

UNIT 1

At The Hairdresser's

Hi!
What's up?

How is it
goin'?

Hello

In this unit you are going to learn

- greeting customers
- understanding customers needs
- receiving payment
- taking reservations on telephone

Lesson 1 Greeting Customers

😊 Always remember to smile! 😊

Activity 1a

What is the most common way of greeting people in Turkish? Do you greet everyone in the same way? If not, what are the differences? Discuss with your partner.

Activity 1b

Do you know the most common way of greeting a person in English? Which of the greetings below are familiar to you?

KNOW THIS (✓) DON'T KNOW THIS (✗)

- Hi!
- Hello!
- How are you?
- Good morning/ afternoon/ night?
- Good day, Sir / Madam
- How do you do?
- How's it going?
- How's everything?



Can you use the same way to greet everyone at all times?

Yes, we can,

because _____

No we can't,



Activity 2

Read the text carefully. Then follow the instruction below.

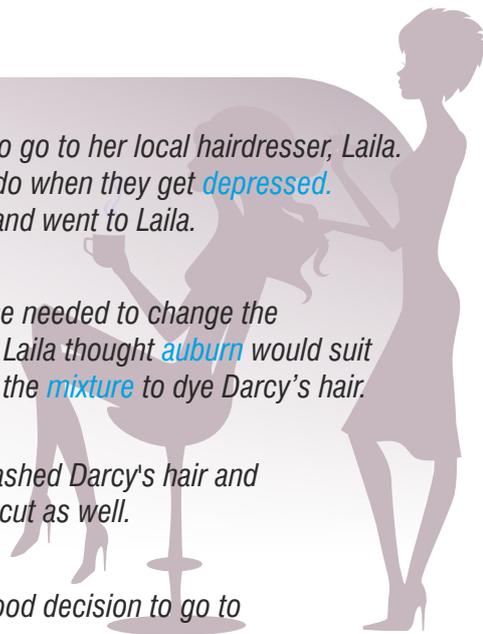
CHANGING MOOD

Darcy was not feeling very well that morning. She thought it would be a good idea to go to her local hairdresser, Laila. She would probably change the colour tone of her hair. That's what women usually do when they get **depressed**. Even while thinking that, she had a smile on her face. Darcy made an appointment and went to Laila.

At the hairdresser's she told Laila what she would like to have. First she said that she needed to change the colour of her hair. Laila brought the **hair-dye catalogue** for her to choose the colour. Laila thought **auburn** would suit her best. She took out her materials to get the best **colour tone**. Then she prepared the **mixture** to dye Darcy's hair.

Laila checked to see if the water was **warm** enough to give a **hairwash**. Then she washed Darcy's hair and finished with a **conditioner**. Then she dried the hair and gave Darcy a new style hair-cut as well.

Darcy was really happy with her new hair and was now in a better mood. It was a good decision to go to the hairdresser, she thought.



Look at the definitions below. Then find the highlighted words in the text that mean the same.

- a) reddish brown in colour
- b) shows the choice of hair colours
- c) colour shades
- d) made from different substances
- e) comfortable high temperature, but not hot
- f) process of washing hair
- g) a thick liquid used on hair to improve its quality and appearance
- h) unhappy and without hope

e.g: colour tone

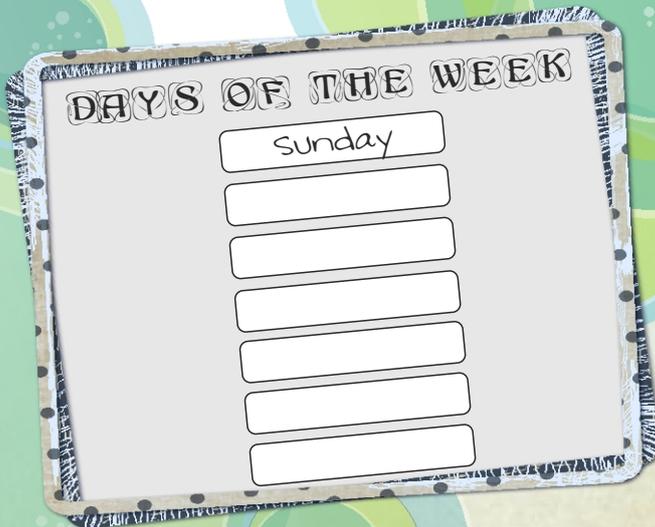
Lesson 1: Days, Dates and Numbers



Activity 3a

Put the days in order.

- 1-Sunday
- 2-Friday
- 3-Monday
- 4-Thursday
- 5-Saturday
- 6-Tuesday
- 7-Wednesday



Activity 3b

Rewrite the months given below.

- 1- anjyaru _____
- 2- raebrufy _____
- 3- ahrcm _____
- 4- liarp _____
- 5- aym _____
- 6- neuj _____
- 7- lujy _____
- 8- guasut _____
- 9- rebtebmes _____
- 10- bectoro _____
- 11- vonebmre _____
- 12- medecreb _____



Dates and ordinal numbers

- My birthday is on the seventh of November.
- Valentine's Day is on the fourteenth of February.
- New Year's Day is on the first of January.
- Christmas Eve is on the twenty-fourth of December.



Activity 3c

Copy the items in the box into the spaces below.

1 st _____	2 nd _____	3 rd _____	4 th _____
5 th _____	6 th _____	7 th _____	8 th _____
9 th _____	10 th _____	11 th _____	12 th _____
13 th _____	14 th _____	15 th _____	16 th _____
17 th _____	18 th _____	19 th _____	20 th _____
21 st _____	22 nd _____	23 rd _____	24 th _____
25 th _____	26 th _____	27 th _____	28 th _____
29 th _____	30 th _____	31 st _____	

thirtieth second
 twelfth twenty-first
 tenth third first
 thirty-first twentieth
 fifteenth eleventh
 ninth fourth thirteenth
 twenty-first twenty-second
 twenty-fifth fourteenth
 sixteenth nineteenth
 eighth twenty-sixth
 sixth eighteenth
 twenty-ninth
 fifth seventeenth
 seventh twenty-fourth
 twenty-eighth sixteenth

Activity 3d

Complete the sentences.

- The winter months are _____, _____, _____ and _____.
- The summer months are _____, _____, _____ and _____.
- The fifth day of the week is _____.
- The tenth month of the year is _____.
- The third day of the week is _____.
- The eighth month of the year is _____.
- The fourth month of the year is _____.
- The second day of the week is _____.



Activity 3e

Write the dates in numbers.

- When's your birthday? It's on _____.
- When's your best friend's birthday? It's on _____.
- When's your mother's birthday? It's on _____.
- What's the date today? It's the ____ of ____.



Activity 4

Look at the photos below. Then read the dialogue. After that discuss with your partner which one is the better dialogue and why.



Ahmet: Hi !
 Aydan: Hello, I have an appointment at three o'clock.
 Ahmet: OK. What's your name, please?
 Aydan: Aydan.
 Ahmet: I'm afraid we don't seem to have a booking for you today.
 Aydan: What? That's not possible! I called and made an appointment with you yesterday.
 Ahmet: I'm fully booked today, I'm afraid.
 Aydan: Can't you fit me in? I only want the edges of my hair trimmed.
 Ahmet: You can wait if you like, but I can't tell you exactly how long it'll be.
 Aydan: OK. Thanks.



Sefa: Hello!
 Sena: Hello, I had an appointment at four, but I'm a bit late.
 Sefa: That's fine. Can I have your name, please?
 Sena: Sena.
 Sefa: OK, Mrs Sena, please take a seat. Someone will be with you shortly.
 Sena: Thank you.
 Sefa: Would you like to have something to drink while you're waiting?
 Sena: Yes, please. Could I have Cypriot coffee, please?
 Sefa: How would you like it?
 Sena: Black please, without sugar. Thanks.
 Sefa: You're welcome.

Activity 5

Read the dialogue again. Then look at the words below that describe the hairdresser. Copy them into the correct column.

helpful

friendly

patient

unfriendly

unhappy

impolite

polite

impatient

rude

unhelpful

 POSITIVE 		 NEGATIVE 	

Now say to your partner:

A good hairdresser should be _____, _____, _____ and _____.

A bad hairdresser is _____, _____, _____, _____,
_____ and _____.

Activity 6

One of you be Mrs. Miller, the other Despina. Then write a dialogue using the cues below. Act it out with your partner.

Mrs Miller

1. Greet the hairdresser as you enter the reception
3. Tell the hairdresser your appointment time
5. Tell the hairdresser what you want done to your hair
7. Give your choice of drink

Despina

2. Greet the customer at the reception. (Always remember to smile!)
4. Check and confirm the appointment and ask what the customer wants to have.
6. Ask the customer to sit in the waiting area and offer him/her a drink while waiting.

*Did you now that . . .

a month beginning on a Sunday will contain Friday, the 13th?

in business, Tuesday is the most productive day?

for Greeks, Tuesday is unlucky because it was the day of the fall of Constantinople?

working on Saturday is a sin for Jews?

it isn't good to get married between two Bairams for Muslims?

eclipses of the Sun and the Moon are a sign of doomsday(Kiyamet Günü)?



Activity 7

First put the following dialogue in order. Write the number in the brackets (1-11). Then fill the gaps with the words below.

colour tone

dye

mixture

warm

auburn

catalogue

hair-wash

conditioner



Then read the dialogue aloud together.

CANAN: Yes please, and could you also use a _____? (___)

LEVENT: Thank you. (___)

LEVENT: OK, let me prepare the _____ for you Mrs Brooks. I'll be right back. (___)

LEVENT: Would you like a _____? (___)

CANAN: Yes, it's just right, thanks. (___)

LEVENT: Mrs Brooks, follow me please. (___)

CANAN: Thank you. Oh! That's the colour I'd like to have, code 36. (___)

LEVENT: What would you like to have done to your hair today? (___)

CANAN I'd like to _____ my hair to _____. (___)

LEVENT: Gladly. Is the water _____ enough for you? (___)

LEVENT: OK, I'll show you our hair dye _____. Choose the exact _____ you'd like to have. (___)

Activity 8

Homework - Read the conversation. Then copy the words in the box into the gaps. Correct answer.

well known

This is great!

taking place

here you are

arrange to go

start on your hair

please call again

perform

Your hair's all done

How much



Abbas: Here we are. We can _____ now Mrs Evgin.

Emel: That's great!

Emel: I heard that there's a festival _____ somewhere here in Cyprus.

Abbas: Oh yes, that's in Famagusta. It takes place every year in July. There are some _____ national and international singers and music bands will _____ this week at Salamis Ruins.

Emel: That's very good to hear, I should _____ to the festival with my friends.

Abbas: Yes, I'm sure you'll all enjoy it. Here you go, Mrs Evgin. _____.

Emel: _____! I love it. Thank you very much.

Abbas: You're welcome.

Emel: _____ do I pay?

Abbas: 50 Turkish Lira, please.

Emel: _____, and thank you again.

Abbas: _____ Mrs Evgin. Have a nice day!

Emel: The same to you.

Activity 9

Read about Natalie, the hairdresser. He is taking a reservation over the phone from a customer, Julia. Then answer the questions.

Natalie: Hello, good morning, Natalie speaking.
How can I help you?

Julia: Good morning. I'd like to make a reservation tomorrow afternoon at 14:30.

Natalie: Ok, let me just see if we have anything for you at that time. Oh! Sorry, there's already a booking at that time, but 16:30 is free if that's suitable for you.

Julia: 16:30 is fine for me.

Natalie: Can I take your name, please?

Julia: Yes, Mrs Julia Sykes.

Natalie: What would you like to have done, Mrs Sykes?

Julia: I'd like to have highlights and a haircut.

Natalie: Ok, that's all booked for you. I'll see you tomorrow at 16:30.

Julia: Yes, at 16:30. Thank you, goodbye.

Questions

- 1 What time do they make the appointment for ?
- 2 What does the customer want?
- 3 Why can't the hairdresser book the appointment at the requested time?
- 4 What does the customer want to make the appointment for ?

Answer

- 1
- 2
- 3
- 4

