



Unit 2: To apply principles of dermatology and nutrition

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Disclaimers:

The language learning materials and video have been developed by an international partnership:

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The videos and scenarios reflect authentic work-related situations that people working in the wellness sector experience on a day-to-day basis when treating international guests. The videos try to represent these scenarios as closely as possible. Thus the videos have been created in an international setting, so the language used in the scripts represent a variety of spoken English.

To access the accompanying videos to the learning materials please visit:

<https://www.youtube.com/user/VHSCham>

and access the Assess Well playlist. Videos are available with and without captions depending on your learning needs.

Instruction for student: Please note this is a sample answer to give you an indication of what is required. You should use your own words and your own workplace situation when preparing your answer.

Instruction for teacher: As this is only a sample answer, please take into account that the learner has been asked to use their own words and workplace situation when preparing their answer, and mark accordingly.

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Unit 2: Principles of dermatology, nutrition

When you finish this unit you will be able to:

- Greet clients
- Assess various skin types and disorders
- Recommend products and give advice based on skin types and age

Meet the characters:



Amy, Receptionist and beautician



Liz Jones, Client



Erica, Beautician

You can access the videos for Unit 2 via the following links:

Dialogue 2 Principles of dermatology, nutrition

<https://www.youtube.com/watch?v=GFqDkkzuKLU>

<https://www.youtube.com/watch?v=lzKVGRVNNt4> (with captions)

Technical video

<https://www.youtube.com/watch?v=GFqDkkzuKLU>

<https://www.youtube.com/watch?v=ujMy83q9dCE> (with captions)

Pre-listening

Ex 1) Look at the following phrases. Who do you think says what?

a. Receptionist	1. I booked an appointment for a skin analysis consultation at 9 with one of your beauticians.	
	2. I have you in our book right here.	
b. Beautician	3. We can go into the treatment room now.	
	4. Any hormonal issues?	
c. Client	5. It absorbs quickly, but after a while, my skin feels tight.	
	6. When choosing a day cream you should think about which season it is.	
	7. I'd prefer the neutral scented one.	
	8. I have a few openings then.	



Ex 1) Watch the technical video and pay attention to the description of the skin. Match the following characteristics with the type of skin.

burning feeling – even colour – less elastic – acne – shiny – minor peeling – supple – irritated – blackheads – large pores – red patches – soft – dry – red – rough structure – greasy

Oily	Dry	Normal	Sensitive

Ex 2) After you have watched the video, tick the correct answer. If you are unsure about any of the questions, watch the video again.

1	Liz Jones booked an appointment for:
	a. Pedicure
	b. Back massage
	c. Skin analysis
	d. Make-up
2	To begin the appointment Angela asks Liz Jones questions about:
	a. Allergies to food and hormonal issues.
	b. Dinner last night.
	c. Sleeping patterns
	d. How she got to the beauty salon.
3	After cleansing the skin, Erica:
	a. Checked the temperature in the room.
	b. Put make-up on Ms. Jones.
	c. Analysed the skin with the magnifying light.
	d. Shaped Ms. Jones' eyebrows with tweezers.
4	According to Erica, Ms. Jones has mature skin. What does she suggest she do:
	a. Lie in the sun to get a tan.
	b. Apply an anti-bacterial cream to the wrinkles.
	c. Use botox and fillers.
	d. Apply moisturiser and drink plenty of water.
5	Ms. Jones wants some moisturiser to apply to her crow's feet. What method does Erica suggest she use?
	a. "dab and pat"
	b. "up and down"
	c. "squeeze and tweeze"
	d. "pinch and enrich"







6	Before Ms. Jones leaves, she books an appointment for a facial:
	a. with Mrs. Roney.
	b. for Thursday next week at 3 pm.
	c. for the same afternoon.
	d. at the reception with Rose.

Ex 3) Watch the video again and decide if the following statements are true or false.

		True	False
1	Ms. Jones has a mixed complexion.		
2	Ms. Jones does not have rosacea.		
3	Erica recommends drinking more water.		
4	The skin around the eyes is more prone to allergic reactions.		
5	The “dab and pat” method stimulates circulation.		
6	Erica recommends using alcohol-based makeup remover.		

Ex 4) Watch the technical video again and put the steps in the correct order.

Put the skin types below in the order they appear in the video and then write the skin type in the box.

a		
b		
c		
d		
e		
f		

Speaking

Ex 1 A) Talk about your beauty routine from 5 or 10 years ago.

What kind of products did you use? What kind of trends were there? Where did you find your inspiration? How has your beauty routine changed?

Ex 1 B) There are three different ways to pronounce the 'ed' ending of regular verbs in the simple past tense: /id/, /t/ or /d/.

The pronunciation depends on the sound at the end of the infinitive (basic form) of the main verb and whether it is **voiced** or not.

/t/	/d/	/id/
infinitives that end in an un-voiced sound	infinitives that end in a voiced sound	infinitives that end in the sounds /t/ or /d/

Write down as many verbs as possible in the simple past tense which you used to talk about your beauty routine and then sort them depending on the pronunciation of the ending /t/; /d/; /id/

/t/	/d/	/id/

Ex 2) Discuss with a partner your daily beauty routine.

This exercise is meant to be completed in pairs. Each partner should receive a card and should take on the role of either the client or the beautician, and then change roles to repeat the exercise. If you are completing this exercise as a self-learner, then try to respond to the client profiles and then compare your answer with the sample answers.

LEARNER A:

Situation 1 – You are the client. Read the description of the client profile below and then pretend you are meeting with a beautician. Tell your partner, the beautician, about your problems.

Client Profile: You are looking forward to your classic facial treatment. You want your beautician to try and get rid of the redness in your cheeks which you have had for several months now. After your facial you are going out with your friends for your favourite meal, spicy chicken wings, and would like to have your make-up done.

Situation 2 – You are the Beautician. Listen to your partner describe some of their problems. Respond to their problems and advise the client accordingly. Read the sample answers below for some phrases you might find useful. Think about how the client feels, what are their needs, nutritional advice and expectations.

LEARNER B:

Situation 1 – You are the Beautician. Listen to your partner describe some of their problems. Respond to their problems and advise the client accordingly. Think about how the client feels, what are their needs, nutritional advice and expectations.

Situation 2 – You are the Client. Read the description of the client profile below and then pretend you are meeting with a beautician. Tell your partner, the beautician, about your problems.

Client Profile: You are visiting a beautician for a skin analysis. Your skin often feels tight and feels a bit like it's burning. Sometimes you get pimples on your forehead. You want to know what types of cream to use.

Reading

EX 1) Read the following text and then answer the following true or false questions.

Characteristics of different skin types

Cultural issues are not only about languages, values, habits and attitudes, but also about skin type. As a result of people moving and mixing together, new skin tones are created every day, leading to an ethnically diverse population. The problem is that besides tone or colour, the skin has different characteristics.

The primary reason people have different skin colours is related to the amount of Melanin, a type of pigment, contained in their skin. Melanin is located in the epidermis; it is a natural sun-block that protects skin cells from the harmful effects of ultra-violet radiation. People with a darker skin shade have a higher amount of melanin pigment than people with fairer skin. A typical characteristic of people with more melanin in their skin is that they have very few wrinkles, show late signs of aging and may have areas of skin appearing to be bruised due to the tendency for hyperpigmentation.

As a guide, there are 6 main skin types, which are as follows:

Type 1 – an extremely fair skin, which always burns and never tans, e.g. ginger/reddish-haired people from Scotland

Type 2 – a fair skin which always burns and sometimes tans, e.g. Caucasians from northern Europe

Type 3 – a medium skin which sometimes burns but always tans, e.g. people from Eastern Asia

Type 4 – an olive skin which rarely burns and always tans, e.g. people from southern Europe

Type 5 – a moderately dark skin which never burns and always tans, e.g. people from India

Type 6 – an extremely dark skin which never burns and always tans, e.g. people from eastern Africa

There are some skin diseases that demonstrate no differences among various ethnic groups. One example is skin cancer: People with a fair skin shade have a greater chance of skin cancer than people with darker skin. As a result, people with darker skin often assume that they do not have to worry about skin cancer as much as people with fair skin. The problem is that if they do not pay attention to abnormalities, they are more likely to be diagnosed with late stage skin cancer.

By knowing different skin strengths and weaknesses, you can tailor your skin care approach to specific skin characteristics. Daily care, exercise and nutrition can have positive effects on all skin types.

		True	False
1	Melanin is a pigment that protects the skin from ultra-violet radiation .		
2	Caucasians have typically fair skin shade .		
3	People with a high amount of melanin pigment do not get skin cancer .		
4	People with moderately dark skin tones have relatively high levels of melanin.		
5	People with extremely dark skin, e.g. African people, tend to look younger than white people of the same age.		
6	There are only three skin shades .		

EX 2) Look at this consultation form. Then complete the following exercises.

SKIN CARE CONSULTATION FORM

PATIENT/CLIENT INFORMATION

DATE _____
 NAME _____
 ADDRESS _____

 REASON FOR CONSULTATION _____

SKIN TYPE AND CONCERNS

___ NORMAL ___ HYPO/HYPER PIGMENTATION
 ___ DRY ___ COMEDONES
 ___ OILY ___ MILLIA
 ___ ACNE ___ BROKEN CAPILLARIES
 ___ DEHYDRATED ___ SCARS
 ___ FINE LINES ___ WRINKLES
 OTHER _____

HEALTH CONDITIONS

ARE YOU PREGNANT OR TRYING TO BECOME PREGNANT? Y ___ N ___ DO YOU SMOKE? Y ___ N ___
 HAVE YOU EVER USED ACCUTANE? Y ___ N ___ FOR HOW LONG? _____
 KNOWN ALLERGIES _____ MEDICATIONS _____
 ANY CHRONIC PROBLEMS _____

SKIN CONDITIONS

___ ROSACEA ___ COLD SORES ___ ECZEMA ___ PSORIASIS ___ WARTS
 ___ DERMATITIS ___ RECENT RADIATION OR CHEMOTHERAPY TREATMENT ___ RECENT SURGERY (DATE)
 OTHER _____

CURRENT TREATMENTS (DATE)

ELECTROLYSIS _____ LASER _____ CHEMICAL PEEL _____ WAXING _____
 MICRODERMABRASION _____ DEPILATORIES _____ SURGERY _____
 OTHER _____

TREATMENT PLAN (TO BE COMPLETED BY PHYSICIAN/ESTHETICIAN)

MORNING

CLEANSER: _____
 TONER: _____
 MOISTURIZER: _____
 TREATMENT: _____
 MASK: _____
 OTHER: _____

EVENING

CLEANSER: _____
 TONER: _____
 MOISTURIZER: _____
 TREATMENT: _____
 MASK: _____

TOPICAL TREATMENT PLAN: _____

PROFESSIONAL IN-CLINIC-SPA TREATMENT PLAN: _____

ESTHETICIAN / PHYSICIAN SIGNATURE

DATE



CLIENT SIGNATURE

DATE

Ex 2A) Look at the following words from the consultation form and match the definition to the word.

psoriasis - scar - dermatitis - Retin-A - electrolysis - microdermabrasion - depilatory - warts - cold sore - eczema

1	the removal of hair roots or small blemishes on the skin by the application of heat using an electric current		6	a small, hard, benign growth on the skin, caused by a virus	
2	cream or lotion for removing unwanted hair		7	a medical condition in which the skin becomes red, swollen, and sore, sometimes with small blisters, resulting from direct irritation of the skin by an external agent or an allergic reaction to it	
3	an inflamed blister in or near the mouth, caused by the herpes simplex virus		8	a mark left on the skin or within body tissue where a wound, burn, or sore has not healed completely and fibrous connective tissue has developed	
4	a medical condition in which patches of skin become rough and inflamed with blisters which cause itching and bleeding		9	a skin disease marked by red, itchy, scaly patches	
5	a brand of tretinoin, used especially to reduce wrinkles caused by overexposure to the sun		10	rough facial skin is removed by the application of a fine abrasive spray	

Ex 2B) Looking again at the skin care consultation form, try to find the appropriate synonym for the following vocabulary.

appointment – procedure – dried-out – past – lotion – whiteheads – recurrent – blackheads - soap

1	recent	
2	consultation	
3	treatment	
4	moisturiser	
5	chronic	
6	comedones	
7	millia	
8	dehydrated	
9	cleanser	

EX 3) Look at various products – choose the appropriate product for the client.
Not all products will be used.

<p>1. It is winter time and Jessica's skin is affected by the cold weather and artificial heating. Her skin feels dry, tight and uncomfortable. She is looking for a product which she can use on a daily basis.</p>	<p>2. Jenny is going on her summer holiday and she knows her already oily skin will be worse once she hits the 90 degree weather with high humidity. She is looking for a product to use on her to combat the shine and acne.</p>
<p>3. Lillie has just turned 17 and, like many teenagers, is battling with acne. She is looking for a new daily facial wash to balance her skin and avoid blemishes, blocked pores and the oily T-zone.</p>	<p>4. Miriam is in her 50's and is self-conscious about her aging skin. She is looking for something to wash her face with on a daily basis for a healthy glow to give her confidence.</p>

<p>A. Strengthens the skin's moisture barrier and replenishes the complexion. Formulated to restore the lack of lipids found in dry skin types—and enriches with fatty acids and vegetable oils, this facial cream can provide dry winter skin with hydration and the nourishment it needs.</p>
<p>B. This gel consists of algae and other sea-sourced ingredients to smooth and plump the skin around the eye area. It is perfect for those early mornings after late nights as well as for the midday pick-me-up.</p>
<p>C. Foaming facial gel wash which contains soothing aloe vera and chamomile to reduce redness caused by shaving. The cleanser removes dirt and oil without irritating or drying the out skin.</p>
<p>D. Glycolic acid cleanser which gently and effectively exfoliates cellular build-up and residue to leave the skin radiant. The soap free, oil free and pH balanced cleanser is enhanced by free radical fighting antioxidants. It is perfect for all skin types especially aging skin.</p>
<p>E. Effective start to any beauty regime which is perfect for younger skins. Formulated for blemish-prone skin and those who struggle with frequent breakouts. Includes extracts of green tea, iris and macadamia nut to help the skin retain its own moisture while regulating oil production.</p>
<p>F. Oil-free moisturiser contains Alpha Hydroxy extracts derived from plants which help replenish the skin's natural moisturiser. This light moisturiser includes SPF 20 and provides your skin with a smooth and vibrant complexion.</p>

Writing

EX 1) Fill in the gaps

Here are some statements about dermatology. For each example, complete the second sentence by filling the gaps with no more than three words which provide the same meaning.

Example: She agreed to a facial analysis appointment on Tuesday afternoon.

She said, "Yes, I will take the appointment Tuesday at 3 pm."

1) It is important to cleanse your skin before applying moisturiser.

Moisturiser _____ after cleansing the skin.

2) Getting enough rest and drinking plenty of water will help reduce wrinkles.

Rest and drinking plenty of water _____ for combating signs of aging.

3) Apply a pea-sized amount of moisturiser and rub between the palms.

You only _____ a pea-sized amount of moisturiser.

4) Jenny has oily skin with large pores and acne.


People who have oily skin _____ with acne.

5) When I go on holiday, I always use SPF 30 to protect my skin age spots.

To prevent the skin from darkened skin patches you _____ SPF 30.

EX 2) Giving written advice – respond to customer email.

Sometimes you will be asked to respond to customer requests by email. Look at the following email and write an appropriate response to the customer's request.

	From	janesmith@smithees.com
	To	info@bandhspa.com
	Cc...	
	Bcc...	
	Subject	Request for facial

Dear Sir or Madam,

I am interested in booking an Ayurveda Facial at your wellness center. A colleague had one last week and told me about how relaxing it was. Could you please provide me with details about the facial and the price?


I would also appreciate if you could make an appointment for me next week. I am available Thursday and Friday from 10am until 5pm.

Thank you in advance for your assistance.

Kind Regards,

Jane Smith
08875/53333

Write your response in the following template.

 Send	From	
	To	
	Cc...	
	Bcc...	
	Subject	

Intercultural

Ex 1) Read the text and tick if the statement is true or false.

Ageing is something which no culture can avoid, but is viewed differently in each culture. Different cultures have different ideas of ageing and also death which impacts on our experiences of getting older.

In Western cultures, looking youthful is something which is idolised. The elderly are often put into assisted living or nursing homes which can be a shameful experience. Thus any physical sign of aging takes on a negative connotation. People fight the ageing process in order to create a youthful appearance and maintain a high level of self-esteem. They may combat the ageing process with facial fillers, Botox, anti-wrinkle serums and so on.

However, this process is not common throughout the world. For example, calling someone an “old man” in Western cultures is an insult, but in Greece you would not be insulting anyone. The elderly are treated with respect, are honoured, and play a central role in the family.

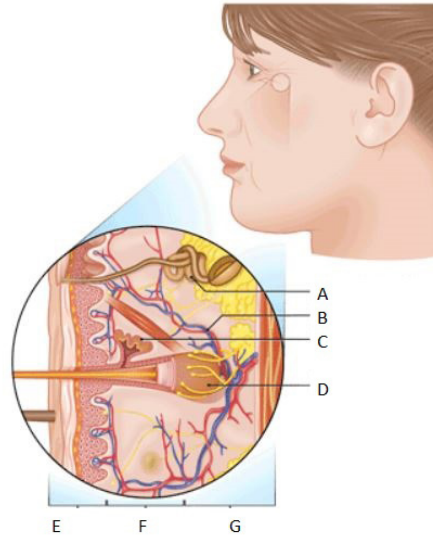
In Asian countries like South Korea and China, the elderly celebrated and cared for by their children. In both countries, respect for the elderly is the highest virtue. In India the eldest in the family is the decision maker of the household.

Therefore, men and women from different cultures may be more accepting of their ageing skin. So, it is important to be aware of the differences between cultures when treating clients. An international client may be keen on their wrinkles and frown upon the suggestion of anti-wrinkle cream. Approach such topics with the right amount of sensitivity in order to avoid possibly offending a client.

		True	False
1	In the modern western world ageing is taboo.		
2	An elderly parent in China would be put in a nursing home.		
3	All Greek women want anti-wrinkle cream.		
4	No-one would be offended if you offered them Botox.		
5	In several Asian cultures ageing is considered an honor.		
6	Anti-ageing beauty routines can be a sensitive matter.		



EX 1) Matching words and parts of the face / layer of skin



dermis – hair follicle – blood vessels – sweat gland – subcutaneous tissue – epidermis – sebaceous gland

A	
B	
C	
D	
E	
F	
G	

EX 2) Look at the following definitions and find the matching word.

antioxidant - collagen - alpha-hydroxy acids - SPF (sun protection factor) - photo-ageing - elastin

1	a substance (such as beta-carotene or vitamin C) that inhibits oxidation or reactions promoted by oxygen, peroxides or free radicals	
2	is a lotion, spray, gel or other topical product that absorbs or reflects some of the sun's ultraviolet (UV) radiation and thus helps protect against sunburn	
3	the main structural protein found in skin and other connective tissues, widely used in purified form for cosmetic surgical treatments.	
4	protein forming the main constituent of elastic connective tissue, found especially in the dermis	
5	Used in creams and chemical peelings to reduce wrinkles, dryness, age spots, and acne to combat ageing effects	
6	Changes to skin due to ultra-violet light exposure leading to wrinkles, leathery skin and age spots.	

EX 3) Look at the following terms and match the official term with the slang term.

1	keratosis pilaris		A. birthmark
2	varicose veins		B. stretchmarks
3	adiposis edematosa		C. chicken skin
4	striae		D. spider veins
5	acrochordon		E. skin tags
6	nevus		F. cellulite

EX 4) Look at the following words and cross the odd one out in each row. The first one is done for you.

	Carer	Nutritionist	Beautician	Receptionist
1	Chia-seeds	Strawberries	Cheese	Tomato
2	Crow's feet	Age spots	Wrinkles	Cold sore
3	Toner	Cleanser	Printer	Moisturiser
4	Itchy	Elastic	Supple	Even
5	Digestive issues	Menopause	High blood pressure	Appointment book



Look at the following explanation and rules when building comparative and superlative adjectives.

Comparative adjectives forms are used when **comparing** someone or something to someone or something else. Comparatives are formed either by adding 'er' at the end of the adjective or placing 'more' before it, e.g.

*We have a **bigger** facial treatment selection than other spas.*

*It is **more useful** to look at the client's skin with the help of a magnifying light.*

Superlative adjectives forms are used to say that someone or something has a quality **more** than any other of their kind. To create the superlative, add 'est' at the end of the adjective **and** place the word 'the' before it. Where the adjective ends with 'ful' or 'less', or in long adjectives, place the phrase "the most" before it. For example:

*We have the **biggest** facial treatment selection in the city.*

*It is **the most useful** to look at the client's skin with the help of a magnifying light.*

Here is a summary of how to form comparatives and superlatives correctly:

- One syllable adjectives usually form the comparative by adding 'er' and the superlative by adding 'est' as well as placing the word 'the' before it
- Two-syllable adjectives which end in 'y' generally form the comparative by adding 'er' and the superlative by adding 'est' as well as placing the word 'the' before it
- Two-syllable adjectives ending in 'ed', 'ing', 'ful', or 'less' always form the comparative with 'more', and the superlative with 'the most'.
- Adjectives which have three or more syllables always form the comparative and superlative with 'more', and 'the most'.

Ex 1) Based on the explanation above, try to complete the following chart.

Adjective	Comparative	Superlative
smooth		
	drier	
shiny		
rich		
		the softest
		the weakest
helpful		
	more useful	
classic		
oily		
		the most comfortable

Dialogue

Speakers:

Speaker A: Amy - Receptionist

Speaker B: Liz Jones - Client

Speaker C: Erica - Beautician

Script Video:

A Oh hello, good morning and welcome to the “B & H Spa” How may I help you?

B Good morning. I am Liz Jones. I booked an appointment for a skin analysis consultation at 9 with one of your beauticians.

A Yes, that’s right. I have you in our book right here. You are booked in with our beautician Erica, she’ll do the skin analysis for you. And while you wait, you can sit down over there, she’ll be with you in just a few minutes. Would you like some tea, coffee or water?

B That’s very kind of you. A glass of water, thank you.

A Wonderful, I’ll be right back with you.

C Good morning, Ms. Jones. I’m Erica. Nice to meet you.

B Hi, nice to meet you, too.

C We can go into the treatment room now.

B Great.

C So, you are here for a consultation, a facial skin analysis. What made you decide to come to us?

B Well, my daughter gave me a gift certificate, because I’ve noticed a change in my skin. The facial lotion I used to apply doesn’t suit me anymore. My skin isn’t soft and smooth; it’s tight and dry. And, I don’t really know which skin care products I should use.

C Do you have any known allergies to food or any products?

B No, none at all.

C Any hormonal issues?

B Well, I’m going through the menopause and sometimes I have digestive issues.

C Have you had any beauty treatments lately?

B Not recently. I haven’t been to a beautician for ages.

C Okay. That’s fine. So, before performing the facial analysis I am going to cleanse your skin.

C Ms. Jones, you have a mixed complexion. That means a combination of dry and oily skin. The skin is a little bit oily at the T-Zone (that means from your forehead to the top of the nose and your chin), - your skin is a little shiny. The pores on your nose are more prominent. Your cheeks peel easily, have a dry texture and there is some redness called rosacea. Not to worry though. These types of skin changes are quite common for mature skin. The older we get, the drier our skin becomes. Our skin suffers a slowdown in oil production and the cells aren’t regenerating as fast as they used to when we were in our 20s. As we mature and go through the menopause, our skin loses its elasticity, and the skin structure weakens. We can counteract this natural process by using the appropriate moisturiser, drinking more water and eating more healthily. What moisturiser have you been using?

B I’ve been using X cream. It absorbs quickly, but after a while, my skin feels tight. What kind of cream would you recommend for my skin?

C It is all about your daily routine. For the daily skin care it is important to first use a gentle, alcohol-free makeup remover, followed by a cream-based cleanser, rather than soap, so as not to dry out the skin even more. Then use a facial toner that doesn’t contain alcohol, to remove oil build up and traces of dirt. The toner helps to cleanse, reduce pore size and combat oily skin areas. When choosing a day cream you should think about which season it is. In the colder season you should use a nourishing cream, where the fat and oil content is higher than the water content. This also helps combat rosacea. For the warmer season use a light, oil-free moisturizer with sufficient sun protection, for example SPF 20 or 30. Your skin pigmentation is even and you do not have any age spots - that is darkened skin patches from overexposure to the sun. Use SPF regularly and you will avoid the darkening patches which are normal characteristics of photoaging or premature aging. My suggestion would be to use both a day cream and a night cream for mature skin. The daily moisturiser contains Vitamins C and E, as well as other antioxidants like green tea, humectants like hyaluronic acid and SPF 20. The night cream contains a retinoid, which is Vitamin A, and alpha-hydroxy acids. Retinoids increase cellular activity in the so-called dermis, the inner layer of the skin, and counteract the loss of elasticity. The benefit of an alpha-hydroxy acid is its ability to exfoliate the skin, and stimulate the growth of elastin and collagen. It also promotes the repair and regeneration of the skin. A further benefit is that it reduces wrinkles and makes the skin smoother. I could give you a sample to try.

B That would be great. And what do you recommend for the area around the eye? A cream to try applying to my crow’s feet?

C For the skin around the eye you need a different moisturiser. The skin in this area is thinner and more prone to allergic reactions. From this product range there are two creams that would suit your skin structure and age. Both are rich in plant extracts that aid the regeneration of skin tissue. I have one with a Japanese green tea scent and one with a more neutral scent. You can decide which sample you prefer.

B I think I’d prefer the neutral scented one.

C Great. Here is how I would advise you to apply your facial moisturizer:

Make sure you always have clean hands before beginning your facial routines. Using a small stick, scoop a pea-sized amount of moisturizer into

the palm of your hand. Too much might clog your pores and leave your skin feeling oily.

Rub your palms together, warming up the moisturizer and spreading it evenly between your palms.

Start by applying the moisturizer to your cheeks and the drier area of your face. Then gently spread the moisturizer over your forehead, nose and chin. Finally don't forget your neck and décolleté area. These two areas are the first to show signs of ageing. I usually also apply cream to the ears.

D Oh! I have always neglected those areas...

C Remember also not to apply the product too harshly, but rather try and use the “dab and pat” method. Patting stimulates the circulation. Around the eyes use the ring finger, as it is the weakest finger and will not damage the skin around your eyes.

D Wow, that's a great tip, thank you.

C Remember that the skin needs hydration. You should drink at least 2 litres of water a day, which is about 8 cups. Skin cells, like any other cell in the body, are made up of water. Without water, the organs cannot function properly or be at their best. Drinking a sufficient amount of water keeps your skin looking and feeling youthful and properly hydrated.

B I see... So, is there a specific diet I should think about for my skin?

C I recommend a diet with lots of fruits and vegetables rich in antioxidants such as tomato, spinach, strawberries. Chia seeds and bananas help your digestive function, which is important for the skin complexion. Personally, I would recommend making an appointment with a nutritionist. You could have an individual consultation with our nutritionist Mrs. Roney. She is fully-qualified and can help you make easy day-to-day changes in your diet.

B Thank you. This is all really useful information. I was wondering, do you offer facials?

C Yes, of course. We offer a large range of facials. For you, I would recommend the “Classic Facial” which takes about 90 minutes. Would you like to make an appointment?

B That would be great.

C How does next week sound? I have a few openings then.

B I'd prefer to come in the afternoon.

C How about Thursday at 3 o'clock?

B Thursday is perfect.

C That's great. I'll put you down.

B Thank you.

Technical Video

This video takes a look at different skin types.

An important part of a skin therapy treatment is the initial skin analysis.

This begins with a discussion about diet, health and lifestyle history followed by looking closely at the skin through a magnifying light.

This video will show a few characteristics of the skin which you may observe when carrying out a facial analysis.

Specific skin characteristics can make the classification of skin types easier.

For example, when you notice shiny skin, large pores and blackheads or acne, then this is oily skin which will feel greasy and is prone to spots.

In this image you can see small pores, a rough structure, red patches and some minor peeling which are all typical of dry skin, which is less elastic.

This photo shows sensitive skin which is red, dry and easily irritated. The client may say it feels like it is burning.

You may have clients who suffer from rosacea. This is a skin condition characterised by facial redness and small, dilated blood vessels appearing close to the surface of the skin.

Some clients, often those who are older or have spent a lot of time in the sun, may have age spots. These range in colour from light brown to red, or even black.

Finally, here is an image of normal skin which does not feel tight or greasy; it is soft and supple to the touch and has an even colour.

Key:

Pre-listening

Ex 1)

1.	2.	3.	4.	5.	6.	7.	8.
c	a	b	b	c	b	c	b

Listening

Ex 1)

Oily	Dry	Normal	Sensitive
Greasy Large pores Black heads Shiny Acne	Rough structure Red patches Minor peeling Less elastic	Soft Supple Even colour	Red Dry Irritated Burning feeling

Ex 2)

1.	2.	3.	4.	5.	6.
c	a	c	d	a	b

Ex 3)

1.	2.	3.	4.	5.	6.
True	False	True	True	True	False

Ex 4)

a.	b.	c.	d.	e.	f.
3	2	6	1	4	5
irritated	dry	normal	oily	rosacea	aged skin

Listening

Ex 1a)

Sample answer

Ten years ago I was 20 years old and was completing my apprenticeship to become a beautician. As I had a mixed skin type my T-zone was more prone to acne and blackheads. That is why I needed to take special care and clean these areas thoroughly. I used to love using the Pink Grapefruit cleanser from Neutrogena. Oh and I loved using the samples we received during our training. After washing my face, I would moisturise my skin with a day cream. I have always applied cream with SPF since I have such light-toned skin. Then I put on my make-up. I would do my hair last. At night I removed my eye-makeup with the help of eye-makeup remover and then would use the same soap as in the morning before I used a toner to clean my face. Once a week I would use a mask for hydrating my skin or I mixed up some kind of recipe I had found on the internet or we had learned about in training. There were some good ones!! I would apply a night cream and an eye cream.

My routine has changed a lot in some ways. Since my skin is getting older I make sure I use more hydrating products and I like to vary which skin care products I choose. Instead of a thick cream at night I like to use a night serum with plant-based ingredients. I also spend more money on quality products these days.

Ex 1a)

/t/	/d/	/id/
Mixed Used to	Loved Received Applied removed learned changed Used	needed

Sample answer

Situation 1

Client: *I am here for a facial treatment today.*

Beautician: *Welcome, I'm Sarah and will be performing the treatment. How are you doing today?*

Client: *I'm really excited about my facial and am looking forward to relaxing a bit before a night out with friends.*

Beautician: *That's great. Is there anything you want me to pay special attention to?*

Client: *Yes, I have this redness and sometimes what looks like red boils across my nose and cheeks. Maybe you can provide some tips on how I can make this go away.*

Beautician: *I will take a closer look at it during your facial, but it appears that you may be dealing with rosacea. Have you had this redness for a long time?*

Client: *Yes for several months. Is rosacea serious?*

Beautician: *Rosacea is quite common. I will have a look at it, but it may be best to also visit a dermatologist. Sometimes people get the most benefit from prescription creams. You can try to avoid alcohol and spicy foods, as these things tend to make the redness worse. Things like stress and heat may also affect rosacea.*

Client: *Interesting. I love spicy food and am going out for spicy wings with friends tonight. Maybe I will try eating something else. It is also pretty warm outside. The redness has increased since the spring so maybe it will be better in winter.*

Beautician: *Yes that may be true. I will begin the treatment now and look closely at your skin. I'll also recommend some products for you to try. But it would be best to also visit a dermatologist.*

Client: *That sounds good. Thank you.*

Sample answer

Situation 2

Client: *Good morning. I am here for my skin analysis.*

Beautician: *Welcome. We can go into this room over here. Now tell me why you are here.*

Client: *My skin feels quite tight and sometimes like it is itchy and burning. The creams which I use do not seem to help my skin. I also get pimples sometimes on my forehead.*

Beautician: *I will have a look at your skin. But it sounds like you have dry skin. May I ask, how much water do you drink per day?*

Client: *Oh I'm not sure. I usually drink a glass with lunch and have a small water bottle with me. Why?*

Beautician: *Water is very important for a healthy skin. It is important to make sure you drink enough water each day. The recommendation is to drink about 2 litres each day. We need water to support our organs but also to hydrate our skin. Drinking water may help with the dryness of your skin.*

Client: *Oh. I didn't know that. Will drinking more water help with the pimples too?*

Beautician: *You mentioned that you get the pimples only sometimes. Water may help to flush toxins from your body which may help with the pimples. But it may also depend on your diet. When you get the pimples, I would recommend making notes about what you have eaten during the previous few days. It would then be a good idea to meet with a nutritionist who can provide you with expert advice on diet. For example, some people eat too much chocolate when they are stressed, or did you know, citrus fruits can actually cause acne.*

Client: *Really! That is interesting. I will make some notes. Could you recommend a nutritionist?*

Beautician: *Yes of course. I will begin with your skin analysis now and then we can look at what types of cream may be best for you and then set up an appointment with our nutritionist here at the wellness centre.*

Reading

Ex 1)

1	2	3	4	5	6
True	True	False	True	True	False

Ex 2a)

1	2	3	4	5
electrolysis	depilatory	cold sore	eczema	Retin-A
6	7	8	9	10
warts	dermatitis	scar	psoriasis	microdermabrasion

Ex 2a)

1	2	3	4	5
past	appointment	procedure	lotion	recurrent
6	7	8	9	
blackheads	whiteheads	dried out	soap	

Ex 3)

1	2	3	4
a	f	e	d

Writing

EX 1)

1	should be applied
2	are important
3	need to use
4	often have problems
5	should use

Send

From info@bandhspa.com

To janesmith@smithees.com

Cc...

Bcc...

Subject Re. Request for facial

Dear Ms. Smith,

Thank you for your enquiry. Your colleague was correct the Ayurveda Facial is very relaxing and I am sure you will also agree after your treatment.


We have made an appointment for you next week Thursday at 10:30 in the morning. Please let us know if anything comes up. We ask all of our clients to arrive 10 minutes prior to the appointment in order to fill out the consent forms.

For more information about our facials, please visit our website where you will find detailed information. Here our link: www.bandhspa.com/facialtreatments

We look forward to meeting you next week.

Sincerely,

Kelly Mercer
Spa Manager



Intercultural

Ex 1)

1	2	3	4	5	6
True	False	False	False	True	True

Vocabulary

EX 1)

A	Sweat gland
B	Blood vessels
C	Sebaceous gland
D	Hair follicle
E	Epidermis
F	Dermis
G	Subcutaneous tissue

Ex 2)

1	antioxidant
2	SPF (sun protection factor)
3	collagen
4	elastin
5	alpha-hydroxy acids
6	photo-ageing

Ex 3)

1	C. chicken skin
2	D. spider veins
3	F. cellulite
4	B. stretchmarks
5	E. skin tags
6	A. birthmark

Ex 4)

1	2	3	4	5
Cheese	Cold sore	Printer	Itchy	Appointment book

Grammar - Comparative and Superlative Adjectives

Ex 1)

Adjective	Comparative	Superlative
smooth	smoother	the smoothest
dry	drier	the driest
shiny	shinier	the shiniest
rich	richer	the richest
soft	softer	the softest
weak	weaker	the weakest
helpful	more helpful	the most helpful
useful	more useful	the most useful
classic	more classic	the most classic
oily	oilier	the oiliest
comfortable	more comfortable	the most comfortable

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