



## Unit 3: Facial Treatment

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**Disclaimers:**

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

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- COOPERATIVA MONTE PATINO (Italy)
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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.

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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.

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**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 3: Facial treatment

When you finish this unit you will be able to:

- Carry out and describe a facial treatment
- Reassure anxious clients
- Discuss treatments

Meet the characters:



Amy, Receptionist and beautician



Liz Jones, Client

You can access the videos for Unit 3 via the following links:

### Dialogue 3 Facial treatment

<https://www.youtube.com/watch?v=tHBhPEdOiV4>

<https://www.youtube.com/watch?v=1faHdRjmkRg> (with captions)

### Technical video

<https://www.youtube.com/watch?v=lc17ZOg45xg>

<https://www.youtube.com/watch?v=IPvbQs92-gc> (with captions)



# Pre-listening

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

1.	The aesthetician room is ready for you.		<p><b>a. Beautician</b></p> <p><b>b. Client</b></p>
2.	I haven't had a facial in ages.		
3.	Don't worry about a thing. You are the customer and you are in charge.		
4.	Well, since my last treatment here I tried a tea tree oil based moisturiser and my cheeks turned red and were burning and itching.		
5.	Have you had any issues with your blood pressure at all?		
6.	It has a specific collagen for your skin type.		
7.	My skin feels smooth and invigorated.		
8.	So, with your skin type, I would think that in about 4 sessions we could have really great results.		



Ex 1) After you have watched the video, try to tick the correct answer. If you are unsure about any of the questions, watch the video again.

<b>1. How does Ms. Jones feel before the appointment?</b>	
a	She is afraid that she left something at home.
b	She is a bit nervous.
c	She is looking forward to it.
d	She is completely relaxed and happy.
<b>2. Amy does not ask Ms. Jones about:</b>	
a	problems with blood pressure.
b	respiratory problems.
c	waxing.
d	Nutrition.
<b>3. When Amy and Ms. Jones talk about waxing the upper lip, Amy:</b>	
a	recommends having this treatment today.
b	warns Ms. Jones that it could hurt very much.
c	tells Ms. Jones that the hair start to thin and the hairs grow back more slowly.
d	tells her about her own experiences regarding this topic.
<b>4. The facial treatment does not include:</b>	
a	Massaging a mild cleanser into Ms. Jones' face.
b	Steaming Ms. Jones' face to open the pores.
c	Applying a gentle enzyme peeling.
d	Applying make-up.
<b>5. Amy recommends applying a moisturiser:</b>	
a	rich in Vitamin E.
b	before going to bed.
c	with Retinoid.
d	as often as possible.
<b>6. When Amy recommends an oriental rejuvenation facial, Ms. Jones:</b>	
a	makes an appointment for next week.
b	explains that she does not want to have a second treatment.
c	is concerned that this treatment would be bad for her skin.
d	says that she would like to try one session.

Ex 2) Watch the video and again and decide if the following statements are true or false.

	True	False
1. Ms. Jones hasn't had a facial in ages.		
2. Erica is unable to carry out the treatment.		
3. Ms. Jones is allergic to tea tree oil.		
4. Amy says the treatment takes about 1 hour.		
5. The vitamin mask stays on for about 15 minutes.		
6. Amy recommends having a second facial treatment next week.		

Ex 3) Watch the technical video again and put the steps in the correct order.

a	Soak a clean towel in warm water.
b	Remove the towel slowly from the client's face.
c	Drape the moist warm towel around the clients face.
d	Put about half a teaspoon of cleanser in the palm of your hand.
e	Starting at the neck, use both hands to spread the cleanser upwards and outwards.

Ex 4) Watch the technical video and pay attention to speaker and fill in the blanks.

Here are some techniques which can be used when applying a 1. \_\_\_\_\_ mask. Choose a mask formulated for the client's skin condition. Remove the mask from its 2. \_\_\_\_\_, and place it in the 3. \_\_\_\_\_ or a small mixing cup. Use a clean 4. \_\_\_\_\_, if necessary, to avoid contamination. Warming the mask is recommended.

Apply the mask with fingers or a brush, usually starting at the neck. Use long, slow 5. \_\_\_\_\_ from the centre of the face, moving outwards to the sides. Proceed to the 6. \_\_\_\_\_ and apply the mask on the face from the centre outwards. Avoid the eye area unless the mask is appropriate for that area. Allow the mask to remain on the face for 7. \_\_\_\_\_ 7 to 10 minutes before removing with wet cotton pads, 8. \_\_\_\_\_, or towels.



### Ex 1) Getting the room ready.

What products and materials should you have handy when preparing for a client?

### Ex 2A) Look at the following explanation on how to make a complaint and how to respond to a complaint. Then complete the exercise accordingly.

A complaint is way to express that you are upset or annoyed by something. For example, a client may be upset that their appointment took longer than expected.

Here are some ways a client may complain:

- I have a complaint to make...
- Sorry to bother you but...
- I'm afraid there is a slight problem...
- I want to complain about...
- I am very upset about...

These types of examples are more polite than being very direct. For example, if the facial left the client's face feeling oily they could say directly, "that facial was horrible" or be more indirect "I am very upset about the way my face feels after using the products."

You can respond to complaints with a positive or negative response. Here are a few suggestions.

**Positive response:**

- I'm sorry, this shouldn't happen again.
- We apologise for this inconvenience. We will do our best to ensure this doesn't happen again.
- I am really sorry, let me check ...
- Please accept my apologies, we didn't mean for this to happen.

**Negative response:**

- Sorry, but unfortunately there is nothing we can do about it.
- I am afraid this is out of our control.
- We are sorry but this is our regular procedure.



Try saying the following sentences more politely using one of the expressions from above and then create an appropriate response.

Direct Complaint	'Polite' Complaint	'Polite' Response
<i>You are late and your appointment has been cancelled.</i>		
<i>The tea tree oil was a horrible recommendation; it made my face burn.</i>		
<i>The beautician was rude and didn't offer me water.</i>		

## Ex 2B) Role play with a partner the different scenarios on the card.

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 have just completed a rejuvenation facial with a new beautician. She shows you afterwards some of the products which you can purchase at the wellness centre. You are not sure if you want to buy any of the expensive products. You are offended when she recommends one of the products, which is an anti-wrinkle cream. . You are only 35 years old and see no need for such nonsense.

**Situation 2** – You are the Beautician. Your colleague had an appointment with a client for a facial, but as they have been called away you have stepped in to take over last minute, and the client is waiting for you. Listen to your partner describe what she results she is hoping to get from her facial and respond accordingly. Make sure you offer an upper lip waxing, which is available for a reduced price as part of the regular facial.

### LEARNER B:

#### Situation 1

**Beautician:** You have just completed a facial on your client who is 35 years old. Using your best marketing skills, recommend some products which she may be able to purchase. Make sure you suggest an anti-wrinkle cream. Respond appropriately.

**Situation 2** – Read the description of the client profile and then pretend you are meeting with a beautician. Tell your partner, the beautician, about what kind of results you would like from your facial.

**Client Profile:** You are in the treatment room waiting for your regular beautician Mary. Something however came up and Mary cannot perform your facial. Her colleague Julie walks into the room and wants to perform the treatment and suggests waxing your upper lip. You are upset that you cannot have your facial done by Mary, and now you feel offended that Julie suggests you need to have your upper lip waxed. Let her know you are not happy.

# Reading

EX 1) Read text on facial massage techniques and then select the appropriate term for each paragraph.

## Friction Movements - The Tapotement Technique - Petrissage Movements - Effleurage Manipulations

Facial treatments which include a massage in wellness centres involve at least two different types of manipulation. These movements are performed on superficial muscles of the face, neck, shoulders and sometimes the arms. The massage promotes relaxation, skin tightening, circulation and healthy glow from the skin. The following manipulations could be used as massage techniques.

1)

This technique uses light, continuous strokes with the fingers or palms of the hand. The long, gentle stroking movements often used during Swedish massage are very rhythmic and relaxing. There is very little pressure used and sometimes only the balls of the fingers are used on the forehead, cheeks or under the eyes. The technique is used at the beginning and very end of the massage session.

2)

These are more kneading movements. The skin is squeezed and lifted between the thumb and fingers with a firm but light amount of pressure. This stimulates the muscles, nerves and glands. The manipulation is only used on the meaty parts of the body like the shoulders and arms, but it may also be used on the cheeks.

3)

These types of movements utilise the palms and fingers for a deep-rubbing movement. The friction technique includes chucking, rolling and wringing movements. The chucking movement involves a firm grasp in one hand while the other moves down the arm. Rolling is when the skin is being pressed and twisted back and forth. Wringing involves a downward motion with both hands while twisting in opposite directions.

4)

This manipulation consists of short and fast tapping, hacking and slapping movements which are quite stimulating. This promotes muscle tone and a healthy glow. The movement involves bringing the fingertips down lightly, but rapidly.

All of the above techniques can be used during a facial, whole-body massage or on a standalone basis. Regular facial massages are the perfect addition to any well-being regime.

EX 2) Place the following steps for a facial in the correct order.

a	Inform the client that you have finished.	
b	Prepare the materials you need, as well as the work station and the bed.	
c	As the client to put on a headband.	
d	Close the product containers tightly and put them away.	
e	Apply a treatment mask.	
f	Clean your workstation and disinfect the facial table.	
g	Inform the client about what you are going to do.	
h	Apply a toner product appropriate for the client's skin type.	

### Ex 3) Read the following text about cosmetic, therapeutic and cosmeceutical products.

Consumers are demanding bigger, better and faster results from their skin care products which has led to confusion of what is a cosmetic, therapeutic or cosmeceutical product. Generally speaking, cosmetic products are substances intended to be placed in contact with external parts of the body, e.g. skin or nails, with a view to altering the odour or appearance and keeping these parts in good condition.

Therapeutic products, which can also be referred to as medicines, are used to treat or alleviate disease and its symptoms by altering physiological functions of the body, to produce a reduction in symptoms and improve the health of the body.

Cosmeceutical products are not so closely regulated and include products such as, skin whiteners, self-tanners, advanced anti-ageing serums and skin peels etc. These are products which go beyond the function of a standard personal care product to do something which will alter the way the skin looks. The products are mixed or prepared by a cosmetic chemist, but do not disregard any regulatory guidelines. Quite often these products only make changes to the skin and not the body, and come with very few side-effects which impact the body negatively.

		True	False
1	Cosmetic products have contact with deeper layers of skin.		
2	Cosmeceutical products are a type of medicine and can only be bought in pharmacies.		
3	Therapeutic products intend to improve the physical functions of the body.		
4	Cosmeceutical products are more than standard personal care products.		
5	Most cosmeceutical products have a negative impact on the body.		

### Ex 4) Look at the following questions which could be asked before a facial. Decide which ones you would ask a female client, a male client or both.

1	Do you use sunbeds or expose your skin to the sun?	
2	Have you experienced irritation or ingrown hairs from shaving?	
3	Do you use a daily SPF product?	
4	Are you pregnant or trying to become pregnant?	
5	Have you had Botox, Restylane or Collagen injections? If so, when was your last treatment?	
6	Are you approaching or going through the menopause?	
7	Have you ever had chemical peels, laser or microdermabrasion?	
8	What is your current shaving method?	
9	Have you used Retin-A, Renova, AHA or Retinol derivative products in the past 3 months?	
10	Would you describe your diet as healthy?	
11	Are you lactating?	
12	How much water do you drink per day?	
13	Are you taking oral contraceptives?	
14	Are you a smoker?	
15	How many units of alcohol do you drink per week?	

## Writing

### EX 1) Fill in the gaps

Here are some statements about facial treatments. For each example, finish the second sentence with no more than three words which provide the same meaning.

Example:

Before starting the facial treatment, the Beautician removes the client's makeup.

The Beautician cannot start the facial treatment until the makeup has been removed.

- 1) The client has to rearrange her facial, as all the other beauticians are busy.  
There is no other beautician available, so the client 1. \_\_\_\_\_ appointment.
- 2) When the beautician has finished the facial treatment, she has to disinfect the workstation.  
2. \_\_\_\_\_ the facial treatment, the beautician needs to disinfect the workstation.
- 3) Beautician: "Do you have any allergies, Ms Jones?"  
The beautician asks the client, 3. \_\_\_\_\_ allergic to anything.
- 4) The Beautician apologised for causing offence to the client.  
Beautician: "Sorry, it was not my intention 4. \_\_\_\_\_ you."
- 5) A mask, which is suitable for the client's skin condition, is chosen by the Beautician from the range available.  
The Beautician chooses a mask that 5. \_\_\_\_\_ for the client's skin condition.

EX 2) Complete the “Treatment Plan” portion of the Skin Care Consultation form for the client.

The client is a women in her early 60s. She would like to rejuvenate her skin to give it a natural glow.

**SKIN CARE CONSULTATION FORM**

**PATIENT/CLIENT INFORMATION**

DATE \_\_\_\_\_  
 NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 \_\_\_\_\_  
 REASON FOR CONSULTATION \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

SKIN TYPE AND CONCERNS

___ NORMAL	___ HYPO/HYPER PIGMENTATION
___ DRY	___ COMEDONES (BLACKHEADS)
___ OILY	___ MILLIA (WHITEHEADS)
___ ACNE	___ BROKEN CAPILLARIES
___ DEHYDRATED	___ SCARS
___ FINE LINES	___ WRINKLES
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 \_\_\_\_\_

# Intercultural

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

Sustainable beauty trends throughout Europe:

During the last decade, “cleansing”, “skin protection” and “SPF” were the key words in the beauty industry. Then, in the past few years everybody was crazy about cosmetics that have a detoxing effect. However, this is not enough any more. Consumers are not only attentive to quality, effectiveness and immediate results, but the products should also have a connection with the consumers’ soul. Therefore, over the past few years, several new beauty products with a different (especially a “green”) focus have been developed.

In Europe, France is the biggest spender on facial care products. For several years now, the sale of anti-aging and anti-glycation products (which for example, can be gained from green tea or mango leaves) has been booming. However, there are also some other innovations and trends that can be identified.

Nowadays, consumers are more concerned about how their purchases effect the environment. The skin care and beauty industry has reacted to this attitude with innovation and technological developments. For example, in Spain, a line of eco-friendly cosmetic bottles has been launched. The containers were developed using hard PET and are fully recyclable so that zero waste is produced. For quite some time now, products bearing anti-pollution claims have been booming in Asian countries. This trend has also reached the UK, which is one of the fastest-moving markets for personal care in the world. Currently, only a few brands offer products with a focus on anti-pollution, but the market has a lot of potential and is developing rapidly.





A different trend can be identified in Germany, where the government recently announced that the limits for heavy metals in cosmetics will be reduced. New target values for the producers of cosmetic and care products were determined and published. Scientists found out that heavy metals can be linked to skin problems and health issues; some can even cause cells to become cancerous if they are consumed in a large quantities.

Another trend that is visible throughout Europe is the focus on Nutricosmetics. Ingestible skin care is especially popular among people between the ages of 18 and 35. Eating Nutricosmetics on a regular basis often supports health and wellness. Furthermore, surveys have underlined the fact that consumers prefer beauty products with minimalistic design, transparency in labelling and high safety standards.

		True	False
1	Anti-pollution is a topic of interest in the skin care market in the UK.		
2	Consumers cannot buy recyclable cosmetic bottles in Spain.		
3	People in Europe are not interested in Nutricosmetics.		
4	Consumers only want to see long-term effects of beauty products.		
5	The biggest spender on facial care products is France.		
6	The market for natural beauty products is stagnating. No innovative products are being developed.		



EX 1) Look at the following pictures and find the matching term.

1		
2		
3		
4		



5		
6		
7		

EX 2) Look at the following list of contraindications which most likely prohibit a treatment from taking place. Match the definition to the appropriate term.

**sty - wart - impetigo - ringworm - fever - conjunctivitis**

1	An abnormally high body temperature, usually accompanied by shivering and a headache	
2	A small, hard, benign growth on the skin, caused by a virus	
3	A contagious bacterial skin infection forming pustules and yellow crusty sores	
4	Inflammation of the eye which makes it itchy, with a watery discharge, also known as pink eye	
5	Inflamed swelling on the edge of an eyelid, caused by bacterial infection of the gland at the base of an eyelash	
6	A contagious itching skin disease occurring in small circular patches, caused by fungi which affect mostly the scalp or feet.	

EX 3) Look at the following list of words and sort them accordingly.

appointment, dry, to pluck, refreshingly, to relax, comfortable, environmentally, treatment, beautifully, nervous, tweezers, to shape, allergic, blackhead, to nourish, consistently, blood pressure, significantly, comfortable, to soothe, painful, quickly, to exfoliate, sponge

noun	verb	adverb	adjective

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

	irritate	exfoliate	soothe	nourish
1	guava	eucalyptus	headband	tea tree
2	shape	wax	pluck	massage
3	collagen	enzyme	roots	cleanser
4	herbs	allergy	blood pressure	respiratory problem
5	nervous	afraid	unsure	relaxed

# Grammar – Forming a question

To form a yes/no question, follow the word order:

<b>Auxiliary verb*</b> – <b>Subject</b> – <b>Main verb</b>
• <b>Do</b> you have an appointment?
• <b>Have</b> you got any allergies?
• <b>Should</b> we make a follow-up appointment?

\*Primary auxiliary verbs: be, do and have; Modal auxiliary verbs: can, could, may, might, must, shall, should, will and would.

In questions where the main verb is “be”:

<b>Main verb</b> – <b>Subject</b>
• <b>Are</b> you comfortable?
• <b>Is</b> she my next client?

Questions which include a question word (e.g. who, what, when, where, why and how) usually follow the formula:

<b>Question word</b> – <b>Auxiliary verb</b> – <b>Subject</b> – <b>Main verb</b>
• <b>How</b> are you feeling? (Simple Present)
• <b>What</b> are you hoping to gain from this facial? (Present Continuous)
• <b>Where</b> did you go on your last holiday? (Simple Past)
• <b>How</b> were you feeling after the last treatment? (Past Continuous)
• <b>When</b> are you going to come for the next treatment? (Future)

## Ex 1) Rearrange the words to complete a sentence.

1	feeling how today you are	
3	please me follow you would	
4	remove you could please sweater your	
5	any you do respiratory problems have	
6	facial classic book she did the	
7	room treatment she waiting is in the	
8	when she be will arriving	
9	place clean towels did the where you	
10	appointment with who you did book your	
11	pregnant you could be	

**Speakers:**

Speaker A: Amy – Beautician, receptionist

Speaker B: Liz Jones - Client

**Script Video:**

**A** Good afternoon. What can I do for you?

**B** Good afternoon, good afternoon! I am Lize Jones. I booked an appointment with the beautician Erica.

**A** Yes, Erica will be with you in just a moment. You can have a cup of tea, if you want, in the meantime. Or a glass of water?

**B** Maybe a glass of water. My mouth is really dry. I am a bit nervous.

**A** Take a seat over there and I will bring you water. And really: Don't be nervous. They are really great here. Just enjoy your afternoon.

**B** OK, thank you.

**A** Hello Ms. Jones, I would like to apologise for a slight inconvenience. Erica has just suddenly become unavailable. I would really love to carry out your treatment today, if you want.

**B** Okay.

**A** The aesthetician room is ready for you. So, if you would please follow me.

**A** Remove your sweater, please. I'm just going to hang it over there. Yes please, sit down. Get yourself comfortable.

**B** I am feeling really nervous about the treatment because I haven't had a facial in ages.

**A** Don't worry about a thing. You are the customer and you are in charge. I am going to let you know what I am about to do ahead of every single step. So if anything sounds strange at all to you or you feel unsure, just let me know right away. How does that sound to you?

**B** That sounds good. Thank you.

**A** Good, excellent. You are comfortable for the moment?

**B** Yes, I am.

**A** Very good. Now today, you are here for our "classic facial". We've got a checklist for you, just to make sure that we give you a personalised treatment. So have you ever had any allergies at all? Or any reactions to herbs?

**B** Well, since my last treatment here I tried a tea tree oil based moisturizer and my cheeks turned red and were burning and itching. But, other than that I don't have any other allergies.

**A** Excellent. Now look, if you had any reactions to tea tree oil in the past, what could happen, is that you are going to have a higher risk of allergic reactions from ingredients from the same family. So that would include things like guava and eucalyptus. So when you choose your facial products, just check the label and make sure it is not in there.

**B** Okay.

**A** Wonderful. Have you had any issues with your blood pressure at all? Or any respiratory problems in the past?

**B** No, not at all.

**A** Okay, that's really good. Oh, you are a bit more comfortable now?

**B** Mhm, a little bit.

**A** That's good. What would you actually like? What do you think you would enjoy the most? We could focus on massage, we could focus on relaxation or deep-skin care today? What do you think?

**B** Well, I think it is important to try and reduce the dryness of my skin. And I'd also like to try relaxing and listening to music during my treatment.

**A** And...How about your eyebrows? Would you like them shaped and coloured today?

**B** I would like them tweezed, so that they have a better shape and aren't too narrow. But I don't want them coloured.

**A** Any upper lip... are you thinking about having it waxed?

**B** No, I've heard that's really painful and that my hair would grow back thicker.

**A** Well, not necessarily. Look, if you were to wax it consistently and just keep going, what happens is that the roots of the hair start to thin and the hairs grow back slower and eventually they're just going to stop growing back. But you know, you are a bit nervous today and don't worry about it; you can consider it for your next facial.

**B** Okay, I really don't need that pain today.

**A** Alright, very good. I am going to make you comfortable now.

**B** Okay.

**A** So, your treatment today will take about 90 minutes. First I am going to apply a mild cleanser that is going to remove your make-up and all impurities and, you know, the grime which we all pick up throughout the day. I am going to follow up right away, with a very mild enzyme peeling that is going to take off all the old dead skin cells and exfoliate them.

**A** I am going to put some nice cotton pads on your eyes and then we are going to do some steaming to open your pores. All right, here we go. Let me know how the temperature is for you?

**B** That feels good, thanks.

**A** Excellent. That will take about 5 minutes.

**A** So, how are you doing now? Are you more relaxed now? Are you able to enjoy the treatment?

**B** I am feeling much less nervous, thank you.

**A** All right. Now we are going to work on your eyebrows. I am going to tweeze them into shape for you.

**A** So your vitamin mask that we spoke about is prepared. It has a specific collagen for your skin type. And it should feel nice and cool, so please don't be alarmed by that. It stays on for about 15 minutes. So when we are done, I am going to leave you alone for about 15 minutes to enjoy the music and just relax.

**A** So finally, we are going to apply a moisturizer rich with Vitamin E which I have selected specifically for your skin type. It is going to nourish your skin very well. And if you want best results, I would suggest that you apply it at home, as well.

**B** Is it an anti-ageing cream?

**A** Mmm, it is. It will help smooth away fine lines.

**B** How often should I put it on?

**A** I'd say once a day in the morning would be best. You can get it here, if you want, after the session.

**B** Okay.

**A** So, did you enjoy your facial?

**B** Oh yes, I feel much more relaxed now. My skin feels smooth and invigorated. Thank you so much for being so patient with me.

**A** Don't worry, you are welcome. But really you don't need to thank me. I really enjoyed doing this and I am so glad you were able to relax and actually enjoy the treatment. Well, if you were interested, we have a couple of facials for the cold season which are designed to improve your skin condition. So, take a look.

**B** Can you recommend one specific to my skin type?

**A** Well, you know, what is really popular and would work really well for you is the oriental rejuvenation facial. What it does for you: it delivers a very concise strong dose of vitamins into your skin and all the cosmetic ingredients are absorbed within seconds. It is wonderful. So, with your skin type, I would think that in about 4 sessions we could have really great results. And each session takes about 2 hours.

**B** Ahm... I think I would like to try one session first. Is that possible?

**A** Yes, of course, not a problem. I would say we let this work for a couple of weeks and meet after that. If you like, we can just walk by the reception on the way out and see if we find a day and time that suits you.

**B** That sounds great.

## Technical video

**This video focuses on techniques which can be used during a facial.**

Soak a clean towel in warm water.

Make sure you squeeze the water out of the towel so that it is only damp, and then drape the moist warm towel around the client's face, starting from the chin and up over the eyes. Use both hands to apply light pressure over the client's face.

Remove the towel slowly from the client's face while gently removing any residue on the surface.

Put about half a teaspoon of cleanser in the palm of your hand and distribute the cream across your palms and fingers by moving your hands together in a circular motion.

Using only this small amount will minimize wastage of your expensive products.

If your cleanser is stored in a container without a squirt top or pump-type lid, ensure you use a sanitised spatula to do this.

Starting at the neck and with a sweeping movement, use both hands to spread the cleanser upwards and outwards over the chin, jaws, cheeks, and temples.

Spread the cleanser down the nose, across the bridge and down the sides.

Note: Remember that techniques vary. When cleansing, the instructor may tell you to use mainly long strokes, rather than circles.

Here are some techniques which can be used when applying a facial mask.

Choose a mask formulated for the client's skin condition.

Remove the mask from its container, and place it in the palm or a small mixing cup.

Use a clean spatula, if necessary, to avoid contamination.

Warming the mask is recommended.

Apply the mask with fingers or a brush, usually starting at the neck.

Use long, slow strokes from the centre of the face, moving outwards to the sides.

Proceed to the jawline and apply the mask on the face from the centre outwards.

Avoid the eye area unless the mask is appropriate for that area.

Allow the mask to remain on the face for approximately 7 to 10 minutes before removing with wet cotton pads, sponges, or towels.

# Key

## Pre-listening

Ex 1)

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

## Listening

Ex 1)

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

Ex 2)

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

Ex 3)

a	b	c	d	e
1	3	2	4	5

Ex 4)

1	2	3	4	5	6	7	8
facial	container	palm	spatula	strokes	jawline	approx- mately	sponges

## Ex 1)

### Sample answer

*I will make sure I have our questionnaire ready to take down any notes from the client about pregnancy, infections, intolerances, allergies and other health problems.*

*The rooms should also have a steamer, reclining chair and a magnifying light.*

*The following supplies should be within arm's reach: sanitiser, antibacterial soap, covered rubbish bin, bowls, spatulas, fan mask brush, distilled water, several hand towels, clean linen cloths, a blanket and headband.*

*I will also need cotton pads, swabs, paper towels, tissues and gloves.*

*Depending on the skin of the client I would have the following products ready: cleansers, moisturisers, make-up remover, skin toner, masks, massage lotion, serums, eye cream, lip balm and massage lotion.*

## Ex 2A)

### Sample answer

#### Situation 1

**Client:** The rejuvenation facial treatment was great. Thank you.

**Beautician:** You're welcome. I think it would be a good idea to continue the facial treatment at home.

**Client:** What would you recommend I do?

**Beautician:** I could offer you one of our new facial treatment masks which can be applied easily.

**Client:** That sounds great. How much does it cost?

**Beautician:** Due to the fact that it is a high-end product it costs about 60 euros.

**Client:** Oh no, I don't want to buy that one. It's way too expensive for a facial treatment mask.

**Beautician:** Okay. Then I would like to recommend another product. Maybe you would like to buy one of our best-selling anti-wrinkle creams?

**Client:** An anti-wrinkle-cream? Are you serious? I am only 35 years old and I don't need such a product.

**Beautician:** Sorry, it was not my intention to offend you. Maybe you would like to try our new moisturising night cream? I can give you a free sample of that and I think it would be perfect for your skin.

**Client:** That's a good idea. Thank you.

**Beautician:** Thank you, bye.



**Sample answer**

**Situation 2**

**Client:** Where's Mary? I've been waiting here for about 20 minutes now.

**Beautician:** I am sorry, but Mary had a family emergency and had to leave work immediately.

**Client:** Oh okay. Do I have to make another appointment?

**Beautician:** No, I'll do the facial treatment, if that's okay for you.

**Client:** If Mary is not here today, I think it is okay for you to do it.

**Beautician:** Thank you. The regular facial normally includes an upper lip waxing. Would you like to take advantage of this service?

**Client:** An upper lip waxing? I don't think I need such a treatment.

**Beautician:** Sorry, I didn't mean to offend you. However, we offer this service for only 5 euros, if it is booked together with a facial. It normally costs 15 euros.

**Client:** No, thank you. I really don't need that.

**Beautician:** Okay. So make yourself comfortable now, I will start the facial treatment immediately.

**Client:** No sorry, I think I would like to reschedule my appointment for next week when Mary is back.

**Beautician:** Sure. If you would like to do that, we can go to the reception and arrange another appointment.

## Reading

Ex 1)

1	2	3	4
Effleurage Manipulations	Petrissage Movements	Friction Movements	The Tapotement Technique

Ex 2)

a	b	c	d	e	f	g	h
6	1	3	7	4	8	2	5

Ex 3)

1	2	3	4	5
False	False	True	True	False

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Both</b>	<b>Male</b>	<b>Both</b>	<b>Female</b>	<b>Both</b>
<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>Female</b>	<b>Both</b>	<b>Male</b>	<b>Both</b>	<b>Both</b>
<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
<b>Female</b>	<b>Both</b>	<b>Female</b>	<b>Both</b>	<b>Both</b>

## Writing

EX 1)

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
must arrange another	After finishing	if she is	to offend	is appropriate

Ex 2)

### Sample answer

#### **TREATMENT PLAN** (TO BE COMPLETED BY PHYSICIAN/ESTHETICIAN)

##### MORNING

CLEANSER: Purifying Facial Cleanser

TONER: Herbal Toner

MOISTURIZER: Day Cream

TREATMENT: \_\_\_\_\_

MASK: 1x week Cellular Repair Mask

OTHER: When skin is feeling tight, add 2 drops of nourishing treatment oil to moisturizer

TOPICAL TREATMENT PLAN: \_\_\_\_\_

PROFESSIONAL IN-CLINIC-SPA TREATMENT PLAN: Recommend to schedule a skin rejuvenation facial every four weeks

##### EVENING

CLEANSER: Purifying Facial Cleanser

TONER: Herbal Toner

MOISTURIZER: Night Cream

TREATMENT: 2x week Retinol Resurfacing Serum

MASK: 1x week Beautifying Mask; Enzyme Exfoliating Mask

ESTHETICIAN / PHYSICIAN SIGNATURE

DATE



CLIENT SIGNATURE

DATE

## Intercultural

Ex 1)

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>True</b>	<b>False</b>	<b>False</b>	<b>False</b>	<b>True</b>	<b>False</b>

# Vocabulary

EX 1)

1	2	3	4	5	6	7
spatula	tweezers	brush	clean towels	gloves	bowls	headband

Ex 2)

1	2	3	4	5	6
fever	wart	impetigo	conjunctivitis	sty	ringworm

Ex 3)

noun	verb	adverb	adjective
appointment	to pluck	refreshingly	dry
treatment	to relax	environmentally	comfortable
tweezers	to shape	beautifully	nervous
blackhead	to nourish	consistently	allergic
blood pressure	to soothe	significantly	comfortable
sponge	to exfoliate	quickly	painful

Ex 4)

1	2	3	4	5
headband	massage	roots	herbs	relaxed

## Grammar – Forming a question

Ex 1)

1	How are you feeling today?
2	Would you follow me, please?
3	Could you please remove your sweater?
4	Do you have any respiratory problems?
5	Did she book the classic facial?
6	Is she waiting in the treatment room?
7	When will she be arriving?
8	Where did you place the clean towels?
8	Who did you book your appointment with?
10	Could you be pregnant?

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