

**CAREER  
PATHS**

# Beauty Salon

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Express Publishing

Get ready!

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

- Which small talk subjects do you think are acceptable to talk about in a business environment?
- Which subjects are NOT suitable to discuss with a business associate?

chat to



gossip



salary

The **Dos** and **Don'ts** of Salon Small Talk in America

By: Sheila Ward

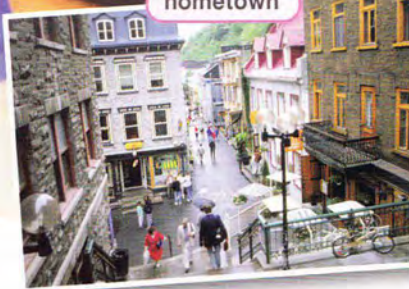
It's always nice to **chat to** your clients and learn about them. But remember, there are some topics that are **off-limits**. To make sure your clients are comfortable, never ask them about **touchy topics** like:

**religion - politics - salary - marital status**

What are some safe topics to **bring up**? Feel free to ask your clients about their **hometowns**, or how they **make a living**. Or ask about what type of music or movies your clients like. Some clients like to **gossip**, but make sure it's never about another client.

Beauty Salon Journal

hometown



marital status



Reading

2 Read the article from a magazine. Then, read the paraphrase. Fill in the blanks with the correct words and phrases from the word bank.

Word BANK

money job off-limits married religious favorite

Stylists enjoy talking to their clients, but they should not ask about topics that are 1 \_\_\_\_\_. For example, do not ask about their 2 \_\_\_\_\_ or political beliefs. It's also not appropriate to ask about how much 3 \_\_\_\_\_ a client makes or whether the client is 4 \_\_\_\_\_. However, there are plenty of topics that are fine to bring up, like the client's hometown, or their 5 \_\_\_\_\_. It's also okay to ask about a client's 6 \_\_\_\_\_ music or movie.

Vocabulary

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

- Megan often makes conversation about non-serious topics with her clients.  
\_ \_ \_ l \_ \_ a \_ \_
- Kevin does not talk about subjects that are not allowed, so he doesn't make anyone uncomfortable.  
\_ f \_ \_ i \_ i \_ s
- Alison always talks in a friendly, informal way to a client while she's styling their hair.  
\_ \_ a \_ \_ \_
- My daughter works as a manicurist to make some money.  
\_ \_ \_ e \_ l \_ \_ \_ \_

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

- 1 — A Petra makes people feel comfortable because she talks about touchy topics.  
— B Oscar's parents still live in his hometown.
- 2 — A Mandy did not chat to her stylist because she felt shy.  
— B Pablo earns a good salary each day as a colorist.
- 3 — A Sammy often gossips about her favorite music in the salon.  
— B Ted's marital status changed when he got married.

**5** Listen and read the article from a magazine again. Is it acceptable to talk about other people's private lives?

## Listening

**6** Listen to a conversation between a stylist and a client. Choose the correct answers.

- 1 What happens during the dialogue?
- A the woman talks about missing her hometown
  - B the stylist complains about his salary
  - C the couple mention their travel plans
  - D the woman asks about a touchy subject
- 2 According to the conversation, what is true about the woman?
- A She is a hairdresser.
  - B Her hometown is San Francisco.
  - C She travels often.
  - D Her office is close to the salon.

**7** Listen and complete the conversation.

**Stylist:** Hello, ma'am. I'm Collin and I'm a 1 \_\_\_\_\_ here.  
**Client:** Hi, Collin. I'm Sylvia.  
**Stylist:** Nice to meet you. So, are you from 2 \_\_\_\_\_ here?  
**Client:** No, I'm 3 \_\_\_\_\_ San Francisco.  
**Stylist:** Oh, that's a great city!  
**Client:** It is, but it's expensive just like this salon. You must 4 \_\_\_\_\_ tons of money. What's your salary like?  
**Stylist:** I earn enough to 5 \_\_\_\_\_ . Anyway, what do you do for a 6 \_\_\_\_\_ ?  
**Client:** I'm a travel agent.  
**Stylist:** Oh my cousin is a travel agent. He loves his job.

## Speaking

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

**USE LANGUAGE SUCH AS:**

*Hello, ma'am. I'm ... and I'm a ... here.*

*So, are you from around here? Anyway, what ...*

**Student A:** You are an employee at Bella Salon. Introduce yourself to Student B. When Student B asks you a touchy question, change the subject by asking him or her a question that is NOT off-limits.

**Student B:** You are a client. Ask Student A a touchy question about one of the following:

- what religion he or she is
- what his or her political beliefs are
- whether he or she is married
- how much money he or she makes

## Writing

**9** Imagine that you are a salon owner. Use the passage and the conversation from Task 8 to write a memo advising staff on how to make small talk with clients. Make sure to mention the following:

- appropriate topics to make small talk
- topics that are off-limits

## Get ready!

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

- 1 What kinds of tools do hair designers use?
- 2 What is important to consider when buying heated styling tools?

wide tooth comb



cape

shears



## HERMOSA BEAUTY Co.

## BEAUTY Supply CATALOG

From rollers to blow dryers, HERMOSA'S BEAUTY COMPANY has tools for all your hairstyling needs. Free shipping available on all purchases of \$50 or more!

Cape	\$20	Unisex hairdressing cape, high quality water resistant. Adjusts to fit all sizes.
Shears	\$10	These top-of-the-line stainless steel shears are perfect for making clean and even cuts.
Clippers	\$42	Give yourself the perfect trim with these high performance clippers. Includes mini trimmer, perfect for trimming sideburns and eyebrows.
Blow Dryer	\$70	Gently dry your wet hair with this powerful (1875 watts) dryer. Six speed settings with easy to grip handle.
Curling Iron	\$30	Curling hair is so easy with this quality iron. It heats hair quickly and evenly and comes with a long cord. And best of all, it's guaranteed not to snag!
Flat Iron	\$50	Straighten locks with this ceramic iron. Unlike normal metal flat irons, our ceramic iron is guaranteed not to pull or break hair. Suitable for all hair lengths.
Rollers	\$4	These comfortable rollers curl hair and prevent tangles and breakage.
Wide Tooth Comb	\$2	A sturdy comb for untangling stubborn knots. This comb will help eliminate damage to fragile, wet hair.

## Reading

2 Read the excerpt from a beauty supply catalog. Then, choose the correct answers.

- 1 According to the catalog, which item is the best in its category?
  - A cape
  - B shears
  - C blow dryer
  - D curling iron
- 2 According to the catalog, what is true of metal flat irons?
  - A They can break hair.
  - B They are useful on damaged hair.
  - C They work more quickly than ceramic ones.
  - D They are less expensive than ceramic ones.
- 3 What is probably true about clients who order a blow dryer?
  - A They have long hair.
  - B They do not pay for shipping.
  - C They receive a free catalog.
  - D They own many beauty tools.

## Vocabulary

3 Read the sentence and choose the right word.

- 1 Christina straightened her hair with a curling iron / flat iron.
- 2 The barber used a pair of shears / rollers to cut the boy's hair.
- 3 Kate used a wide tooth comb / trimmer to untangle her daughter's hair.
- 4 Jennifer bought a new cape / blow dryer to style her hair.
- 5 The beauty supply store sells unisex / stainless steel scissors that are small and easy to carry.

clippers



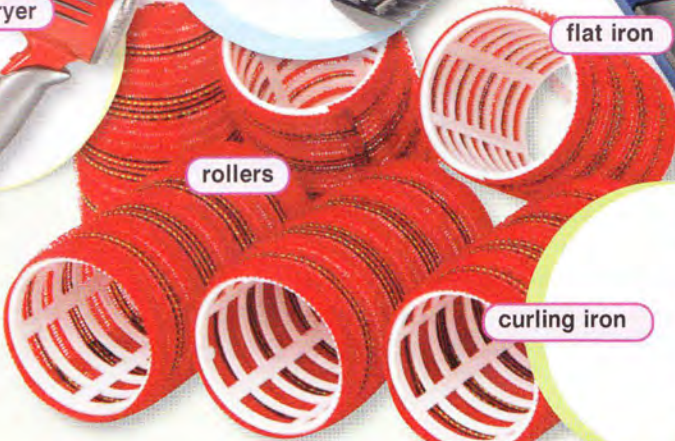
flat iron



blow dryer



rollers



curling iron



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

- 1 Are there lots of tangles in your hair?
  - A Yes, there are several knots in it.
  - B No, my hair doesn't have curls in it.
- 2 Does this shampoo prevent breakage?
  - A Yes, it keeps hair from being damaged.
  - B Yes, it is guaranteed to stop hair growth.
- 3 How much is the shipping for these items?
  - A It takes about 7-10 days.
  - B It's free on large orders.

5 Listen and read the excerpt from a beauty supply catalog again. Which tool would someone use to make their hair straight?

## Listening

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

- 1 — The hairdresser is calling to ask about product prices.
- 2 — The hairdresser needs a new flat iron.
- 3 — The sales representative recommends a metal flat iron.

7 Listen again and complete the conversation.

**Sales Representative:** Hello. You've reached Hermosa's Beauty Company. This is Tom. How can I help you?

**Hairdresser:** Hello. This is Lisa Carter, I want to 1 \_\_\_\_\_ some supplies.

**Sales Representative:** Of course, ma'am. What 2 \_\_\_\_\_ do you need?

**Hairdresser:** I need a 3 \_\_\_\_\_ . I have a metal one now, but it damages certain hair types.

**Sales Representative:** Well, we recommend using ceramic flat irons. They are less harsh on hair, especially 4 \_\_\_\_\_ hair.

**Hairdresser:** Are they expensive?

**Sales Representative:** Not at all. They're very 5 \_\_\_\_\_ and we haven't had any complaints at all.

**Hairdresser:** Really? Then I'll take 6 \_\_\_\_\_ those, please.

## Speaking

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

### USE LANGUAGE SUCH AS:

*I want to order some supplies.*

*What supplies do you need?*

*They're very good value for money.*

**Student A:** You are a sales representative for Hermosa Beauty Company. Ask Student B questions to find out:

- the reason for his or her call
- what supplies he or she needs

**Student B:** You are a hairdresser. Answer Student A's questions.

## Writing

9 Use the conversation from Task 8 to fill out the order form.

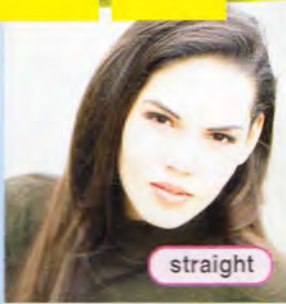
### HERMOSA BEAUTY COMPANY ORDER FORM

Client's Name: \_\_\_\_\_

Items Ordered:	Cost:
_____	_____
_____	_____
_____	_____

# 5

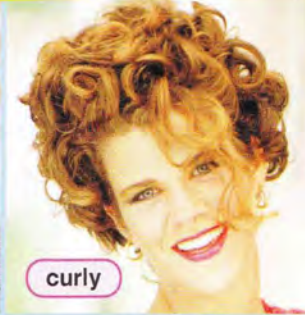
## Hair types and styles



straight



wavy



curly



kinky/afro-textured



oily



frizzy/dry/coarse



volume



tangled



sleek

Metropolitan Woman Volume: 23 Issue: 6

### Get ready!

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

- 1 What are some different types of hair?
- 2 What kind of hair is the easiest/most difficult to work with? Why?

### Reading

2 Read the quiz from a magazine. Then, mark the following statements as true (T) or false (F).

- 1  The quiz helps people determine their hair type.
- 2  A person with lifeless, brittle hair has dry hair.

### Vocabulary

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

- 1  A Cathy's kinky hair is easy to style because it has long and soft strands.  
 B Jane's hair feels greasy because she has oily hair.
- 2  A Alexis uses a flat iron to straighten her curly hair.  
 B Sarah's hair is uncontrollable because she has normal hair.
- 3  A Tara has to be careful with her straight hair because it grows in waves.  
 B Max has dry hair that doesn't have a lot of oil.

## What's Your Hair Type? Take our brief quiz and find out!

Choose the correct answer:

- 1 Does your hair look ...  
A brittle?      B healthy?      C greasy?
- 2 Does your hair ...  
A break off when brushed?  
B fall into place easily?  
C need washing every day?
- 3 Does your hair ...  
A look dull?      B feel soft?      C fall out?

If you chose mostly A's then your hair type is **DRY**.  
If you chose mostly B's then your hair type is **NORMAL**.  
If you chose mostly C's then your hair type is **OILY**.

**4** Write a word that is similar in meaning to the underlined part.

- 1 Beverly's hair is thick, full-bodied and has a lot of quantity or amount. v \_ \_ u \_ \_
- 2 Rebecca's hairdresser uses a shampoo that makes her hair look straight and shiny. s \_ \_ \_ k
- 3 Stephanie's hair is very rough and is difficult to comb. c \_ a \_ \_ \_
- 4 Jennifer's hair is made up of strands that bend and look like waves. \_ a \_ y
- 5 Helen uses lots of hair products to control her very curly and messy hair. \_ r \_ z \_ y

**5** Listen and read the quiz from a magazine again. What hair type is oily?

## Listening

**6** Listen to a conversation between a receptionist and a client. Choose the correct answers.

- 1 What is the dialogue mostly about?  
A the disadvantages of having curly hair  
B hairstyles for people with problem hair  
C treatments for dry, damaged hair  
D the problems with a client's hair
- 2 What will the client most likely do next?  
A cancel an appointment that was made earlier  
B ask the receptionist about her treatment  
C select a time to visit the salon  
D speak to a stylist about her dry hair

**7** Listen again and complete the conversation.

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

**Client:** Hi. I'd like some **1** \_\_\_\_\_ about my curly hair?

**Receptionist:** Okay. What seems to be the **2** \_\_\_\_\_?

**Client:** Well, lately my hair **3** \_\_\_\_\_ when I brush it.

**Receptionist:** Does your hair feel brittle or look dull?

**Client:** Yes, it does.

**Receptionist:** It **4** \_\_\_\_\_ like you may have dry hair. But don't worry. If you'd like to **5** \_\_\_\_\_ \_\_\_\_\_ the salon, we can give you a better opinion and some **6** \_\_\_\_\_. Do you want to make an appointment?

**Client:** Yes, for sometime next week. My name's Nancy Allen.

## Speaking

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

**USE LANGUAGE SUCH AS:**

*I'd like some advice about ...*  
*Well, lately ...*  
*Does your hair feel ... or ...?*

**Student A:** You are a receptionist at Bella Salon. Ask Student B questions to find out:

- the purpose of his or her call
- what type of hair he or she has

**Student B:** You are a client calling a salon. Answer Student A's questions

## Writing

**9** Use the conversation from Task 8 to fill out the consultation form.

*Bella*  
**Salon**

### Consultation Form

Client's Name: \_\_\_\_\_

Hair Type: \_\_\_\_\_

Problem: The client's hair \_\_\_\_\_ when it is brushed. The client's hair feels \_\_\_\_\_

Diagnosis: The client has \_\_\_\_\_ hair.