



Unit 5: Hand and foot care

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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 well-ness 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 5: Hand and foot care

When you finish this unit you will be able to:

- Provide customer service over the phone
- Recommend suitable manicure and pedicure services
- Apologize for inconveniences and handle complaints to ensure client satisfaction

Meet the characters:



Helen, receptionist



Ms. Ward, Client



Isabel, Beautician, nail expert



Angela, Manager, beautician

You can access the videos for Unit 5 via the following links:

Dialogue 5 Hand and foot care

<https://www.youtube.com/watch?v=QIHSQS2xBP8>

<https://www.youtube.com/watch?v=CkMAgUJ1RMU> (with captions)

Technical video

<https://www.youtube.com/watch?v=Lj-vKCCpF9M>

<https://www.youtube.com/watch?v=FRAZI-Y5f1o> (with captions)



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

1.	Could I take your name, please?		<p>a. Client</p> <p>b. Receptionist</p>
2.	Can I make an appointment for Tuesday next week, please?		
3.	B&H Spa, my name is Helen, how can I help you?		
4.	Do you offer any specific care treatments for brittle nails?		
5.	One moment, please. Let me just check for you		
6.	How long do these appointments take?		
7.	Have you had a mani-pedi with us here before?		
8.	Who is that appointment going to be with?		



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

		True	False
1	Ms. Ward wants an appointment for Tuesday this week.		
2	Helen, the receptionist, has got an appointment at half past one.		
3	Ms. Ward needs a special care treatment for stained nails.		
4	The consultation with the nail technician will take about half an hour.		
5	The appointment is going to be with nail art expert Leona		

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. In order to fill out your record _____ and discuss your treatment plan I need to _____ you a few questions, is that ok?	
a	pass / tell
b	card / ask
c	letter / say
d	chart / answer
2. Have you noticed any changes in the condition of your _____ or _____ over the past months?	
a	hands / feet
b	health / skin
c	skin / nails
d	fingers / toes
3. Do you _____ if I take a look?	
a	might
b	mind
c	mean
d	my
4. If I could please ask you to _____ your shoes and then I'll go and get the _____ bowl	
a	move / manicure
b	move / pedicure
c	undo / washing
d	remove / pedicure
5. Well, it _____ as if you _____ have a fungal toenail infection	
a	looks / might
b	appears / can
c	looks / really
d	seems / must

Ex 3) Watch the video and pay attention to the questions. Fill in the blanks.

Questions (Receptionist)		Questions (Client)	
1	How can I _____?	2	Can I please _____ for Tuesday next week?
3	What would _____?	4	Haven't you got anything _____?
5	Could I _____, please?	6	Do you offer any specific care treatments _____?
7	Have you had _____ with us here before?	8	How long do _____?
		9	Who is that _____?

Ex4a) Watch the last part of the video again and focus on the customer making a complaint and how it was handled. Then choose the option used in the video.

Complaints	
1. I feel that I've been treated really _____.	
a	Disrespectfully
b	Unrespectfully
c	badly
d	unkindly
2. Your nail technician was suggesting that I have _____ hygiene habits.	
a	Bad
b	Horrible
c	Poor
d	inadequate
3. She's being quite _____ and she has made me feel really uncomfortable.	
a	a. rude
b	b. unrespectfully
c	c. sarcastic
d	d. insensitive

Ex4b) Now match each of Angela's sentences (A, B, or C) to the appropriate use:

- A. Is there anything else I can do so that you feel comfortable?
- B. I'm truly sorry to hear that, Ms. Ward.
- C. What seems to be the problem?

When to use the sentences		Answer
1	To ask the client about her dissatisfaction	
2	To apologise about this circumstance	
3	To encourage the client to come back	

Note: Positive, reassuring words are very important in this situation. Here are some examples which you should use when a client is not satisfied with the service provided.

absolutely, fantastic, certainly, definitely, especially, exactly, marvellous

- I can certainly help you...
- I will definitely make sure that it gets sorted...
- I absolutely agree with you, Ms. Bouami.
- That is a fantastic alternative...

Ex5) Watch the technical video and use the sentences below to complete the text.

These are the steps for a paraffin wax service in a wellness centre :

After 1 . Then ask the client to dip their hand into the paraffin wax up to the wrist, ensuring the hand is relaxed. Repeat 2 . When the dipping process is complete, 3 . After approximately 5 minutes, carefully remove the mitts and liner, using the liner to slowly remove the paraffin wax. Check 4 . Check your client does not have open cuts, sores or burns 5 .

a	This dip until the hand is fully coated	
b	Cleansing the client's hands with soap and water, make sure they have removed any rings or bracelets	
c	Before you start the treatment	
d	Put the hand in a plastic liner and place a mitt over the top	
e	All wax has been removed from both sides of each hand	

Reading

Ex1) Read the following skincare product labels and answer the questions below.

The first one is done for you:



A. Coconut butter delight	B. Fresh herbal remedy
<p>Pamper your hands and cuticles with our rich coconut butter. The sweet coconut oil will make your hands feel intensely hydrated and super soft!</p> <ul style="list-style-type: none"> • Hand butter • Rich, moisturising texture • Expert care for hands and nails • A manicure must-have • Sweet coconut oil 	<p>Massage our herbal foot cream onto hard skin and heels at night to soothe and refresh your feet. Infused with eucalyptus essential oil, our healing foot cream comes to the rescue of tired, dry feet.</p> <ul style="list-style-type: none"> • Foot moisturiser • Expert care for active feet • Anti-inflammatory, decongestant, antiseptic and antibacterial.
C. Quench skin's thirst plus	D. Forever young and beautiful
<p>This heavy-duty hydrating cream instantly restores moisture to hard-working hands and lasts for up to 24 hours. It is dermatologically tested for very dry skin and contains cocoa seed essence.</p> <ul style="list-style-type: none"> • For very dry skin • Buttery texture • Up to 24-hour hydration • Dermatologically tested • Not tested on animals 	<p>Our certified organic essential oil has been created for the first signs of facial ageing. This innovative concentrate helps to enhance surface skin condition, leaving it nourished with moisture.</p> <ul style="list-style-type: none"> • Helps enhance surface skin condition • Smooths skin • Instantly moisturises • 99% of ingredients are of natural origin • Boosts skin regeneration processes
E. Simply balmy - Hypoallergenic	F. Rainforest soothing cream
<p>Our top-of-the-line balm has a minimalist formula, yet its nourishing and exfoliating properties are perfect for a luxurious body care routine. The key ingredient beta-Glucan effectively reduces the risks of an allergic reaction. As it is fragrance-free, it is also suitable for men.</p> <ul style="list-style-type: none"> • Non-greasy and non-tacky • Anti-ageing/Anti-wrinkle ingredients • Hand care/foot care • Moisturising & nourishing 	<p>Indulge yourself with this rich, buttery cream inspired by Guatemalan tribal spa rituals. It cares for hardworking hands and feet, and dry elbows and knees, leaving them looking smoother, fresher and healthier.</p> <ul style="list-style-type: none"> • Moisturises • Leaves skin feeling soft and smooth • Ideal for hands, feet, elbows and knees • Ultra-unctuous and cool texture

Questions	Product		
1. What product is specifically designed to prevent an allergic reaction?	E		
2. Which products mention that they contain oil in their ingredients?			
3. Which products can be used for manicure AND pedicure?			
4. Which product is NOT designed for hand/feet care?			
5. Which product is animal cruelty-free certified?			
6. Which products have the richest texture?			
7. Which products have anti-ageing effects?			
8. Which product has healing properties?			

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

1	Smooth and greasy in texture or appearance	
2	Preventing the growth of microorganisms	
3	Treat with extreme care and attention	
4	Something that is essential to have or obtain	
5	Providing things that are needed for health, growth, etc	
6	A condensed form of a product which has a greater proportion of the active ingredient	
7	Designed to do difficult work	
8	Having the qualities (such as smoothness or richness) of butter	

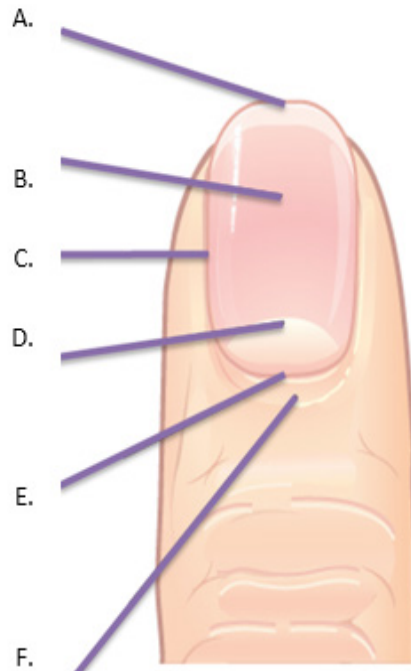
Ex 1) Match the manicure utensil names and the pictures

towel - cuticle oil - polish - cuticle nippers /cutters - lotion - nail clippers

1	2
	
3	4
	
5	6
	

Ex 2) Match the words and parts of the nail contour area

Plate	
Free edge	
Cuticle	
Lunula	
Lateral nail fold	
Nail bed	

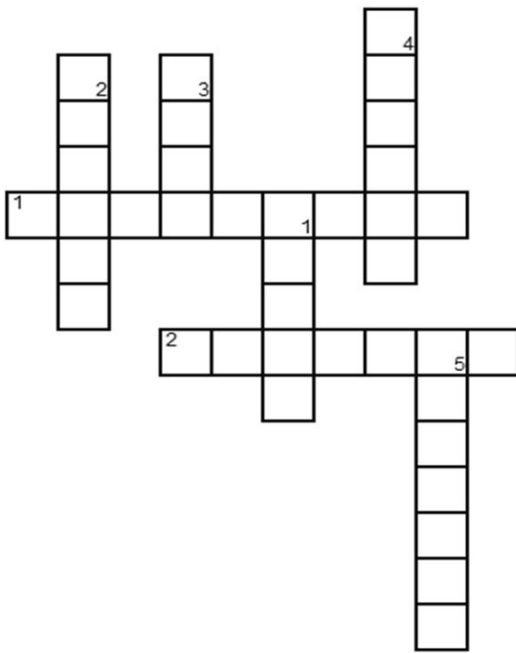


Ex 3) Match the nail enhancement products to the appropriate definitions

• Acrylic	• Gel	• Permanent nail polish
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Definitions	Type
1 These look natural and glossier and give fingers a smart and chic look.	
2 These last longer if cared for properly, and they are more affordable.	
3 They have a faster curing time and most of them require a UV light.	
4 They are very hard and robust, but there is not much variety as far as the material texture is concerned.	
5 The application process involves strong chemicals and fumes - pregnant women are advised not to use them during pregnancy.	
6 The colour is chip-resistant and it is guaranteed to stay perfect for weeks longer than the regular base, colour, and topcoat combos.	
7 For the removal process, these nails often require to be filed off.	
8 They are considered a safer, more eco-friendly option.	
9 These nails can be soaked rather than filed off.	
10 They can cause damage to the nail bed. Prolonged exposure to water may result in fungal infection.	
11 To dissolve them, clients soak their nails in a strong acetone-based solvent for 15 to 20 minutes.	

Ex4) Read the hints and complete the puzzle with nail shape names



Across

1. Female ballet dancer
2. Unique design, with 3D decorations and extra long nail tips

Down

1. Classic design, ideal for short nails
2. Traditional shape with no soft edges
3. Slightly elongated nails; egg-shaped
4. Very feminine look; also, type of edible nut
5. Style that mixes square and oval shapes

Ex5) Look at the following words and cross the odd one out in each row. The first one is done for you

1	wrist	edge	nail plate	cuticle
2	freshen up	repair	soften	file
3	breakage	dents	discoloration	nourishing
4	cuts	white lines	sores	burns
5	soften	push back	moisturise	file



A **synonym** is a word or phrase that means that same, or nearly the same as another word or phrase.

Examples:

- Synonyms of brittle: fragile, weak, breakable
- Synonyms of satisfied: happy, pleased, content

An **antonym** is a word or phrase that means the opposite or nearly the opposite of another word or phrase. Antonyms are also called opposites. Example:

- Antonyms of brittle: resistant, durable, robust

Note that sometimes, a prefix (e.g. un-, dis-, mis-) can be placed at the beginning of a word to create its antonym. Example:

- Antonyms of satisfied: dissatisfied, displeased, unhappy

Learning synonyms and antonyms helps build vocabulary. One excellent technique of improving your vocabulary is to learn synonyms and antonyms together. You can create a chart listing both synonyms and antonyms including example sentences to help you memorise new vocabulary.

Ex1a) Based on the explanation above, think of synonyms for the following words:

Word	Synonym
reserve	
break	
cut	
paint	
take off (clothes, shoes)	
Improve (condition)	



Intonation in questions

Questions in English

There are two main types of questions in English. Take a look at these two examples and think about how they are different:

1. Where do you live?
2. Do you like pasta?

In question 1, we can see there is an interrogative pronoun (*Where*) whereas in question 2 there isn't one. Now think about the possible answers for each of those questions:

1. Where do you live? I live in Rome, London, Moscow, N.Y, ...
2. Do you like pasta? Yes / No

Whereas in number 1 there are many different possible answers, in number 2 there are only 2 valid answers: YES or No. Therefore, type number 1 are called **Wh questions** or **OPEN questions** and type number 2 are called **Yes/No questions** or **CLOSED questions**.

Wh-word questions: falling intonation



There are different intonation patterns (types) depending on the kind of question we are asking: Wh questions are all those questions that start with an interrogative pronoun such as: *why, where, when, who, what* and *how*, and have an open answer. They typically have a falling intonation pattern.

Listen to these questions:

How can I help you?



Who's that appointment with?



What would it be for?




Yes/No questions: rising intonation.

Yes/No questions are those questions whose answer is either Yes or No. They typically have a rising intonation pattern.

Listen to these questions:

Could I take your name, please?



Can I make an appointment for Tuesday next week, please?



Have you had a mani pedi with us before?



We normally use a rising note to sound more polite. It is also usual to smile and raise your eyebrows slightly at the end of the question or when saying “please”.

Now listen to the questions in the video and listen to the intonation pattern

Wh Questions

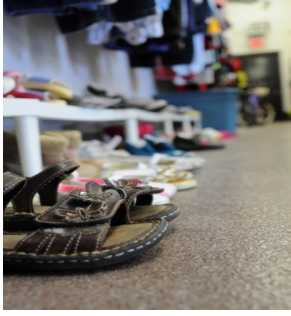





- *How can I help you?*
- *What would it be for?*
- *Who's that appointment with?*
- *What seems to be the problem?*

Yes/No Questions

- *Could I take your name, please?*
- *Can I make an appointment for Tuesday next week, please?*
- *Have you had a mani pedi with us before?*
- *Is that ok?*
- *Do you mind if I take a look?*
- *Are we doing colour today?*
- *Could you please remove your shoes?*
- *If you don't mind me asking – do you always dry your feet thoroughly after you swim?*
- *Is your manager in today at all?*

Ex2) Give information about the steps of a treatment

Look at the pictures and explain the different steps and the information you would give to an imaginary client, trying to use connectors (First, then...). Number 1 has been done for you as an example.

	Step	Answer
1		First, please could you remove/take off your shoes?
2		
3		
4		
5		
6		

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 employee. 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 the nail salon manager. Tell your partner, the manager, about your experience.

Client: You are Jude, a 47-year-old man who just had his pedicure done. You are not satisfied with the service and wish to file a complaint and get some compensation.

Situation 2 – You are the Receptionist. Listen to your client, a frequent customer, as she requests to have an appointment on a specific day with her usual nail technician, who is not available. Offer an alternative.

Learner B

Situation 1 – You are the Salon Manager. Listen your client making a complaint and respond to him, offering a discount voucher as compensation.

Situation 2 – You are the client. Read the description of the client profile below. Play the role of client and pretend you are asking the receptionist for an appointment.

Client Profile: You are Jane, a frequent customer to the nail salon. You regularly get your mani-pedi with Nina, the nail tech. You ring to book an appointment for next Friday morning, as Saturday is your birthday and you want to be perfect. React to the receptionist's answer.



Ex 1) Read the grammar point and complete the questions below

Questions in English

Remember that to make questions in English there are two possibilities:

1. The verb BE and modal verbs (can, may, should, might...): **Do not use an auxiliary DO**
2. All the other verbs except some exceptions: **Need the auxiliary verb DO**

• Therefore, to ask using BE or any modal verb we make **subject-verb inversion**:

- Is it your first consultation?
- Can I make an appointment for Tuesday next week, please?
- Could I take your name, please?

We can also front a question word: How can I help you?

• With all the other verbs, we need to use an auxiliary verb and follow the order **QUASI**:

QU: Question words such as *when, where, what, how, who, which*.

A: Auxiliary verb. In the present tense we use *DO* or *DOES* (for *he, she, it*), in the past *DID* and in the present perfect tense we use the auxiliary verb *HAVE* or *HAS* (for *he, she, it*).

S: Subject. It could be a personal pronoun (*I, you, he, we, ...,*), a proper noun (*Peter, Mary, ...,*), or a common noun (*your therapist, this salon, your feet, ...,*).

I: Infinitive. This is the main verb of the sentence as opposed to the auxiliary verb, which only marks the tense (present, past, future, etc.)

Examples:

- Do you always dry your feet thoroughly after you swim?
A S I
- What did you use to remove your nail polish?
QU A S I
- Have you had a mani pedi with us here before?
A S I
- Have you noticed any changes in your skin or nails over the past 3 months?
A S I

Ex1a) Based on the explanation above, complete the following questions:

1	_____ have your name, please?
2	Would you _____ to talk to the manager?
3	What _____ to be the problem?
4	Is there anything we can _____ to make sure you come back to us in the future?
5	Can we _____ you a voucher?
6	Would a 10% discount _____ okay?
7	How can we _____ you?

Ex 2) Write a record card

As you know, during a first consultation with a client you need to fill out a record card. Imagine you are going to open your own salon or spa and you need to write a model of the record card that will be used in consultations by your therapists. Expand the prompts given below to form appropriate questions.

I need to ask you a few questions, is that ok?

Prompts	Questions you would ask your client
Name?	
Nationality?	
Age?	
Frequency of services done / visits to salons or spas / mani-pedis?	
Mind / I take a look?	
Pedicure today?	
Remove shoes?	
You always / remove / nail polish / acetone?	



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

Pedicure traditions in different cultures

Fish spas have become very popular over the last 10 years, largely in Thailand, Greece, and Japan. However, fish spas are banned in some US states, including Texas and New York, due to the health concerns involved, as they could possibly be spreading infections between customers.

Despite their recent popularity, fish spas have actually existed for centuries. In Sivas, Turkey you can soak your feet or even swim in natural thermal pools inhabited by hundreds of “doctor fish”. The fish don’t have teeth, but they do nibble. They feed on the dead skin which is particularly helpful for those suffering from psoriasis or eczema.

The latest fad in Brazil, however, is even more bizarre. They apply the nail polish not only on nails, but also on all the skin surrounding them. Technicians then work backwards, wiping the excess lacquer away with cotton dipped in nail polish remover until it is just on the nail surface. Another distinctive feature of Brazilian pedicure is that it includes an aggressive clipping of the cuticles and any excess skin surrounding the nail. This technique seems to be catching on in the US as well. Illustrative of this popularity is the fact that hundreds of nail bars advertise this service online. In Brazil, girls get their first mani-pedis at the age of thirteen. In Europe, there is no minimum age requirement for this type of beauty service.

Lastly, temporary henna tattoos are also an ancient tradition that still has supporters in different parts of the world. They are widely popular in the Sindhi, Arabic, Moroccan and Indian cultures. In these cultures, brides to be often get their pedicure done during the henna/sangeet party, and an intricate henna design is applied to their skin.

		True	False
1	The fish pedicure treatment involves putting your feet in a tub full of doctor fish that will nibble off dead skin to leave your feet smooth and silky		
2	Fish spas are prohibited in some areas of the United States		
3	In Turkey, women can get fish pedicures outside fish spas, in their natural habitat		
4	In Brazil, it is very common to apply nail polish over the skin that surrounds the toenails		
5	Brazilian pedicure, during which beauticians gently push back the cuticles and any excess skin adjacent to the nail, is becoming a popular trend in the US and Europe		
6	In the UK, you must be at least sixteen years old to get a Brazilian pedicure		
7	Henna pedicures are very popular amongst Middle-Eastern brides, and they are often called “bridal henna pedicures”		

Speakers:

Speaker A: Helen - Receptionist

Speaker B: Ms. Ward - Client

Speaker C: Isabel – Beautician, nail expert

Speaker D: Angela – Manager, beautician

Video Script:

A Good afternoon, B&H Spa, my name is Helen, how can I help you?

B Hello. Can I make an appointment for Tuesday next week, please?

A Certainly. What would it be for?

B For a mani pedi.

A One moment, please. Let me just check for you. I've got one at one-thirty?

B Haven't you got anything slightly earlier?

A Let's see... How about twelve o'clock?

B Yes, that would be fine. And do you offer any specific care treatments for brittle nails?

A We most certainly do. We have a rejuvenating mani-pedi service that will repair and even your nail surface, prevent breakage, and support nail growth. Could I take your name, please?

B It's Ms. Ward.

A That's great, thank you. Have you had a mani-pedi with us here before?

B No, no I haven't. How long do these appointments take?

A Well, approximately two hours. First you will have a consultation to plan the best course of action. That will take about fifteen minutes. Then, we will carry out the actual treatment.

B That's lovely! And who is that appointment going to be with?

A Let me check... That would be with Isabel.

B Alright, well, thank you!

A Thank you, bye!

C Hi, Ms. Ward. I'm Isabel and I am your nail expert. It's lovely to meet you!

B Nice to meet you too.

C So we are doing a rejuvenating mani-pedi treatment today, right? In order for me to fill in your record card and to discuss your treatment plan I need to ask you a few questions, if that is ok?

B That will be fine.

C Okay, good. Have you noticed any changes in the condition of your skin or nails over the past three months?

B Well, I have noticed a few dents in some of my nails. And I've been to my GP and it seems nothing to really worry about but I would really love to see an improvement in both my fingernails and my toenails.

C Do you mind if I take a look? And if you could turn them over for me? Brilliant. All you need on those hands is a good pampering. So I think, we will freshen up your nails, using a file to work on their shape. And then we will soften up your cuticles using a nourishing coconut oil. And are we doing any colour today?

B Yes, I would really like to see your colour selection... I was thinking about glitter. Oh, the skin on my feet, it is a little bit dry, and one of my toenails is cracked. I have to say I haven't been paying any attention. I've been at the beach, with my nieces and nephews, swimming and playing, so I really haven't been careful!

C Okay, all right. Well, before we go any further, if I could please ask you to remove your shoes and then I'll go and get the pedicure bowl.

B Sure.

A Oh... I'm afraid your toenails seem to be flaking and there is some discolouration as well. If you don't mind me asking – when you go for a swim, do you always thoroughly dry your feet?

B What do you mean?

C Well, it looks as if you might have a fungal toenail infection.

B Alright, no sorry, that's impossible! Are you sure?

C Oh it's nothing to worry about, no, as what I could do is, use a separate pair of clippers to clip around the affected area and then I will apply an antifungal paint. That way, it will stop the infection spreading to the other nails.

B Infection? Well, come on, I think you're being a bit rude right now, okay, a bit inconsiderate. I think I don't want to get my pedicure done anyway, right.

C Oh, Ms. Ward, I apologise.

B Is there a manager in today?

C I didn't mean to upset you, Ms. Ward. I do apologise. I was simply looking for the best method to enhance your toenails today.

B Please, just let me speak to your manager.

C Right away, Ms. Ward.

D Hello, Ms. Ward. I heard that you are really unhappy with how your treatment is going. What seems to be the problem?

B Hm. Look, I think I've been treated really disrespectfully. Your nail technician was suggesting that I have poor hygiene habits. I feel that she's being quite insensitive and she has made me feel really uncomfortable, to be honest.

D I'm truly sorry to hear that, Ms. Ward. Let me apologise on her behalf and on behalf of our salon. How about I talk to Isabel immediately and finish the treatment myself?

B Alright.

D Is there anything else I can do so that you feel comfortable?

B No, that'll be fine, thanks. It's nice that you were just listening to me, you know.

D You're welcome.

B Thanks.

Technical video

This video demonstrates a paraffin wax treatment.

These are the steps for a paraffin wax service in a wellness centre.

Paraffin wax services may vary from one establishment to another.

It is best to always check with your manager before carrying out a treatment.

After cleansing the client's hands thoroughly with soap and water, make sure they have removed any rings or bracelets.

Then ask the client to dip their hand into the paraffin wax up to the wrist, ensuring the hand is relaxed.

After a few seconds ask them to take their hand out.

Repeat this dip until the hand is fully coated.

When the dipping process is complete, put the hand in a plastic liner and place a mitt over the top.

Repeat the whole process for the other hand,

and then place both hands in their mitts comfortably on their lap.

After approximately 5 minutes, carefully remove the mitts and liner, using the liner to slowly remove the paraffin wax.

Check all wax has been removed from both sides of each hand.

Check your client does not have open cuts, sores or burns before you start the treatment.

Pre-Listening

Ex 1)

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

Listening

Ex 1)

1	2	3	4	5
False	True	False	False	False

Ex 2)

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

Ex 3)

1.	help you	6.	for brittle nails
2.	make an appointment	7.	a mani-pedi
3.	it be for	8.	these appointments take
4.	(slightly) earlier	9.	appointment going to be with
5.	take your name		

Ex 4a)

1.	2.	3.
a	c	d

Ex 4b)

1.	2.	3.
C	B	A

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

Reading

Ex1)

Questions	Product		
1. What product is specifically designed to prevent an allergic reaction?	E		
2. Which products mention that they contain oil in their ingredients?	A	B	D
3. Which products can be used for manicure AND pedicure?	E	F	
4. Which product is NOT designed for hand/feet care?	D		
5. Which product is animal cruelty-free certified?	C		
6. Which products have the richest texture?	A	C	F
7. Which products have anti-ageing effects?	D	E	
8. Which product has healing properties?	B		

Ex 2)

1	2	3	4	5	6	7	8
Unctuous	Antiseptic	Pamper	Must-have	Nourishing	Concen- trate	Heavy-duty	Buttery

Vocabulary

Ex 1)

1	2	3	4	5	6
cuticle oil	nail clippers	lotion	towel	polish	cuticle nippers / cutters

Ex 2)

Plate	B
Free edge	A
Cuticle	F
Lunula	D
Lateral nail fold	C
Nail bed	E

Ex 3)

1	Gel
2	Acrylic
3	Gel
4	Acrylic
5	Acrylic
6	Permanent nail polish
7	Gel
8	Gel
9	Permanent nail polish
10	Acrylic
11	Acrylic

Ex 4)

Across:	1. Ballerina	2. Fantasy			
Down:	1. Round	2. Square	3. Oval	4. Almond	5. Squoval

Ex 5)

1	wrist	edge	nail plate	cuticle
2	freshen up	repair	soften	file
3	breakage	dents	discoloration	nourishing
4	cuts	white lines	sores	burns
5	soften	push back	moisturise	file

Grammar

Ex 1a)

Word	Synonym
reserve	book
break	crack
cut	clip
paint	colour / polish
take off (clothes, shoes)	remove
Improve (condition)	enhance

Ex 2)

2	First, I'll work on your nail shape with a file / I'll use a file to shape your nails
3	Then, I'll massage your hands, using a massage lotion
4	Next, I'll push back the cuticles / push the cuticles back
5	After that, I'll put polish on / I'll polish your nails / I'll paint your nails
6	Finally, I'll dry the polish

Ex 3)

Sample answer

Situation 1

Client - My name is Jude Brown. I'd like to report my extreme disappointment at the pedicure service I received today.

Manager - I really am most terribly sorry to hear that, Mr. Brown. What seems to be the trouble exactly?

Client - While booking the appointment I was told that the gentlemen's pedicure included a foot massage and paraffin treatment. However, the beautician forgot to do both. I had to remind her about the paraffin and never received the massage. She was constantly looking at her mobile phone. She rushed through the pedicure in quite a brusque manner, which made it rather painful. At the end she said her back hurt and then just got up and left the room. Totally unacceptable!

Manager - Let me apologise on behalf of our salon; there is really no excuse for that conduct. Would you mind terribly if I asked you who your appointment was with?

Client - I think her name was Leona.

Manager - Please rest assured that this won't happen again. Let me offer you a special 50% discount voucher to compensate you for your trouble. Is there anything else we can do to make sure you come back to us for future treatments?

Client - Please just don't let it happen again.

Sample answer

Situation 2

Receptionist - Dream Nails salon, how can I help you?

Client - Hi, Becky. It's Jane. I'm calling to make an appointment with Nina for my mani-pedi.

Receptionist - Oh, hello Jane! Of course... let me get the planner. What day would be convenient for you?

Client - October 21st, in the morning preferably.

Receptionist - I'm sorry but we are completely booked on that day

Client - You're joking! I wanted to be perfect for my birthday, which is on the 22nd.

Receptionist - I'm truly sorry, but we do not have any available appointments on that day.

Client - What a shame!

Receptionist - I do apologise for the trouble. Please accept a 10% complimentary discount on your next visit to the salon. Would you like to have an appointment with Nina some other day?

Writing

Ex 1a)

1	2	3	4	5	6	7
Can I	like	seems	do	offer	be	compensate

Ex 2)

Prompts	Questions you would ask your client
Name?	What's your name, please?
Nationality?	Where are you from? / What's your nationality?
Age?	Do you mind if I ask how old you are? / How old are you?
Frequency of services done / visits to salons or spas / mani-pedis?	How often do you go to salons or spas? / How often do you have a mani-pedi done?
Mind / I take a look?	Do you mind if I take a look?
Pedicure today?	Are we doing a pedicure today?
Remove shoes?	Can / could you remove your shoes please?
You always / remove / nail polish / acetone?	Do you always remove your nail polish with acetone?

Intercultural

Ex 1)

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

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