)

Decide if the following statements are True or False according to the information in the flyer.

1. The Salon's prices are too high.
2. They are probably a 5-star salon.
3. They offer a limited number of treatments.
4. They don't do eyelash treatments at all.
5. The Salon also offers colour testing for their customers before colouring their hair.
6. You should call before you go to the Salon.
7. The Salon is open throughout the weekend.
8. They are open in the evenings twice a week.

## 1g Discussion

First in pairs, then as whole class, discuss the following:

- ▶ What other treatments can the Salon offer?
- ▶ If this was your Salon, how would you change the flyer? What other information would you add?

## 1h Group Project

In small groups, imagine you are setting up your own Salon. Design your Salon's flyer.

## Part 2 Salon Staff and Duties

### 2a Class Discussion

- ▶ Who has worked in a Hairdressing/ Beauty Salon?
- ▶ How many people can work in a salon?
- ▶ How is time managed in a salon?



Sinem, Nancy, Şanel and Valerie

### 2b Meet the Staff

Read Çağla's introduction of the Salon and staff and answer these questions:

1. How many people in total work in the Salon?
2. How many employees do nails?
3. How many employees do facials?
4. How many employees do hair?
5. Who is the owner of the Salon?
6. Who manages the reception?



Hi, I'm Çağla. I'm the owner of the Lotus Hairdressing and Beauty Salon. At our Salon we offer Hair Treatments, Nail Treatments, and Skin Care. I have four employees. Sinem and Nancy are our nail technicians; Valerie's our hair treatment specialist; and Şanel is our aesthetician. I am also an aesthetician. We also have Ayça who is our receptionist.



Ayça

### 2c Fill in the schedule

Below is the appointment chart for the Salon for this Monday. The following customers called to ask for appointments. Work in pairs to decide how much time each treatment takes and fit the appointments in the chart.

	Sinem	Nancy	Valerie	Şanel	Çağla
09:30-10:00	😊	😊		😊	
10:00-10:30		😊		😊	
10:30-11:00			😊	😊	
11:00-11:30			😊	😊	
11:30-12:00			😊		
12:00-12:30	😊				
12:30-13:00	😊	lunch	lunch		
13:00-13:30	lunch	😊		lunch	
13:30-14:00	😊	😊			lunch
14:00-14:30	😊		😊		😊
14:30-15:00	😊		😊		😊
15:00-15:30	😊				
15:30-16:00					
16:00-16:30					
16:30-17:00					



**Customer 1:** wants French manicure; prefers an afternoon appointment

**Customer 2:** wants eyebrow shaping

**Customer 3:** wants a hairwash, cut and blow dry in the morning

**Customer 4:** wants pedicure

**Customer 5:** wants hair wash and styling for an evening party

**Customer 6:** wants a complete facial and makeup for an evening party

**Customer 7:** wants her hair coloured and styled

#### Notes:

- ▶ Also a skin care company representative wants an appointment with Çağla to show new products.
- ▶ Nancy has to leave after 15:30 because it's her daughter's birthday.

## 2d Class Discussion

- ▶ What duties do the staff members of a salon have? (think of all the duties, not only treatments for customers)
- ▶ What duties have you had during your internship?
- ▶ What do you like doing the most?
- ▶ What do you like doing the least?



## 2e Match

Match the following words and phrases with the pictures. Use your glossary if necessary. **(there might be more than one match for some)**

- treatment room    tools    products for sale on display    beauty products    worktop  
trolley    treatment work area    equipment    disposables    client information card



## 2f Check the meaning

The following is a list of some of the duties in a Salon. Read through the list and use your glossary if necessary to understand the duties.

## 2g Discuss and Decide

First in pairs, then as whole class, discuss who in the Salon is responsible for each duty.

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▶ Answer the phone</li> <li>▶ Make reservations</li> <li>▶ Greet clients</li> <li>▶ Choose products for use in the Salon and also for sale</li> <li>▶ Display products for sale</li> <li>▶ Manage staff</li> <li>▶ Promote the business</li> <li>▶ Keep clients' record cards</li> <li>▶ Prepare and Maintain Treatment Work Areas and the Treatment Room</li> </ul> | <ul style="list-style-type: none"> <li>▶ Deal with client questions and complaints</li> <li>▶ Manage product orders and sales</li> <li>▶ Deal with distributors</li> <li>▶ Clean and disinfect the tools</li> <li>▶ Clean and disinfect worktops and trolleys</li> <li>▶ Tidy the products</li> <li>▶ Clean the Salon (windows, floors, the bathroom)</li> <li>▶ Check and clean the equipment</li> <li>▶ Throw away disposables</li> <li>▶ Wash the towels and beddings</li> </ul> |
|---|---|

## Part 3 Hygiene in the Salon

### 3a Class Discussion

- ▶ What do you do for hygiene in a Salon?
- ▶ What kind of products are used to ensure hygiene?

### 3b Match

Read through the text, and match the following Turkish words and phrases with their **highlighted** equivalents in the text.

- 1) tokalaşmak 2) gün içinde düzenli olarak 3) kötü kokmak 4) profesyonel ürün, 5) ek koruma  
 6) çıplak ayak 7) temas etmek 8) tekrar doldurmak 9) çapraz enfeksiyon 10) etkisiz  
 11) belli bir iş için tasarlanmış 12) cilt yumuşatıcılar, 13) rutin olarak 14) ince tozu almak  
 15) çok iyi yıkanmış 16) alkol bazlı dezenfektan 17) riski önlemek

## Salon Hygiene Guidelines 1

### Your hands



Hands **come into contact** with many things throughout a normal day. In the salon, **shaking hands** with people, taking their coat – even putting away a used coffee cup - can cause **cross infection**. You should wash your hands **regularly throughout the day** – and especially in between clients. Remember to keep wash areas clean and tidy too! Use an anti-bacterial soap with **skin conditioners** so that your hands don't become dry. Make sure that your client's hands or feet are also **thoroughly washed** before any manicure or pedicure treatment. After washing, use an **alcohol based sanitizer** – this will provide **additional protection** to you and your client from cross infection.

### Work surfaces and Floors



It is very important that work surfaces are kept clean to **prevent the risk** of cross-infection. It also has the advantage of making the salon look more attractive too! Don't buy cheap products – these can be **ineffective**, and they can also **smell awful**. Use a **professional product** that is **designed for the specific job**. Hard Surface Disinfectant Wipes can be very practical – and they are also ideal for **removing fine dust**. You can also use a spray product. Buy products in spray bottles that can be refilled. This is economical, and it also helps protect the environment.

Floors should be kept clean **as a matter of routine**. If you have hard surface, use a good quality floor disinfectant. If you have clients walking **bare foot** on your floors, mop the floor after treatment.

## 3c Check your understanding

Answer the following questions according to the Hygiene Guidelines 1.

1. What causes cross infection?
2. How can you prevent cross infection?
3. What should you do after you treat a client?
4. What should the soap you use in the Salon contain? Why?
5. What should you do before a manicure or pedicure treatment?
6. What kind of products should you use for cleaning work surfaces and floors?
7. How often should you clean the floors?

### 3d Check the meaning

Read through the text and use your glossary to check the meanings of the **highlighted words** in the text.

## Salon Hygiene Guidelines 2

### Salon chairs & couches



Most salon chairs and couches are made from PVC or vinyl. This has the advantage in that they are easy to clean. However, make sure you use the right cleaning product. Any disinfectant containing alcohol (ethanol) can **damage** the PVC or vinyl furniture and make it **crack**. Once you get a cracked surface it is extremely difficult to disinfect it properly. **Germs** can easily **multiply** in these cracks. Chairs and couches should be cleaned on a regular **basis**. One tiny drop of blood **infected** with **hepatitis** remains **infectious** for several days.

### Equipment & Tools



After cleaning the tools, you should leave them in a **hospital-grade** disinfectant that is bactericidal, virucidal, and fungicidal for 10 minutes. You should **prepare** the **disinfecting solution** according to **manufacturer's directions** and change it daily. All tools or equipment that come in contact with blood or **body fluids** must be disinfected for a minimum of 10 minutes in a disinfectant that is **effective** against HIV-1 and Human Hepatitis B Virus. All disinfected tools should be stored in a **sanitary** covered **container**. Dirty tools must be stored in a separate covered container. Dirty tools should not be used again until **properly** cleaned and disinfected.

You cannot place some tools in a disinfectant solution – such as **nail files**. If the file has not come into contact with any bodily fluids, then **sanitizing** is enough - use a good quality **broad spectrum** disinfectant spray. If the file has come into contact with any bodily fluids, then throw it away.

### 3e Check your understanding

Answer the following questions according to the text:

1. What happens if you use an alcohol based disinfectant to clean salon furniture made of PVC or vinyl?
2. What is the problem with cracked surfaces?
3. What do you do with the tools you used after finishing a treatment?
4. How long should you leave the tools in a disinfecting solution?
5. Can you use the same disinfecting solution for more than one day?
6. How do you prepare the disinfecting solution?
7. What kind of disinfectant do you need if you have tools with blood or body fluids on them?
8. How do you keep disinfected tools and dirty tools?
9. What kind of tools can you not leave in a disinfecting solution?
10. How do you clean used nail files?
11. What do you do with nail files which have come into contact with any body fluids?

## Part 4 Making Appointments

### 4a Class Discussion

- ▶ Have you ever answered the phone in a salon?
- ▶ What do you say when you answer the phone?
- ▶ What do clients say when they call a salon?



Salon Receptionist

1. Hello, Lotus Hairdressing and Beauty Salon, Ayça speaking, how can I help you?
2. Certainly, when would you like to come?
3. Oh, I'm afraid we are fully booked till 11:00 tomorrow.
4. You can come in at 6 o'clock. Is that OK?
5. Are you a new customer?
6. Can I take your name please?
7. Well, your appointment is booked for 1 hour.
8. Alright then, thank you for calling, see you tomorrow Sheila. Goodbye.

### 4b Match

Match the two parts of the following telephone conversation between the Salon receptionist and a customer. Then act out the conversation with your partner.



Customer

- a. Tomorrow morning, anytime before 10:00.
- b. It's Sheila White. How long will the treatment take?
- c. Oh hello, could I make an appointment for a facial please?
- d. Yes, that's fine.
- e. Great! Thanks very much – see you tomorrow.
- f. Yes I am.
- g. Really? How about later in the afternoon?

### 4c Dynamic Communication

**When you communicate with your customers and clients, you should have 'dynamic conversations' with them in order to understand their needs. In such conversations people listen to each other and show interest by:**

- ▶ asking each other questions
- ▶ using words and phrases like *Yes, OK (Alright), Really?, I see, I understand, Great!, Nice!, Good!, Interesting!, Aha!, Oh!, Well*

*Go through the above phone conversation and underline the questions the receptionist and the customer asked each other. Also underline the conversational words and short phrases they used.*

### 4d Write

Work with your partner and write two short phone conversations for the following situations.

Situation 1: A customer calls to ask for an appointment for a manicure treatment.

Situation 2: A customer calls to ask for eyebrow shaping and make-up.



## Part 5 Greeting Customers

### 5a Class Discussion

- ▶ What do you do when a customer walks into a salon?
- ▶ What do you say?



### 5b Appropriate or Inappropriate

*In pairs, go through the following list and decide which are appropriate and which are not when dealing with clients. Use your glossary for words you don't know.*

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▶ Greeting the customer with name and introducing yourself.</li> <li>▶ Smiling and making eye contact with the customer</li> <li>▶ Offering them something to drink during the treatment</li> <li>▶ Telling them you will wash your hands</li> <li>▶ Complaining about your last customer</li> <li>▶ Offering them something to drink while waiting</li> <li>▶ Asking them if they visited the salon before</li> </ul> | <ul style="list-style-type: none"> <li>▶ Asking about previous treatments</li> <li>▶ Talking to other members of staff while treating the customer</li> <li>▶ Asking if the treatment is for a special occasion</li> <li>▶ Talking about the weather or other light topic</li> <li>▶ Telling the customer your life story and about your problems at home</li> <li>▶ Asking questions about customer's holidays or family</li> <li>▶ Discussing serious topics such as politics and religion</li> </ul> |
|---|---|

### 5c Match

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*Match the two parts of the following conversation between Sanel, the aesthetician and Sheila, the customer. Then act out the conversation with your partner.*



Hello Sheila, I am Şanel. I will look after you today.

a)

I understand you are a first time customer.

b)

Great to hear that! Before we start, we have a client information card for our first time customers. I need you to fill in this card so that we can better understand your needs.

c)

Would you like something to drink?

d)

(Sheila fills in the card)

If you are ready, I'll prepare you for the treatment. Will you follow me to the Treatment Room please?

e)

1) Yes I am. A friend recommended your salon.

2) Hi Şanel.

3) Yes, a glass of water please.

4) Let's go then.

5) OK.



### 5d Class Discussion

- ▶ What are some of the appropriate things that the aesthetician said or did?

## Part 6 Revision

### 6a Puzzle

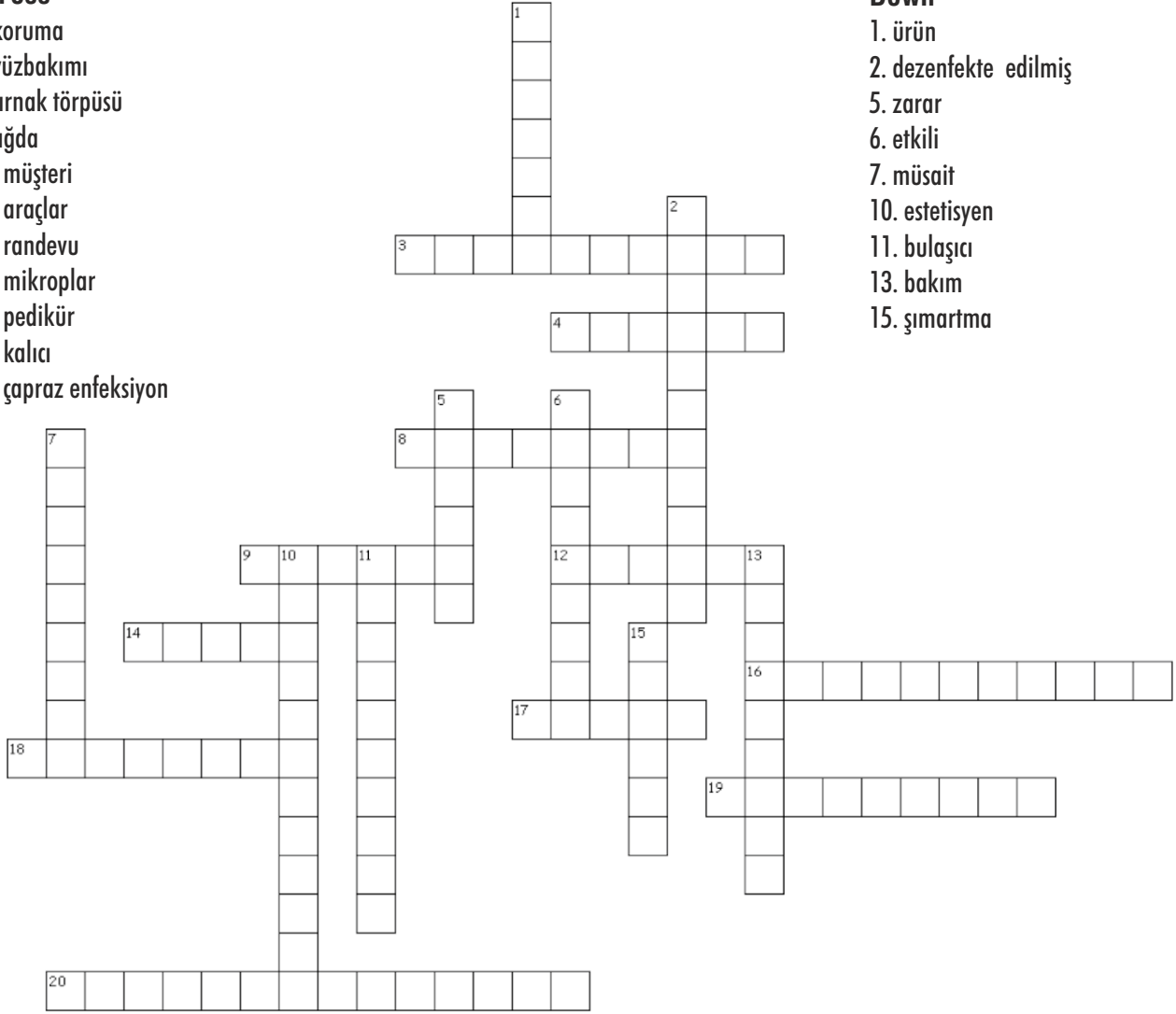
Complete the puzzle using the English equivalents of the given words.

#### Across

- 3. koruma
- 4. yüzbakımı
- 8. tırnak törpüsü
- 9. ağda
- 12. müşteri
- 14. araçlar
- 16. randevu
- 17. mikroplar
- 18. pedikür
- 19. kalıcı
- 20. şapraz enfeksiyon

#### Down

- 1. ürün
- 2. dezenfekte edilmiş
- 5. zarar
- 6. etkili
- 7. müsait
- 10. estetsiyen
- 11. bulaşıcı
- 13. bakım
- 15. şımartma



Puzzle created using <a href="http://puzzlemaker.discoveryeeducation.com/>

### 6b Fill in the blanks

Fill in the blanks in the following conversation between a receptionist (R) and a customer (C). Use the following words and phrases:

a) that's great! b) see you c) how may I help you? d) may I have e) available f) appointment g) would you like to h) how long

R: Good morning, Jenny's Nail Art Salon. This is Andrea, ..... (1)?

C: Good morning. I'd like an ..... (2) for a French manicure and pedicure.

R: ..... (3) come in this afternoon? We are ..... (4) between 3 and 5.

C: OK, let's make it 3 then. .... (5) will it take?

R: About an hour and a half.

C: ..... (6)

R: ..... (7) your name please?

C: Sue Ramadan.

R: OK Sue, ..... (8) at 3. Bye.