



Unit 4: Decorative cosmetics

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Disclaimers:

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

- VOLKSHOCHSCHULE IM LANDKREIS CHAM E.V. (Germany)
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- EOI DO MUNDO LUME (Spain)
- UNIVERSITY OF WOLVERHAMPTON (United Kingdom)

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 4: Decorative cosmetics

When you finish this unit you will be able to:

- Provide customer service
- Apologize for inconveniences and handle complaints to ensure satisfaction

Meet the characters:



Marisa, decorative cosmetics expert



Ms. Bouami, client

You can access the videos for Unit 4 via the following links:

Dialogue 4 Decorative cosmetics

<https://www.youtube.com/watch?v=pPP7OUQuWqI>

<https://www.youtube.com/watch?v=fSRLp2uxpjY> (with captions)

Technical video

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

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

Pre-Listening

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



1.	I would like to have some information		<p>a. Client</p> <p>b. Beautician</p>
2.	How can I help you today?		
3.	What do you advise?		
4.	Anything else I can answer?		
5.	Perhaps I can offer you a discount voucher		
6.	I'm a little bit disappointed, to be honest		
7.	I truly apologise for the inconvenience		



Ex 1) Watch the video and decide if the following statements are true or false.

		True	False
1	The customer wants information about the prices and services.		
2	The beautician asks what kind of decorative cosmetics she wants.		
3	The customer shows no interest in high-quality products.		
4	The beautician prints out the list and gives it to the customer without any explanation.		
5	The beautician shows the colour selection available for eye shadows and lipsticks.		
6	The customer doesn't like using more intense eye shadow.		
7	The customer's dress is maroon and has a big red flower on the right shoulder.		
8	The beautician recommends the medium-tone make up because it will cover any imperfections and is waterproof.		

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. Who are the main characters in the video?	
a	A client and a beautician
b	A client, her friend and a beautician
c	Two beauticians and a client
d	A Spa manager and an employee
2. Why does the client go to the beauty salon?	
a	For professional make-up services to attend a job interview
b	For professional make-up services to attend a wedding celebration
c	For professional make-up services to attend a gala
d	For professional advice on cosmetic brands
3. How often has she visited the beauty salon?	
a	Regularly
b	Occasionally
c	This is her first time
d	Monthly
4. What type of cosmetic product lines do they offer at the salon?	
a	A top quality line
b	An allergy-safe line
c	A basic quality line
d	A cruelty-free, vegan line
5. What prices are mentioned in the dialogue?	
a	€25 and €15
b	€55 and €25
c	€30 and €55
d	€30 and €45

6. What lipstick does the client choose?	
a	She can't decide
b	A gloss lipstick
c	A matte lipstick
d	A lip plumping gloss
7. What eye shadow colour does the client choose?	
a	Silver tones
b	Green tones
c	Blue tones
d	Maroon tones
8. When does she book her appointment for?	
a	Saturday at 12
b	Saturday at 10
c	Friday at 10
d	Friday at 12
9. Why is the client disappointed?	
a	Because they don't do henna tattoos at the salon
b	Because the henna tattooist's shop is far away from the salon
c	Because the discount voucher expires soon
d	Because the beautician is unavailable for the make-up service

Ex 3) Watch the video again and pay attention to the verb forms. Fill in the blanks.

A Well, you came to the right place. It's our specialty here decorative cosmetics. What exactly 1. _____ for?

B Well... this is the first time that I will 2. _____ for me, and I'd like a consultation.

A That's a very good idea. I can give you some general information about our products and prices and our range.

B I guess some products are more expensive.

A Yeah, absolutely. So, all of our products are very good, but we also carry a high quality line which we use for special events, where the make-up 3. _____ all day long.

B Ok I see... I 4. _____ top quality products at home, but it depends on the price. The bride is a distant friend of mine, so 5. _____ something more basic. What do you advise?

A So I just 6. _____ out some price lists. I can show you some, if you like, okay?

B Yes.

A So, here we go. Here you can see: these are our standard products, which we have. They start at about 30 euros. And then we have our top quality and these are the brands which we carry there. That's just 15 euros more, so it 7. _____ to 45 euros.

B Ok I like then using the Prime Package. I 8. _____ it to be more expensive than that.

A Very good. I 9. _____ then we can go upstairs, if you'd like to follow me. Then have a look at the make-up. I'll take my appointment book with us just to put... uh, I 10. _____ your name. What's your name again?

Ex4) Watch the technical video and put the steps in the correct order. There is one extra step that you do not need to use.

	Number	Step
a		Once the eyeliner has set, apply black mascara to the eyelashes
b		Ask your client if she is comfortable with you pulling the scarf back a little before applying make-up, or if she would prefer to do it herself
c		Apply the foundation with a sponge, making sure it matches the skin tone
d		Clean the face and neck using a cotton pad and micellar water
e		Apply eyeshadow on the lid and the crease
f		Contour the areas under the cheekbones and across the forehead using deeper shades of make-up powder
g		Make the eyebrows darker by using an eyebrow pencil.
h		Apply the eyeliner until you have achieved the desired thickness
i		Use a lighter tone powder to mark the bridge of the nose
j		Use a setting powder over the entire face.
k		Outline the lips and apply lipstick
l		Before applying the foundation, correct the skin tone using cream pigment concealer



Ex1) Read the following text and then answer the following true or false questions

PARIS COULEUR is a renowned provider of avant-garde raw materials for decorative cosmetics. Our company manufactures unique products, which are exclusive to our product range, as we don't follow fashions, but create new ones instead.

Our trademark specialty is the composite technology, which unites colour and texture. The newest product line we have launched is **Creashine** pearly pigments with a kaleidoscopic iridescent finish. Several solutions are offered in our product selection for a "no-makeup" effect, rich textures and durable wear.

We are constantly developing innovative finished products where our raw materials are fitted in. Some of our latest launches are:

Le Rouge Fluid is an opulently vibrant liquid lip colour, which delivers great softness without the sticky feel of a traditional lipstick.

Le Gloss Ultra-léger is a waterproof, transfer-proof, ridiculously long-lasting formula. With an extra-long applicator, it is easy to both line and fill in lips with the saturated pigment. Once it dries completely, the colour will stay perfect all day long.

Le Super Scintillant Lèvres offers multilayered glowing effects with shine and colour brightness for a juicy look.

Le Concealer Extraordinaire provides a distinctive lightweight sensation and adjusts throughout the day to maintain a consistently gorgeous glow.

Le CC Blush gives silky application with soft and shimmering effect on the cheekbones, perfect for contouring techniques.

Le Matte Splendide is a smooth, velvet-like matte eye shadow that allows both matte and shiny application.

We also carry solutions for current product demands, such as BB cream-based foundations, and primers.

		True	False
1	The experts at this company develop fashionable products.		
2	Their technology focuses on iridescent colour.		
3	<i>Le Rouge Fluid</i> is lighter than traditional lipsticks.		
4	<i>Le Gloss Ultra-léger</i> can be used for both lining and filling in lips.		
5	<i>Le Super Scintillant Lèvres</i> is designed to provide a matte finish.		
6	<i>Le Concealer Extraordinaire</i> will make your skin feel soft and tight, like a lifting effect.		

Ex 2) Read the text again. Find words that match the definitions

1	Commercial business	
2	In its natural state; not yet changed	
3	Variety	
4	A coloured powder that is mixed with a liquid to produce paint, makeup, etc.	
5	Showing many colours that seem to change in different lights	
6	Lasting; able to withstand wear	
7	Gives	
8	Moist or hydrated	



Ex1) Matching words and parts of the eye contour area



Winged eyeliner	
Lashes	
Eyelid	
Crease	
Forehead	
Brow bone	
Eyebrow	

Ex 2) Match the eyelash extension types to the appropriate definitions



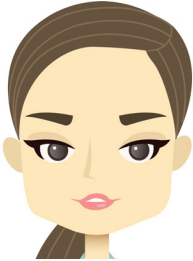
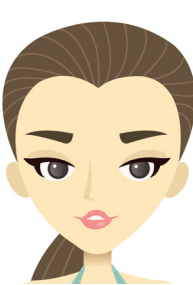
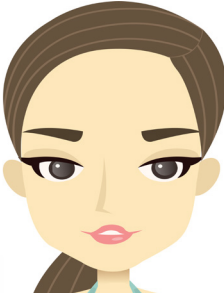
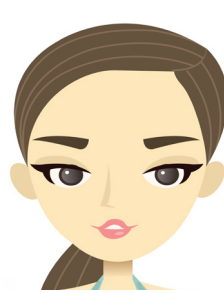
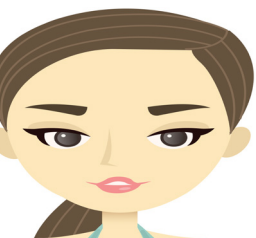
	Definitions	Type
1	These are made from a polished, acrylic material and are the firmest of all.	
2	These are the mid-weight type of lash extensions, and are finer and more flexible than the synthetic type.	
3	It takes a longer time (around 1.5-2 hours) to apply a set of these because a larger number of lashes is required for best results.	
4	They are most suitable for those with healthy, dense lashes of their own, and are generally favoured by younger clients.	
5	When wet they become straight and you often need to use a curler to curl them back up.	
6	They are natural and fluffy looking, but also the most expensive type.	
7	Because they are so light, they don't tend to drop or twist, even after many weeks of wear.	
8	These are a popular option for brides who are looking for lashes that are full and long yet still natural looking.	

Ex 3) Look at the following words and cross the odd one out in each row. The first one is done for you

	Rounded	Arched	Flat	Dark
1	Fair	Dark	Oily	Olive
2	Powder Puff	Sponge	Brush	Gloss
3	Bronze	Green	Copper	Golden
4	Cheek	Crease	Lid	Brow
5	Foundation	Concealer	Blusher	Micellar Water

Ex 4a) Match the different face shapes to the pictures

Round face - Oblong face - Square face - Heart-shaped face - Oval face

1		
2		
3		
4		
5		

Ex 4b) Complete the descriptions of facial features using the vocabulary box in section a

a	_____ are equally distant between chin and forehead as they are from cheek to cheek.
b	_____ faces have a wider width from temple to temple, tapering down to a narrower chin.
c	_____ have the same width from jawline to jawline as they do from temple to temple.
d	_____ are generally about one and a half times longer from forehead to chin than they are from cheek to cheek.
e	_____ are over one and a half times longer from forehead to chin than from cheek to cheek.



Adjectives are used to describe product features, so any description of a product will include them. They typically go before nouns. Examples: dark eyeshadow, creamy lotion, hydrating serum, satisfied client.

A **compound adjective** is formed when two or more single adjectives are joined together to modify the same noun. In English, there are three forms of compound adjectives:

- Closed form, in which the words are joined together. For example: makeup, redhead.
- Hyphenated form, such as part-time job, good-looking person or age-defying cream.
- Open form, in which the hyphen (-) is not used. For example: good quality product.

Ex1a) Based on the explanation above, find adjectives in the PARIS COULEUR text that mean, either completely or partially, the same as:

1	DURABLE:	
2	HYDRATED:	
3	SHINY:	

Ex1b) Group the adjectives from activity 1a in the correct column. Look for some compound adjectives for the third category of the table:

Texture	Effect	Extra features

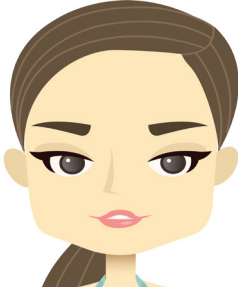
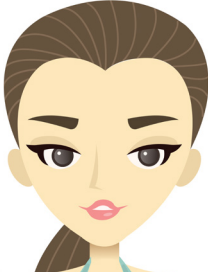
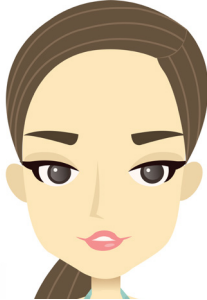
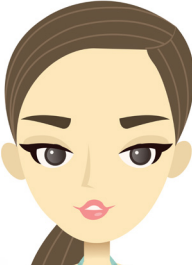


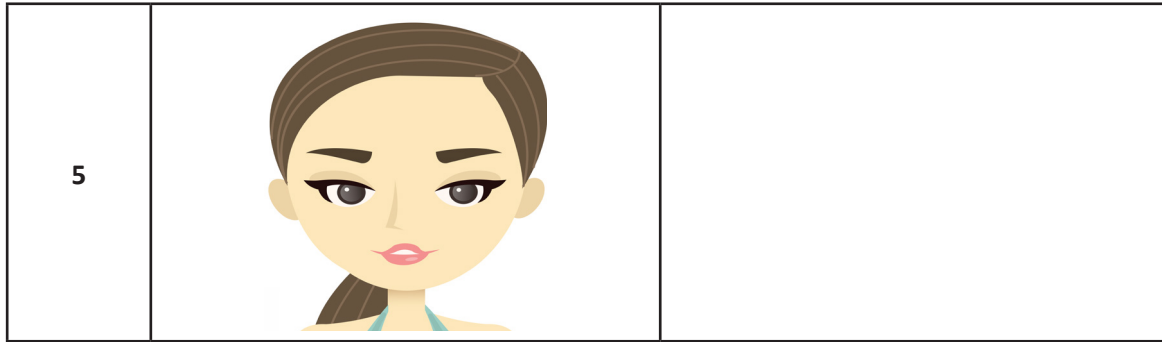
Ex1) Silent letters

Silent letters are letters that are not pronounced in a word. There are many silent letters in English, like the letter 'e' at the end of a word. Underline the silent letters in these words (number 1 is an example):

1	<u>s</u> ponge
2	matte
3	could
4	crease
5	wedding
6	bronze
7	thought

Ex2a) Compare these clients' face shapes and describe briefly their main characteristics.

Client #	Photo	Answer
1		
2		
3		
4		



Ex2b) Recommend makeup contouring techniques for face shapes 2 and 3

Note: Contouring and highlighting are two techniques used together to define and reshape the facial features. For contouring we use a matte powder, cream, or pencil product, usually two shades darker than the skin tone, to shade areas like the nose, forehead, chin, and cheekbones.)

Ex 3) 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 pretend you are meeting with an eyelash extension expert. Tell your partner, the expert, about your needs.

Client Profile: You are Denise, a 20-year-old woman who has bald spots in your eyelashes; there is no itching or redness, but no signs of new growth either. After trying other options, you are considering eyelash extension. You enquire about the possible side effects of this treatment.

Situation 2 – You are the beautician. Listen your client, who is a frequent customer, as she requests information about eyelash extensions types. Give details about the application procedure and the aftercare you recommend for best results.

Learner B

Situation 1 – You are the beautician. Listen to your client who describes some of her concerns. Respond to her, informing her of the possible side effects of the treatment.

Situation 2 – You are the client. Read the description of the client profile. Play the role of client and pretend you are asking the beautician for information.

Client Profile: You are Emily, a frequent customer to the beauty salon. You regularly get your mani-pedi with Nina, the nail tech, but you have never had your eyelashes done. A friend of yours has just had silk extensions applied and she looks gorgeous. Ask the expert for information about extension types and aftercare.



Ex 1) Complete the text using the words provided

Note: There are two extra words that you don't need to use

shades - sponge - foundation - After that - nose - First - lips - surface - frame - neutral- forehead - outline

For a perfect exotic look you need to follow these steps:

1. _____, ask your client to pull her headscarf back, as you'll need to have her whole face uncovered for best results. Next, correct the skin tone using a creamy concealer stick. 2. _____, you can apply the foundation with a sponge, making sure it blends nicely into the skin. Make sure that you pull a little of the
3. _____ down onto the neck. Contour the areas under the cheekbones and across the
4. _____ using deeper 5. _____ of make-up bronzer powder. Don't forget to use a lighter-tone powder to mark the bridge of the 6. _____. To create a more luminous look, apply a shimmer shade with a powder puff. Now that you have evened out the facial 7. _____ you can
8. _____ your client's eyes by applying eyeshadow to the eyelid, the crease, and the brow bone.
9. _____ shades like copper and bronze accentuate brown coloured eyes. Finally,
10. _____ the lips and apply the lipstick or gloss. For clients with dark olive to caramel complexions, suggest orange and coral shades.

Ex 2) Giving recommendations

Throughout this unit, you have studied how to suggest, recommend and give advice to clients on different issues.

Remember to use the following structures to reply to a client's enquiries:

- Let me give you some general information / advice...
- If I were you, I would...
- I think I would suggest...
- I would recommend...
- I would...
- It would be necessary to...
- It is important to ...
- You need to...
- First / Second / Then / Finally
- Imperatives: Apply some cream, remove your makeup, clean your face, use a cotton pad...Do not apply..., do not clean..., do not use....



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

Five interesting facts about beauty trends in different parts of the world

1. Ethnic Products bienvenus: French cosmetic companies which traditionally only targeted white women have realised that this is a growing market, and have hired celebrities like Eva Longoria and Beyonce Knowles to promote new products aimed at women of African, Asian and Hispanic descent.
2. Irish tans: Research shows that Irish self-tanning brands are growing all the time to meet the demand. The reason for this popularity is that self-tanning is much safer than tanning or sunbeds, which can lead to skin damage or aggravate conditions like keratosis, pilaris and psoriasis.
3. Pale beauty: Middle Eastern women tend to choose foundation makeup which is one or two tones lighter than their complexion, as pale skin is considered a sign of beauty. Similarly, in countries like Korea they have a 17-step skincare routine in an attempt to gain translucent, clear skin. Also, the use of bleaching creams is popular in some countries to achieve paler skin.
4. Changing brows: Although thick, fuller brows are trendy nowadays, in the 90's pencil-thin eyebrow were fashionable. Many women who overplucked or overwaxed their brows for years are now struggling to grow them out. Make up is used to achieve perfect arches and full brows or to camouflage any areas where there is hair loss. Nevertheless, Asian women still generally prefer thinner brows.
5. Smells delicious: Natural cosmetics were originally marketed to people with allergic reactions to traditional products, but their target customers have expanded beyond these groups. A recent study of the European Cosmetics Industry shows the rising popularity of products containing natural ingredients like herbs and plant extracts, aromatherapies and fruit extracts, particularly for young female professionals and their male metrosexual counterparts in the UK and Spain.

		True	False
1	Ethnic-specific cosmetic lines designed for darker skins is a growing market in France.		
2	Self-tanning products are growing in popularity in Ireland, due to safety aspects.		
3	Middle Eastern women are, after Irish women, the biggest consumers of self-tanning products.		
4	Eyebrow makeup is a strong trend in today's cosmetics market.		
5	Fuller, arched brows are popular for women across the globe.		
6	British and Spanish women are the most interested in aromatherapy products and organic cosmetics in Europe.		

Speakers:

Speaker A: Marisa – Decorative cosmetics expert

Speaker B: Ms. Bouami - Client

Script Video:

B Hello, good afternoon.

A Welcome to B&H Spa, I'm Marisa, how can I help you today?

B I would like to have some information about treatments and prices. I am going to a wedding next Saturday, so I would like to have some professional make-up done.

A Well, you came to the right place. It's our specialty here decorative cosmetics. What exactly are you looking for?

B Well... this is the first time that I will have my make-up done for me, and I'd like a consultation.

A That's a very good idea. I can give you some general information about our products and prices and our range.

B I guess some products are more expensive.

A Yeah, absolutely. So, all of our products are very good, but we also carry a high quality line which we use for special events, where the make-up needs to last all day long.

B Ok I see... I like using top quality products at home, but it depends on the price. The bride is a distant friend of mine, so I'd rather stick to something more basic. What do you advise?

A So I just printed out some price lists. I can show you some, if you like, okay?

B Yes.

A So, here we go. Here you can see: these are our standard products, which we have. They start at about 30 Euros. And then we have our top quality and these are the brands which we carry there. That's just 15 Euros more, so it sums up to 45 euros.

B Ok I like then using the Prime Package. I was expecting it to be more expensive than that.

A Very good. I would suggest then we can go upstairs, if you'd like to follow me. Then have a look at the make-up. I'll take my appointment book with us just to put... uh, I didn't catch your name. What's your name again?

B It's Ms Bouami.

A Ms Bouami, okay, if you'd just follow me, please.

A So, Ms Bouami, these are the colours which we have available here, so lipsticks and eye shadows.

B Okay, that looks really nice. I like the shinier ones.

A Mhm, the shiny ones they are gloss. And these ones over here are matte.

B I like the gloss.

A Yes, the gloss, absolutely. Is there a certain colour which you would be interested in?

B Well, my dress is maroon with a big green flower on the shoulder.

A Okay, maybe I would suggest this maroon colour here. It'll go very nicely with your eyes and make them pop.

B Yes, that looks nice, thank you!

A For your make-up, I would recommend a medium or so; it would cover any blemishes. So, may I have your hand, please? Thank you. Just a little bit.

B Oh, that looks nice.

A I think it will work perfectly. It will match your skin tone just right, so great. It looks very nice. And it's a very good quality; it'll cover up any blemishes you may have. And it's long lasting, so ... it'll last all day at that wedding for you. Well, let's see here... is there anything else?

B Is it possible to have an appointment for next Saturday?

A So, next week Saturday you say... 10 am? Would that work for you?

B Yes, 10am would be perfect, thank you.

A Yes, perfect. 10am, Ms. Bouami. I have you in our books. Is there anything else that I can do for you?

B Yes. Can I ask: is it possible to have a home visit for the make-up?

A Yes, absolutely, but unfortunately it is based on availability. And next week Saturday it is too short notice, so we won't be able to arrange a home visit.

B Oh, that's ok. I was just asking for a future home visit for another occasion.

A Okay. Anything else I can answer?

B Yes, one more thing. I would like to have some henna tattoo done on my hands. They are very popular in Asian cultures, so I was wondering if I could have one done here.

A Yes, unfortunately we don't have a henna tattooist available here.

B That's a shame! This is a very good beauty salon and I was expecting to have that here. I'm a little bit disappointed to be honest.

A I'm sorry, I am very sorry. I can recommend a tattoo artist. He is just around the corner from here and I can show you where he is. And I am sure he can get an appointment for you the days leading up to the wedding.

B Ok, thank you. But I wish I could have done that here.

A I'm very sorry for the inconvenience. Perhaps I can offer you a discount voucher. And on your next treatment here, you can use that voucher then.

B Okay, that's nice, thank you very much. I'll see you on Saturday.

A I will give it to you downstairs at the reception, if you just want to follow me.

Technical video

This video demonstrates how to apply make-up on women wearing a headscarf for religious purposes.

This instructional video features a Muslim woman wearing a hijab (headscarf) getting her make-up done.

Please bear in mind that depending on individual situations your client may be happy to remove their headscarf.

If your client prefers to keep their headscarf on, please respect their wishes.

Begin by asking your client if she is comfortable with you pulling the scarf back a little before applying make-up, or ask her if she would prefer to do it herself.

Then start by applying primer over the entire face.

Dab the primer with your fingers.

The primer will help stop the make-up from smearing and make it last longer.

Use a concealer and highlighter under the eyes, on the middle of the forehead, along the nose and on the chin.

This will help to brighten these areas.

Use a sponge and dab the concealer until it is blended into the skin.

Then apply a foundation which matches their skin tone.

Make the eyebrows darker by using an eyebrow pencil.

When applying eyeshadow use a neutral colour on the lid while applying a slightly darker colour to the crease of the eyelid.

A lighter colour can be used under the eyebrow to highlight the eye.

After applying the eyeshadow use a liquid eyeliner.

It is important to test the applicator to check and remove any lumps.

Begin by applying the eyeliner to the innermost point of the eyelid, working to the outermost point.

Apply thinly and continue to thicken the eyeliner until you have achieved the desired thickness.

Ask your client to keep their eyes shut until the eyeliner has dried.

Once the eyeliner has set, apply black mascara to the eyelashes.

Ask your client to open their eyes and look at the floor while you apply mascara to their top lashes. Use the tip of the brush to separate the lashes.

Ask your client to look up when you are applying mascara to the lower lashes.

Dab make-up over the bridge of the nose and cheeks after applying the eye make-up and before contouring the cheek bones with a dark powder.

Use a highlighter on the cheekbones, down the nose, on the tip of the chin and the middle of the forehead.

Use a setting powder over the entire face.

Select a lip-liner a bit darker than the natural lip colour and fill in the lips with a lip gloss.

Pre-listening

Ex 1)

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

Listening

Ex 1)

1	2	3	4	5	6	7	8
True	True	False	False	True	False	False	True

Ex 2)

1	2	3	4	5	6	7	8	9
a	b	c	a	d	b	b	b	a

Ex 3)

1	2	3	4	5
are you looking	have my make-up done	needs to last	like using	I'd rather stick to
6	7	8	9	10
printed	sums up	was expecting	would suggest	didn't catch

Ex 4)

a	b	c	d	e	f
7	1	3	none	5	8
g	h	i	j	k	l
4	6	9	10	11	2

Reading

Ex 1)

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

Ex 2)

1	2	3	4
Company	Raw	Range	Pigment
5	6	7	8
Iridescent	Durable	Provides / offers	Juicy

Vocabulary

Ex 1)

Winged eyeliner	F
Lashes	G
Eyelid	E
Crease	D
Forehead	A
Brow bone	C
Eyebrow	B

Ex 2)

1	2	3	4
Synthetic	Silk	Mink	Synthetic
5	6	7	8
Mink	Mink	Mink	Silk

Ex 3)

1	2	3	4	5
Oily	Gloss	Green	Cheek	Micellar Water

Ex 4a)

1	2	3	4	5
Square face	Heart-shaped face	Oblong face	Oval face	Round face

1	2	3	4	5
Square face	Heart-shaped face	Oblong face	Oval face	Round face

a	b	c	d	e
Round faces	Heart-shaped faces	Square faces	Oval faces	Oblong faces

Grammar: Single and compound adjectives

1	long-lasting, transfer-proof
2	juicy, soft
3	shimmering, iridescent, glowing, kaleidoscopic

Texture	Effect	Extra features
soft	shimmering	long-lasting
sticky	iridescent	waterproof
smooth	glowing	transfer-proof
silky	shiny	lightweight
velvet-like	pearly	
cream-based	kaleidoscopic	

Speaking

1	sponge (<u>e</u>)
2	matte (<u>t,e</u>)
3	cou <u>l</u> d (o, l)
4	crease (<u>e</u>)
5	wedding (g)
6	bronze (<u>e</u>)
7	thoug <u>h</u> t (u,g, h)

Client #	(sample answer)
1	Picture 1 shows an oval face, because the distance between the forehead and the chin is approximately one and a half times the distance from cheek to cheek.
2	In picture 2 we can see a square face, which has a very similar width from jawline to jawline and from temple to temple.
3	In picture 3 there is a round face whose main characteristic is that the distance between chin and forehead is almost identical to the distance from cheek to cheek.
4	Picture 4 portrays a heart-shaped face because it is wider from temple to temple and it narrows down towards the chin.
5	Lastly, picture 5 shows an oblong face. In this case, the distance between the forehead and the chin is greater than one and a half times the distance from cheek to cheek.

Ex 2b)

Sample answer
<p>In the case of square faces, contouring techniques are used to promote the appearance of roundness and softness, minimising the harsher, more angular features. First, I would highlight the nose, chin, and the area around the eyes and temples. After that, I would choose a brown shade to offset the highlighter and I would use it to contour under the jawline, in the hollows of the cheekbones, and on the sides of the nose. Regarding round faces, contouring is used to illuminate the centre of the face and to slim it on the sides. First, I would highlight the centre of the forehead, nose and chin. I would also highlight under the eyes. After that, I would choose a warm taupe shade to offset the highlighter and I would use it to draw a curved line from the centre of each ear to the jawline as well as on the sides of the nose.</p>

Ex 3)

Sample dialogues

Situation 1
<p>Client - My name is Denise and I'm 20 years old. I have recently experienced bald areas on my eyelashes. A large area on my right eye and a smaller area on my left. I feel devastated when I look in the mirror as it is obvious and I look weird. Would eyelash extensions solve my problem?</p> <p>Beautician - I see ... Normally, eyelash extensions are not recommended if there is a skin condition in the eye contour area. Have you noticed any itching or redness?</p> <p>Client – Not at all, but I am really concerned because there have been no signs of new growth in the last two months.</p> <p>Beautician – You see, eyelash extensions and the adhesive products used to attach them can cause adverse reactions to the skin and eyes. The most common side effect is having an allergic reaction that make the eyelids swell and cause redness of the eyes. This could potentially make your problem worse.</p> <p>Client – So there's nothing you can do to improve the appearance of my lashes?</p> <p>Beautician – I recommend that you first see a good dermatologist to rule out any skin conditions. If everything is ok and you decide to have your extensions done, I will conduct a patch test to make sure that you are not allergic to the materials I use.</p> <p>Client – Thank you for this information. I'll make an appointment with my doctor.</p>

Situation 2

Beautician – Hi Emily, it’s so nice to see you!

Client – Oh, hi there! I have an appointment with Nina for my mani-pedi. As I wait for her, can I ask you a few questions about lash extensions?

Beautician – Of course, what is it that you want to know?

Client – I used to think that extensions look really fake, but my friend has had her lashes done and she looks great. Is there more than one type?

Beautician – As a matter of fact, there are three types of extensions – synthetic, silk and mink. The lengths usually range from 6mm to 17mm, and they come in a variety of thicknesses, curls and colours. Both silk and mink extensions are light and fluffy looking. If you want to create a natural look, these would be the best option in medium-length brown black.

Client – That is great. Can you tell me a bit more about how you apply the extensions?

Beautician - After you choose the type of extension and the design that you want, I will apply under-eye stickers over your lower lashes. Then, I will select different lengths of extensions for the inner corners of the eye and across the eye, to avoid an artificial look. Next, one by one, I will hold your natural lash and coat it with adhesive from base to tip, I will set the extension on the lash and apply it. I will repeat this application process for each lash, using a set of tweezers to make sure that no two extensions are stuck together. Finally, I will dry the lashes for three minutes, mist them with distilled water and dry them again for three more minutes.

Client – Right... One more question: Do the extensions need any maintenance?

Beautician - Yes, extensions take daily maintenance to keep them looking their best. I always recommend using an eyelash brush to gently brush them every morning. Also, if possible, it’s best to sleep on your back at night. As for your makeup routine, it’s important not to curl your eyelashes before you apply mascara because this can pull the extensions out. Avoiding waterproof and oil-based mascaras is key, because they can loosen the adhesive and the extensions may come off. Finally, it’s essential to remove your makeup gently every night.

Client – Thank you so much. You’ve been so helpful. I will ring you soon to book an appointment!

Writing

Ex 1)

1	2	3	4	5
First	After that	foundation	forehead	shades
6	7	8	9	10
nose	surface	frame	neutral	outline

Sample answers
<p>A2 Level:</p> <p>Let me give you some general information.</p> <p>First, pour some eye makeup remover on a cotton pad and hold it against your closed eye for a few seconds. Then, do not scrub your eyes but gently wipe off the makeup.</p> <p>Second, pull your hair back before you clean your face and neck. You can use either micellar water or any other daily cleanser.</p> <p>Finally, apply your night cream or treatment as usual.</p>
<p>B1 Level:</p> <p>Let me give you some general information. If I were you, I would remove makeup from your eyes first. I think I would suggest pouring some eye makeup remover on a cotton pad and holding it against your closed eye for a few seconds. Then, do not scrub your eyes but gently wipe the makeup off. Because I have used waterproof mascara, I would use an oil-based cleanser.</p> <p>Then, it would be necessary to clean your face and neck. Remember it is important to have your hair pulled back first. You can use either micellar water or any other daily cleanser. I would recommend using micellar water as you have sensitive skin, as this won't damage it.</p> <p>Finally, apply your night cream or treatment as usual.</p>

INTERCULTURAL

Ex 1)

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

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