

Paola Briano • Patrizia Gorgerino • Silvia Coletto

ON BEAUTY

English for Beauticians



EDIZIONE MISTA
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English for Beauticians

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PRESENTAZIONE

L'ARGOMENTO

On Beauty è un testo rivolto in particolare agli studenti dei corsi con indirizzo **Estetica** e, più in generale, a coloro che hanno l'esigenza di utilizzare la lingua inglese come strumento di studio e/o di lavoro in questo settore.

Copre i livelli A2-B1 del Quadro Comune Europeo di Riferimento (CEFR).

Grazie alla ricchezza del materiale proposto, *On Beauty* – concepito per promuovere un apprendimento attivo basato sui contenuti (*content-based learning*) – offre la possibilità di scegliere gli argomenti sia in base ai programmi delle materie di indirizzo, sia in base al livello di competenza linguistica degli studenti.

I contenuti sono stati ordinati secondo criteri di graduale complessità concettuale e linguistica e vengono esplorati utilizzando le quattro abilità in modo omogeneo ed integrato. I brani offrono un assortimento di stili, registri e livelli di difficoltà e sono tratti da fonti diverse: libri, giornali e riviste, materiale promozionale e siti web.

1
unit

You'll learn...

- about the function and the organisation of a beauty salon
- about the different areas of a salon
- about its main services
- how to keep the salon efficient
- how to assess the time of a treatment
- how to talk about numbers, time, date and prices

*Love of beauty is taste.
The creation of beauty is art.
Ralph Waldo Emerson*

THE SALON

GLOSSARY

<p>MAIN AREAS</p> <ul style="list-style-type: none"> • hand and feet treatment area: zona per il trattamento mani e piedi • make-up station: postazione per lo styling • nail parlour: zona unghie • reception and waiting area: area di accoglienza e attesa • relaxing/massage lounge: sala per il rilassamento/massaggio • reception: toletta • retail area: zona vendite • staff room: sala per lo staff 	<p>FURNITURE</p> <ul style="list-style-type: none"> • electrical outlet: gruppo elettrico con prese • mirror: specchio • reception desk: punto accoglienza • sink: lavandino • tool compartments: scomparti per gli attrezzi • waiting chair: sedia per l'attesa 	<p>DAILY CHORES</p> <ul style="list-style-type: none"> - to clean: pulire - to dust: spolverare - to keep the salon clean/spotless: tenere pulito/immacolato il salotto - to keep the salon tidy/clutter free: tenere il salotto in ordine - to sanitize: igienizzare - to sweep: spazzare/scopare
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THE SALON
VOCABULARY

treatment room/station

lamp

treatment/massage couch

staffs chair

storage drawers

tool holder

room divider

retail shelves

retail sale products

pedicure station

nail station

bin

1 Choose the correct option to complete the sentences.

1. You can keep the tools on the stools/on the couch/in storage drawers.
2. Before treatment, people can sit on a waiting chair/lie on the massage couch/stand near the reception desk.
3. Carts are for clients/displaying products/tools.
4. When customers enter the salon, they go to the waiting couch/the reception desk/a treatment station.
5. The staff have to sanitize the garbage bins/the shelves/the instruments they use.
6. Customers having a massage sit on a chair/lie on a couch/have their feet in a bin.

2 Fill in the blanks with the given expressions. The are two extra ones.
Use the Vocabulary Bank if you need.

cleaning service • clutter free • dust • bins • sanitizers • shelving • spotless • tools • rubbish • workstation

Cleanliness in the salon

It is very important to keep the salon clean and

1. _____ One of your staff can do the daily chores or you can hire a commercial

2. _____ If your clients know how much you care for cleanliness, they trust you and your establishment. Always keep the bathroom

3. _____, sanitize the 4. _____ after using them, 5. _____ the shelves and products every day, empty the garbage 6. _____ and take out the 7. _____ two or three times a day. Finally, sweep the floor around the 8. _____ after treating a client.

THE SALON
SKILLS

Assessing the time of a treatment

Assessing the time of a treatment is important to schedule the salon activities efficiently. When a client calls, it is important to record the client's name and telephone number, write the date and time of the client's arrival on the appointment page and note down the type of treatment they choose and the name of the beauty therapist they prefer. This will help to avoid overbooking and a long waiting time for each client.

Here is a small table that summarises, in general, the time needed for each of the following activities:

Type of activity	Time required	Type of activity	Time required
Make-up lesson	75 mins	Bikini wax	15 mins
Cleanse and make-up	30-45 mins	Underarm wax	15 mins
Eye-brow shaping	15 mins	Arm wax	30 mins
Eye-brow tint	10 mins	Facial wax	10-15 mins
Eye-lash tint	20 mins	Threading	10 mins
Manicure	45 mins	Eye-brows	20-35 mins
Pedicure	50 mins	Full Face	10 mins
Leg wax	30 mins	Upper lip	10 mins
Half	30-40 mins	Massage	20/30/50 mins
Three quarter	40-45 mins	Artificial eyelash extension	10-20 mins
Full	45 mins		

GLOSSARY

- to avoid: evitare
- overbooking: prenotazione in eccesso
- to record: registrare
- to schedule: pianificare

1 PAIR WORK. Imagine you are two trainees at the reception. Test each other with questions on the duration of each treatment.

O. A: How long does a half leg wax take? - B: It takes half an hour.

2 Listen to three conversations between a receptionist and three clients. Complete the table with the missing information and the correct answer.

1. Treatments	2. Treatments	3. Treatments
Mins. _____	Mins. _____	Mins. _____
Mins. _____	Mins. _____	Mins. _____
Mins. _____	Mins. _____	Mins. _____
Total Mins. _____	Total Mins. _____	Total Mins. _____

OBIETTIVI DEL TESTO

On Beauty si propone di:

- far acquisire le competenze necessarie per comprendere testi che presentano termini, espressioni, strutture sintattiche e modalità discorsive specifiche del linguaggio settoriale;
- migliorare le capacità di ricezione e produzione orale e scritta;
- arricchire il patrimonio lessicale sia con il lessico tecnico che generale;
- consolidare abitudini grammaticali corrette;
- stimolare l'interesse e la partecipazione attiva degli studenti, dando spazio alla loro esperienza personale e a problematiche di attualità.

WORKBOOK

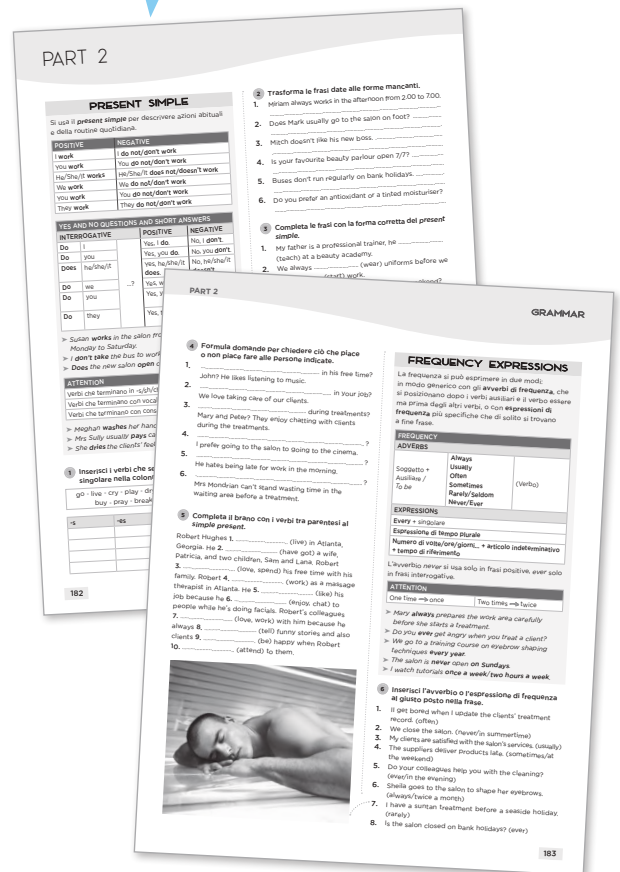
Eserciziario in ogni capitolo, per consolidare i contenuti e la lingua appresi nel corso. Presenta la seguente struttura:

- **Vocabulary** fa esercitare sul lessico settoriale dell'Unità.
- **Skills** riprende i contenuti proposti e li potenzia verificandone la comprensione.
- **Communication** simula situazioni di vita reale che necessitano del lessico acquisito nell'Unità.
- **Translation** offre la possibilità di migliorare la tecnica traduttiva dall'italiano all'inglese in contesto.



GRAMMAR

Ampla sezione che riprende tutta la grammatica di livello A2/B1 con schemi semplici ma completi e che la consolida e potenzia con numerosi esercizi in contesto.



TEACHER'S BOOK

La guida per il docente, disponibile sia in formato cartaceo che digitale, contiene:

- suggerimenti per la programmazione per competenze e per una didattica inclusiva;
- test di verifica per ogni Unità, in formato editabile, anche per BES;
- soluzioni di tutti gli esercizi e dei test;
- *script* delle attività di ascolto e dei video;
- note didattiche.



ONLINE RESOURCES

Disponibili sul sito www.edisco.it/on-beauty:

- Video corredati da attività di comprensione
- Attività ludiche per favorire l'apprendimento linguistico
- Attività di *Real-life* per simulare situazioni lavorative quotidiane
- File audio formato mp3 con la registrazione delle attività di ascolto.

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Extra videos
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Real-life activities

2 unit



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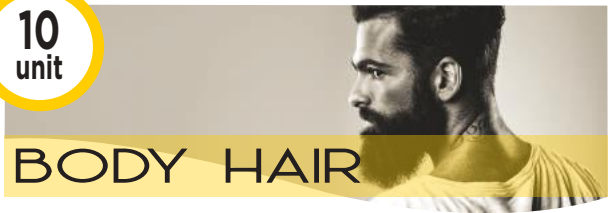
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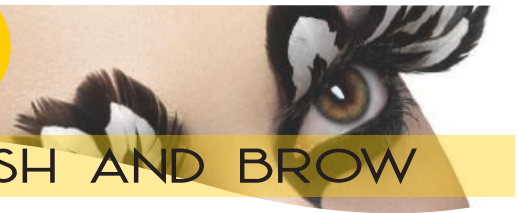
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4 unit

You'll learn...

- about facial consultation
- about the steps of a facial
- about the different types of facials
- about facial massages
- about men's facials
- how to give instructions and apologise

"Your skin is your best accessory, take good care of it!"

Natacha Hatfield

FACIAL CARE

GLOSSARY

USEFUL VERBS

- to apply: *applicare*
- to clear up: *ripulire*
- to dry: *asciugare*
- to eliminate/to get rid of...: *eliminare/ sbarazzarsi di...*
- to rejuvenate: *ringiovanire*
- to relieve: *allieviare*
- to remove: *rimuovere*
- to rinse off/to wash off: *sciacquare/lavare via*

TREATMENTS

- anti-ageing facial: *trattamento al viso anti-età*
- brightening mask: *maschera rinvigorente*
- cleansing: *pulizia*
- detoxification: *disintossicazione*
- effleurage: *effleurage, sfioramento*
- exfoliation: *esfoliazione*
- extraction: *estrazione*
- friction: *frizione*
- microdermabrasion: *microdermabrasione*
- peeling mask: *maschera rigenerante*
- petrissage: *petrissage*
- soothing mask: *maschera calmante*
- tapotement: *tapotement, picchietto*
- vibration: *vibrazione*

TOOLS/PRODUCTS



cotton pads



magnifying lamp



washcloths



facial steamer



mask



lotion



chemical peel



face cleanser

1 Complete the sentences with an appropriate word.

circulation • get rid • chemical • apply • relaxes • improve • tension • mask • rinse off • dry

1. Beauticians products such as cleansers and lotions.
2. Massage can promote the blood
3. One of the first steps in face treatments is to of impurities.
4. A facial can be of different types such as soothing or cleansing.
5. A peel can be
6. Facial treatments the appearance of the skin.
7. After treatment, a beautician must the exfoliator and then the skin.
8. Massage the muscle fibres and relieves

2 In each group of words there is one that doesn't fit with the others. Circle it and say why.

1. eliminate, extract, whiteheads, rejuvenate
2. anti-ageing, chemical, cleansing, mask
3. facial, lotion, massage, microdermabrasion
4. skin, comedones, acne, impurities
5. apply, wash off, relieve, traces of make-up
6. effleurage, chemical peel, petrissage, tapotement
7. cotton pads, steamer, washcloths, detoxification
8. magnifying lamp, follicle, pore, cell

Consultation before a facial

Facials remove impurities and dead skin cells, **balance** oily or dry areas, promote circulation, and relax and **renew** tired, stressed skin.

The treatment area must be clean and **tidy**, with all the necessary equipment and products ready and easily accessible. It is also important to have a calm, pleasant atmosphere to make the client feel comfortable and warm. A facial should begin with a **thorough consultation**: the beautician must know about the client's lifestyle, general health, medication, allergies and possible contraindications, the skincare products the client is using and the results she/he is

expecting from the treatment. The beautician will **fill in** a skin analysis chart to record all the treatments the client receives. The second step is a full **skin analysis** with the help of a magnifying lamp to determine the client's skin type and condition and to identify areas requiring special attention. All this information will help choose the appropriate techniques and products and organise a specific treatment plan.

Finally, the client will receive **information** about what the treatment will do, its duration and suggested frequency, together with aftercare **advice** to improve her/his skincare routine.



GLOSSARY

- **advice**: *consiglio*
- **to balance**: *equilibrare*
- **fill in**: *compilare*
- **to renew**: *rinnovare*
- **thorough**: *completo*
- **tidy**: *ordinato*

3



PAIR WORK. You are a senior therapist who wants to check if your trainee has everything ready for a facial. Ask and answer questions.

Ask...	Answer...
1. treatment area: clean and tidy?	everything taken care of
2. equipment and products for treatment: ready?	all necessary tools and products on trolley
3. what to ask the client before treatment?	about lifestyle, health, medication, allergies and contraindications + about skincare products used and expected results
4. what information from skin analysis?	determination of skin type and condition + possible problematic areas
5. what to record in skin analysis chart?	all treatments carried out + other important information
6. what additional information to give?	information about results, duration and frequency of the treatment + appropriate skincare routine

4



Listen to the recording and fill in the blanks in the text.

Even before she touches a client's
1. a good beautician can determine whether the skin is **2.**
 or **3.**, if it is **4.**, if there are fine **5.** and wrinkles, or **6.** breakouts. Once the client is on the table, the treatment usually starts with the

beautician wrapping the client's **7.**
 with a towel or headband. She begins the facial with a thorough **8.**, using cotton pads or sponges. Next, she will cover the client's eyes with cotton eye pads and, with the help of a magnifying **9.**, she will conduct an in-depth skin **10.**

Facial Specials

The consultation helps the beautician to decide which facial treatment to suggest.

- **Basic facials** are suitable for everybody with no particular conditions.
- **Acne facials** include steaming, deep pore and tissue cleansing, extractions to remove pore-clogging sebum, plus a healing mask and a moisturiser.
- **Anti-ageing facials** rejuvenate and brighten skin and slow the ageing process. They use vitamin-infused serums, collagen creams, and rejuvenating facial massage techniques. They may also include light therapy, laser services, and microdermabrasion.

- **Exfoliating facials** remove dead surface skin cells, stimulate blood circulation and cellular renewal, reduce fine lines, and improve complexion and skin tone.
- **Oxygen facials** deliver oxygen molecules directly to the epidermis. The oxygen absorbs the moisturising agents into the skin, strengthens skin's elasticity, reduces fine lines and wrinkles, diminishes pores, and helps eliminate acne-causing bacteria.
- **Facials for clients with Rosacea** calm irritation and decrease the redness associated with this skin condition. Products containing ingredients that irritate Rosacea should be avoided, together with chemical peels, heat and steam,

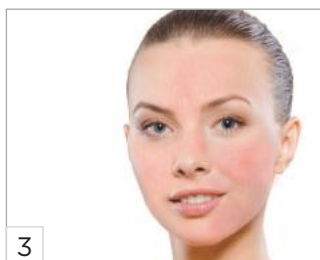
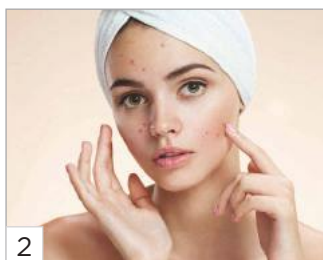
which may all trigger flare-ups.

- **Facials for sensitive skin** use gentle procedures and appropriate hypoallergenic products. Light enzyme peels may be used to exfoliate, followed by a soothing serum, a mask and a moisturizer formulated to reduce redness and calm inflammation.

GLOSSARY

- - **avoided:** *evitato*
- - **clogging:** *che ostruisce*
- - **to decrease:** *ridurre*
- - **to deliver:** *apportare*
- - **flare-up:** *vampata*
- - **healing:** *curativo*
- - **soothing:** *calmante*
- - **to strengthen:** *rinforzare*
- - **to trigger:** *scatenare*
- - **wrinkle:** *ruga*

5 PAIR WORK. Consult with a colleague about the type of facial you would suggest for each of these women. Describe the steps and purposes of the treatments you suggest.



6 Read these product promotions and match them to the right client.

AGE-STOP
Special cream
Rich in collagen and precious vitamins

AQUAFOR
Healing ointment
Provides emollients and humectants

BIO ESSENCE
Radiant serum
Brightens your skin and stimulates circulation

PHYSIOGEL
Dermatologically tested wash
With natural hypoallergenic ingredients

PURE ACTIVE
Face mask
Fights back your pimples

1. Serena is 15: she has a party tomorrow evening and would like to reduce her acned inflamed skin.
2. Nick's skin stings and burns because of an irritating soap she has used, so she would like a mild cleanser.
3. Dry climate conditions have dehydrated

- Sophia's skin and she would like to recover her elasticity and softness.
4. After a long period of stress, Liza's skin appears greyish, so she would like to recover her rosy complexion.
5. Mary is 67 years old and she would like to reduce her wrinkles a little.

A complete facial treatment

1. **Cleansing.** The beauticians massage a cleanser on the face, neck, and décolleté to remove any traces of make-up and **dirt**. Cleansers may be waters, lotions, gels, milks, creams, or **soap bars**. Then, using a **damp** washcloth or cotton pad, they remove the cleanser, dry the face and evaluate the skin to decide which products are appropriate.
2. **Exfoliation.** The skin is **warmed up** because warming softens the skin, stimulates circulation, relaxes and opens the pores, **loosens up** facial muscles, and facilitates the extraction of comedones and blocked pores. It also helps skincare products to penetrate the skin more easily. Warm steam can be applied using either hot towels or a steamer. Facial exfoliation can be done before, during or after steaming using delicate products or more aggressive methods like microdermabrasion or chemical peels. Exfoliating improves skin tone and reduces fine lines and wrinkles.
3. **Extraction.** Comedones – whiteheads and blackheads – can be extracted using different techniques, always paying attention not to **tear** or **scar** the skin.
4. **Facial massage.** It tones and revitalizes the appearance of the skin and alleviates tension.
5. **Facial mask.** This is applied over the face, neck and upper décolleté area. Face masks may be **setting** (they harden on the skin) and *non-setting* (they remain soft) and are formulated to obtain different effects: *cleansing masks* absorb impurities and excessive oils; *stimulating masks* stimulate blood circulation and increase sebaceous activity; *hydrating masks* nourish the skin; *peeling masks* remove dead skin cells and impurities; *soothing masks* have calming and cooling ingredients which help skin recovery and rehydration; *brightening masks* improve the appearance of **dull** or tired-looking skin.
6. **Toning.** After the mask is removed, some toner is applied to repair skin with antioxidant and nourishing ingredients. *Astringents* are alcohol-containing toners used on very oily skin. *Tonics* and *fresheners* are very **mild** toners for dry and delicate skin.
7. **Moisturising.** To complete the facial, a moisturiser is applied to preserve moisture, protect the skin and act as a barrier against the elements.



GLOSSARY

- - **brightening:** *illuminante*
- - **damp:** *umido*
- - **dirt:** *sporco*
- - **dull:** *spento*
- - **to loosen up:** *rilassare*
- - **mild:** *delicato*
- - **setting:** *indurente*
- - **to scar:** *sfregiare*
- - **soap bar:** *saponetta*
- - **to tear:** *lacerare*
- - **to warm up:** *riscaldare*

- 7 Put the steps of a facial in the correct order. There are different possibilities.

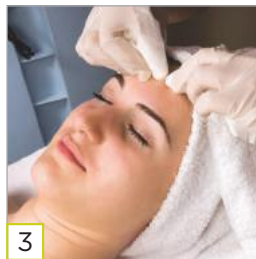
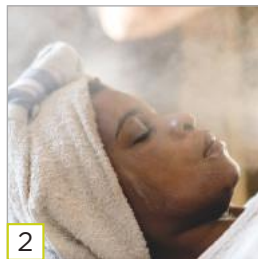
application of moisturiser • cleansing • consultation • exfoliation • extraction • facial mask • massage • warming

'Comedones' is another term for whiteheads and blackheads. Blackheads, or open comedones, consist of oxidized sebum and appear as black 'dots'. Whiteheads, or closed comedones, are also called pimples.

8 Choose the right answer to give your new client who wants to have some information about her facial.

Your client's questions	Your answers
1. What are you using a cleanser for? <input type="checkbox"/>	a. A very delicate and non aggressive product.
2. Why are you warming my face? <input type="checkbox"/>	b. One which cleans the skin and absorbs impurities and excessive oil.
3. What are you exfoliating my skin with? <input type="checkbox"/>	c. To protect your skin against cold and wind.
4. What kind of mask are you applying? <input type="checkbox"/>	d. To remove all traces of makeup and dirt.
5. Why are you using a toner? <input type="checkbox"/>	e. To repair and nourish the skin.
6. Why are you putting on a moisturiser? <input type="checkbox"/>	f. To soften your skin, stimulate circulation, and open your pores.

9 Describe what the beautician is doing in each of these pictures.



In picture 1 the beautician is cleaning her client's face to remove any make-up and dirt.

10 Listen to Amanda telling you about what she does and why at home between a professional treatment and the next. Match numbers and letters.

In her at-home facial, Amanda...

1. uses warm water and a gentle cleanser
2. leans over a bowl of very hot water with a towel over her head
3. uses honey as a cleanser
4. uses gentle circular movements
5. applies a facial mask
6. puts cucumber slices over her eyes
7. applies a toner
8. and she finishes with a moisturizer

to...

- a. apply a scrub.
- b. close the pores.
- c. open her pores.
- d. reduce puffiness.
- e. remove impurities.
- f. remove toxins from the pores.
- g. retain moisture and protect the skin.
- h. wash her face.

11 Watch the video and match each mask ingredient to the correct skin type.

https://www.youtube.com/watch?v=vCSREV_U4hl

Mask ingredients	Skin type
1. Clay and charcoal <input type="checkbox"/>	a. Acned skin
2. Aloe and hyaluronic acid <input type="checkbox"/>	b. Ageing skin
3. Sulfur, kaolin and safflower oil <input type="checkbox"/>	c. Dry skin
4. Salicylic acid <input type="checkbox"/>	d. Oily skin
5. Retinol <input type="checkbox"/>	e. Sensitive skin

The most enjoyable part of a facial

A facial massage improves the texture of skin and gives it a healthy glow. It increases oxygen and nutrients supply, cell metabolism and circulation. It helps lymphatic drainage, stimulates sweat and sebaceous activity, relaxes the muscle fibres and relieves tension. A facial massage includes effleurage, petrissage, friction, tapotement, and vibration techniques. First, a massage product suitable for skin type and condition (oil for dry and sensitive skin, cream for oily skin types) is applied to make the massage more comfortable. A facial massage always starts and finishes with effleurage, which

consists of soft continuous stroking movements that apply the massage product, stretch the muscles and release tension.



Petrissage uses kneading and pinching movements to increase circulation, stimulate nerves and cell renewal, relax the muscles and support the lymphatic system. **Frictions** are warming strokes which relax the muscles, stimulate circulation and glandular activity of the skin. **Tapotement** consists in rhythmic percussion strokes which stimulate circulation and cell renewal, relax and energize muscles, and help remove static lymph from the tissues. **Vibrations**, which consist in mild trembling produced by the therapist's fingers, loosen and relax the muscles, stimulate the deeper skin layers and the nervous system.

12 PAIR WORK. Using these prompts, build up a conversation about massage techniques.

Client	Beautician
1. What / the benefits of a facial massage / be?	It / supply oxygen and nutrients / stimulate cell metabolism and circulation / relieve tension.
2. Why / massage creams / be applied?	They / be applied / to make the massage more comfortable.
3. What / basic massage techniques / be?	They / be / effleurage, petrissage, friction, tapotement, and vibration.
4. What / effleurage / consist of?	It / consist of / stroking / to apply the massage product.
5. What movements / petrissage / use?	It / use / kneading and pinching movements.
6. What / the purpose of frictions / be?	They / warm / the skin / relax the muscles / stimulate circulation.
7. What / tapotement / cause?	It / relax and energize muscles / help remove static lymph.
8. How / vibrations / be produced?	They / be produced / by the therapist's fingers.

13 Read this short promotional message and correct the sentences. Then, write your own promotional message inviting your clients to try your new special massages.

- The special offer takes place in spring.
- It is only valid on Saturdays and Sundays.
- The complete treatment lasts one hour.
- The treatment costs 110 euros.

January Special

45 minute facial & 45 minute massage \$100

Mon - Thu

GLOSSARY

- effleurage: sfioramento
- glow: colorito acceso
- kneading: impastanti
- petrissage: impastamento
- pinching: a pizzicotto
- to release: scaricare
- stroking: carezzevoli
- supply: apporto
- tapotement: picchietto
- trembling: vibrazione

Men's Facials

Men's facials are a lot like women's facials but are specifically formulated to the needs of men's skin. Men's skin is **thicker**, has a higher collagen density and produces more sebum than women's skin, so different products are used for men and women's facials. Moreover, men commonly have to deal with problems such as razor **burns** and **ingrown** hairs, dullness, and sensitivity. Some men's facials **target** skin that has been damaged by the elements like sun and wind, others target acne or ageing. **Freshly-shaven** skin is more susceptible to irritation during the facial, so it is best to wait **at least** 24-hours after shaving before having a treatment.

Beauticians deeply cleanse skin, then they warm the skin to open pores, exfoliate away dead skin cells, perform extractions on **clogged** pores, and apply a toner. Men's facials may include a vigorous face, neck, and shoulder massage and they often conclude with the application of a mask and men's skincare products. After the treatment, the beautician should inform the client about special skincare products for his skin type and condition and suggest what he should do for his skin when he gets home.



GLOSSARY

- - **at least:** *almeno*
- - **burn:** *abrasione*
- - **clogged:** *ostruito*
- - **freshly-shaven:** *appena rasato*
- - **ingrown:** *incarnito*
- - **to target:** *riguardare*
- - **thicker:** *più spesso*

14 It is the first time a trainee in your salon works with a male client. Make sure she has understood all your instructions and correct her where necessary.

1. The same products are used for men and women's facials.
2. Men do not suffer from acne.
3. Some men have antiageing facial treatments.
4. Men's skin is exposed to damaging environmental elements more than women's are.
5. Women's skin is oilier than men's skin.
6. Shaving stresses the skin and can cause irritation.
7. It is advisable to do a facial immediately after shaving.
8. Men's face massage is more energetic than women's.

Right

Wrong

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

15 With the help of the prompts, complete the dialogue.

- | | |
|---|--|
| <p>1. Client: (first step of facial?)</p> <p>.....</p> <p>You: It is cleansing, which washes away any dirt from your skin.</p> <p>2. C: (put warm towels over face?)</p> <p>.....</p> <p>Y: Because I'm warming your skin to open your pores and facilitate cleaning.</p> <p>3. C: (squeeze out nose?)</p> <p>.....</p> <p>Y: I'm doing so to extract some blackheads and whiteheads.</p> | <p>4. C: (how long keep mask on?)</p> <p>.....</p> <p>Y: About 10 minutes.</p> <p>5. C: (face massage?)</p> <p>.....</p> <p>Y: To relax you while applying a hydrating cream.</p> <p>6. C: (suggested home skincare routine?)</p> <p>.....</p> <p>Y: After washing and shaving, you should tonify your skin with rose water and apply a moisturizer with a high SPF.</p> |
|---|--|

Apologising and instructing

PHRASEOLOGY

Making apologies	Accepting apologies
<ul style="list-style-type: none"> • Sorry! • I'm (so/really/terribly) sorry! • Excuse me for... • I (sincerely) apologise for ... • Please accept my apologies! • It's my fault. • I'm afraid... 	<ul style="list-style-type: none"> • That's ok/all right! • No problem! • Never mind! • Don't worry! • No worries. • Forget about it!



Asking for instructions	Giving instructions	Understanding instructions
<ul style="list-style-type: none"> • How can I help you? • What can I do for you today? • How would you like... ? • What ... would you like? • What would you like me to...? • Shall I...? 	<ul style="list-style-type: none"> • I only want... • I need... • Can/Could you..., please? • I'd like (to have/to get) ... • I would like (to have/to get) ... • Please, ... (imperative) • Will you...? • Do you mind (doing) ... ? 	<ul style="list-style-type: none"> • All right! • That's fine! • Let's get it done then! • Ok, here we go! • Now, let's... • Sure! • No problem! • Is it ok now?

LISTENING

16 **4.3** Listen to the dialogues and answer these questions. Also, write down the various expressions used for apologising and accepting apologies.

Dialogue 1

1. What time is Mrs Jenkin's appointment?
2. Why is she late?
3. How long does she think she'll delay?

Dialogue 2

4. What's Miss Fisher's appointment for?
5. Who's her appointment with?
6. What's the name of the salon?
7. Why isn't Sarah immediately available?
8. How long is she going to delay?

9. What does the receptionist offer Miss Fisher?
10. Does Miss Fisher like coffee?

Dialogue 3

11. Why is Miss Fisher unhappy about her facial?
12. What normal reactions can happen after some treatments?
13. What may have caused the reaction?
14. What can she do to get Miss Fisher's skin back to normal?
15. How long has the treatment lasted?

SPEAKING

17 Following the guidelines, play a dialogue between a beautician and a client.

- B:** Ask your client to come with you to the cabin.
C: Say it's ok.
B: Ask your client to remove her coat.
C: Ask where you can hang it.
B: Ask if she wants you to hang it.
C: Agree and thank.
B: Ask your client to remove her shoes.
C: Ask if you can leave them under the couch.
B: Say that's ok. Ask your client to remove her necklace.

- C:** Ask where you can put it.
B: Tell her she can place it in the bowl on the trolley. Ask your client to switch off her cellphone not to be disturbed and to lie down on the couch.
C: Say you will put your cellphone in silent mode.
B: Ask your client if she is comfortable.
C: Say you are nice and warm.
B: Ask if she likes you to play some relaxing music.
C: Agree with pleasure.

WRITING

18 Use these words to complete this notice informing your clients that the salon will be closed for a few days:

advised • apologies • at • closed • facilitate • from • inconvenience • on • reopen • to

PLEASE BE 1. THAT REGINA BEAUTY SALON WILL BE
 2. 3. MONDAY FEBRUARY 3 UNTIL
 4. SUNDAY FEBRUARY 9
 TO 5. NECESSARY RENOVATIONS TO ITS PREMISES.
 THE SALON WILL 6. 7. MONDAY 10 8. 9 o'clock a.m.
 PLEASE ACCEPT OUR 9. FOR ANY 10. CAUSED.

19 Write a notice informing your clients that this beauty case has been found in the salon's changing room.

Describe the article (colour and material) and its contents; say where, when and at what time it has been found and whom to contact to get it back.

Start like this: *This beauty case was found in...*



REAL-LIFE TASK

20 PAIR WORK. Practise the following dialogues using the prompts.

Dialogue 1

Student A: You're a client. Phone the salon to say that you had an appointment today but you cannot come because your car has broken down.

Student B: You're the salon receptionist.

Dialogue 2

Student A: You're a client who had an appointment for an acne treatment with Betty.

Student B: You're the salon receptionist. You tell the client that Betty is busy at the moment and that she will delay a quarter of an hour. While waiting the client can have a look at a leaflet with all the treatments available at the salon.

Dialogue 3

Student A: You're a client who asks for advice on what to do and what products to use for your sensitive skin.

Student B: Answer appropriately.

Dialogue 4

Student A: You're the beautician. Give your client instructions about how to prepare for a facial.

Student B: You're the client. Reply accordingly.



VOCABULARY

1 Trova per ogni espressione da 1 a 5 due frasi ad esse riconducibili.

- | | | |
|-------------------|--------------------------|--------------------------|
| 1. Facial | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Exfoliation | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Detoxification | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Essential oil | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Chemical peel | <input type="checkbox"/> | <input type="checkbox"/> |
- It is a type of deep cleansing treatment.
 - It is a product that reduces the appearance of wrinkles.
 - It removes dead skin cells.
 - It usually involves the use of steam.
 - It helps healthy skin cells to grow.
 - It helps reduce the impurities that develop under the skin.
 - It is a product that is extracted from plants.
 - It is a product that helps to improve the skin's texture.
 - It helps to prevent acne.
 - It is almost always used in facial treatments.

SKILLS

2 Un apprendista sta parlando del lavoro degli estetisti ma non è sicuro su alcuni termini. Aiutalo a scegliere tra quelli proposti in corsivo.

The job of beauticians is to **1.** *analyse/treat* the skin of clients in order to understand what the best cosmetic **2.** *procedures/massage* for them are. The first step is to **3.** *tell/consult* with them, then to observe the skin with a magnifying **4.** *glass/lamp*. This is to identify areas that need **5.** *special/normal* attention to then prepare a **6.** *chart/report* with the results. In this way they can perform **7.** *facials/make-up* and other skin care **8.** *treatments/operations* to help the skin look its best.



3 In questa parte del discorso mancano alcune parole. Completalo, scegliendo uno tra i due termini proposti in alternativa.

change/rejuvenate • impurities/diseases • muscle fibres/acne • relieve/get rid • thinner/brighter • treatments/medicines • use/sell

They can help to **1.** the skin, make dull skin look **2.**, clear up **3.**, and **4.**of comedones. They can also suggest products to **5.** Beauticians cannot, however, diagnose skin **6.** or prescribe **7.**

4 Riordina adeguatamente questa procedura di un trattamento del viso mettendo i numeri della sequenza corretta nei riquadri.

- They can use different techniques to extract the comedones but must always be careful not to damage the skin.
- After exfoliating and massaging the skin, they apply a facial mask over the face, neck and upper décolleté.
- Beauticians start a beauty treatment removing all the traces of make-up and dirt and then exfoliate the skin either with delicate products or with more aggressive methods.
- They sometimes also use warm steam, which opens the pores and facilitates the extraction of comedones.
- They remove it after about a quarter of an hour, tone the skin and finally apply a moisturiser to complete the facial.
- When the skin is clean, they usually perform a facial massage that can lift the skin and relieve tension.

5 Clara sta preparando un esame ma non tutti i suoi appunti sono accurati. Crocetta (X) il riquadro in cui trovi un errore e correggilo.

- A facial massage always starts and finishes with light stroking movements used to apply the massage medium, stretch the muscles and release tension.
- Petrissage consists of warming strokes which relax the muscles.
- Vibrations stimulate the deeper skin layers and the nervous system.

- 4. Acne facials include steaming, cleansing, extractions, a healing mask and a moisturiser.
- 5. Oxygen facials are not performed if the client suffers from acne.
- 6. Facials decrease the redness associated with Rosacea.
- 7. Men's facials are totally different from women's facials.
- 8. Men may have problems such as razor burns and ingrown hairs, but they are not very common.

COMMUNICATION

6 Completa le frasi di un'estetista con la parola mancante. Ad ogni lineetta corrisponde una lettera.

- 1. What _____ you like, Sir?
- 2. What can I do ___ you?
- 3. How can I _____ you?
- 4. What would you like __ to book for you?
- 5. Take a seat, _____.
- 6. I'm so _____, Mrs Fry!
- 7. I'm _____ I made a mistake.
- 8. I'm _____ sorry.

7 Cerchia T (true) se la frase è corretta o F (false) se non lo è. In questo caso correggi l'errore.

- | | T | F |
|--------------------------------------|--------------------------|--------------------------|
| 1. Don't mind. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. I need a facial. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Sorry, Sir, it's your fault. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. What can I do for she, Mrs White? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you only need a peel? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Forget about it. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Not problem. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Do worry! | <input type="checkbox"/> | <input type="checkbox"/> |

.....

8 Esprimi queste funzioni.

- 1. Di che non si preoccupi.
- 2. Di che è colpa tua.
- 3. Di che non c'è problema.

- 4. Chiedi che per favore accetti le tue scuse.
- 5. Chiedi se puoi sederti lì.
- 6. Di che vorresti prendere un appuntamento.

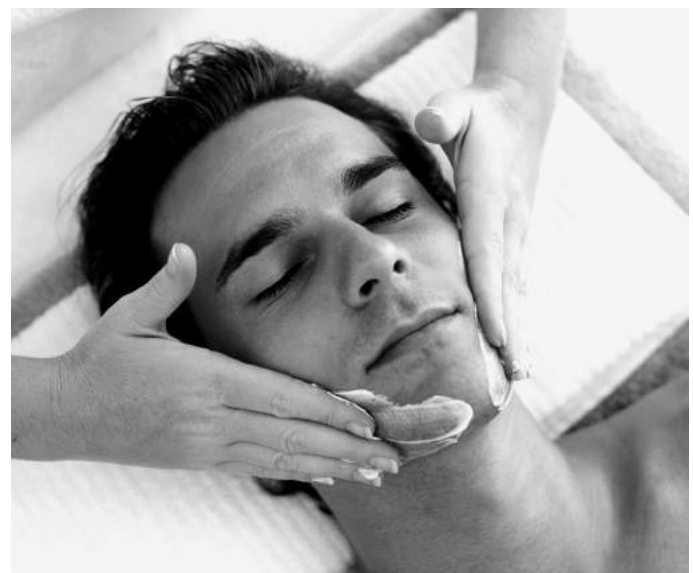
.....

TRANSLATION

9 Traduci queste frasi in inglese.

- 1. La pelle degli uomini è più spessa, ha più collagene e produce più sebo della pelle delle donne.
- 2. Gli uomini spesso hanno problemi dovuti ai (= *due to*) rasoi e alla barba. È meglio aspettare 24 ore dopo la rasatura per un trattamento al viso.
- 3. Gli estetisti usano prodotti diversi per i trattamenti al viso degli uomini e delle donne.

.....



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