



## Unit 6: Whole body treatment

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Erasmus+

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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 6: Whole body treatment

When you finish this unit you will be able to:

- Up-sell a body treatment to include extra services
- Provide customer service over the phone
- Ask questions concerning general well-being, injuries and medical conditions
- Explain the steps for a back massage

Meet the characters:



**Amy, receptionist**



**Ms. Smith, Client**



**Isabel, Beautician, massage therapist**

You can access the videos for Unit 6 via the following links:

### Dialogue 6 Whole body treatment

<https://www.youtube.com/watch?v=MA5oN-M7jK0>

<https://www.youtube.com/watch?v=Q5txyVLj94c> (with captions)

### Technical video

<https://www.youtube.com/watch?v=2tfVrKSeYFc>

<https://www.youtube.com/watch?v=SmVIWV8Hbyw> (with captions)

## Pre-Listening

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

|    |  |  |   |
|----|--|--|---|
| 1. | Don't forget to take off any jewellery or your watch, okay?                    |  | <p><b>a. Spa Receptionist</b></p> <p><b>b. Client</b></p> |
| 2. | What is the cost of something like that?                                       |  |   |
| 3. | I would recommend a Swedish full body massage for you                          |  |   |
| 4. | May I help you?  |  |   |
| 5. | Is this your first experience?   |  |   |
| 6. | What kind of full body massages do you have here?                              |  |   |
| 7. | And do you use any kind of products for that?                                  |  |   |
| 8. | It costs £80 all inclusive, but I can give you an introductory discount of £10 |  |   |

# Listening

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

|   |   | True | False |
|---|---|------|-------|
| 1 | B&H Spa only offers one type of full body treatment: Swedish massage                  |      |       |
| 2 | One of the primary goals of the Swedish massage technique is to relax the entire body |      |       |
| 3 | The client asks for a further discount, because the service is too expensive for her  |      |       |
| 4 | The service is booked for Friday at 11 o'clock  |      |       |
| 5 | The Spa receptionist recommends taking off watch and jewellery before your treatment  |      |       |
| 6 | The person to be massaged lies on a massage table and is covered with a light blanket |      |       |
| 7 | Effleurage is a technique used in a massage   |      |       |
| 8 | The client has chosen a full body massage because she wants to feel more relaxed      |      |       |

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.

|  |  |
|--|--|
| <b>1. Who are the main characters in the video?</b>                      |  |
| a  | A client and a spa receptionist  |
| b  | A client, a spa receptionist and a therapist   |
| c  | Two clients and a therapist  |
| d  | Two therapists and two clients   |
| <b>2. Is Mrs Smith a frequent client of B&amp;H Spa?</b>                 |  |
| a  | No, she isn't a frequent client  |
| b  | Yes, she is a frequent client  |
| c  | No, she is the Spa receptionist  |
| d  | No, she is the therapist   |
| <b>3. What is the price of the Swedish Massage offered to Mrs Smith?</b> |  |
| a  | £ 80   |
| b  | £ 100  |
| c  | £ 70 (It's £ 80 but she is given a £10 discount)   |
| d  | £ 110  |
| <b>4. What is used to facilitate the massage movements?</b>              |  |
| a  | oil or lotion  |
| b  | towel  |
| c  | nothing  |
| d  | water  |
| <b>5. Why is the questionnaire filled out by the client important?</b>   |  |
| a  | the questionnaire gives useful information to promote the Spa  |
| b  | the questionnaire gives useful information to book the service   |
| c  | the questionnaire gives useful information to collect statistical data from the Spa                            |
| d  | the questionnaire gives a general picture of your well-being and alerts the therapist to any contraindications |

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

To begin the massage, pour a small amount of 1. \_\_\_\_\_ between your palms. It is essential to use oil when giving a massage, as it helps your hands to glide easily over the skin. Apply oil over the entire back using the effleurage technique beginning with one side and then the other to ensure the entire surface is covered with oil. This should be done in a large 2. \_\_\_\_\_ while mentally dividing the back into two halves.

Using the friction technique with an open hand in a small circular motion spend some time on the lower back.

Throughout the massage, it is important to keep in mind that when massaging towards the heart, more 3. \_\_\_\_\_ should be applied than when massaging away from the heart to other parts of the body. Ask the client if everything is okay and whether the pressure applied is to their preference.

Work your way up the back along either side of the 4. \_\_\_\_\_ using your thumb or middle finger to apply light pressure. Never apply direct pressure to the spine.

Rub with your 5. \_\_\_\_\_ and palms around the perimeter of the shoulder blades, using medium pressure.

Ex4) Watch the technical video again and put the steps in the correct order.

| no | Step  |
|----|---|
| a  | Using friction in a small circular motion spend some time on the lower back.  |
| b  | Work your way up the back along either side of the vertebrae using your thumb or middle finger to apply light pressure  |
| c  | Place your hands on either side of the vertebrae on the lower back, just above the hip bones.   |
| d  | Rub with your thumbs and palms around the perimeter of the shoulder blades, using medium pressure   |
| e  | Apply oil over the entire back  |
| f  | Place your hands on the trapezius muscle using the Petrissage technique   |
| g  | Apply medium to firm pressure and rub in small circles over any tight spots or knots that you have encountered during the massage, using your thumbs and fingertips |
| h  | Finish the massage with slow motions on either side of the vertebrae from the lower back, up to the neck and down again   |
| i  | Pour a small amount of warmed oil into your palms   |

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

In the upcoming year, beauty professionals will be able to exploit ever-changing spa trends, thereby gaining customer loyalty and attracting new clients. The focus is to relax and de-stress.

The main recent spa trends are:

### **Eco-Friendly Treatments**

People are more eco-sensitive and they demand and expect environmentally friendly spas. Plastic recycling, paper reduction, the use of nontoxic products and typical farm food products are some of the best practices applied by spas with innovative offers for environmentally orientated consumers

### **Less pampering, more health**

A new trend regarding specific wellness programmes, planned to improve the wellbeing of clients, includes guided meditation pathways, brain exercises, breathing exercises to relax, stress management and positive relationship with others. Tai Chi, Yoga and Meditation courses are growing in popularity in spas in line with the holistic wellness concept. This is based not only on physical health but also on emotional health and a sense of daily peace. Another current trend in treatments is floatation therapy, a stress-reduction technique, where customers float in a tub of warm salt water wearing earplugs in a completely dark room. Sensory deprivation increases meditation and creates a sense of mindfulness.

### **Personalised Treatments**

Swedish and hot-stone massages are classic wellness techniques, but a lot of people demand a personalised treatment based on the customer's lifestyle or health complaints. Most important is the interaction with a nutritional counsellor, advising the client about the benefits and health impact of optimal nutrition. A nutritionist explains to the client how to balance body systems, working with him/her to identify and help correct nutritional deficiencies. Another aspect of this personalisation is the post treatment phase, when the beautician answers client's questions, presenting and recommending products in order to extend and renew the client's spa experience at home too. More and more people are willing to pay a price supplement for this service.

### **Spa Parties**

Recently, a new trend has emerged in spa party planning. Many party planners are proposing something new to their customers, for example a party in their favourite spa. In this context, a lot of spa offers integrate packages focused on birthdays, bachelorettes (sometimes called Stag or Hen parties), girls' night out, marriages, conferences and meetings etc. These packages allow such events to take place in a relaxing environment, thereby sharing wellbeing philosophy with friends, family or clients.

### **Treatments for Men**

The number of male customers of all ages in spas is increasing. More and more Spas are appealing to men with particular treatments, scrubs and massages, providing a separate space just for them.



|   |  | True | False |
|---|--|------|-------|
| 1 | Taking emerging spa trends into consideration can attract new customers and increase customer loyalty  |      |       |
| 2 | People are more aware of the environment nowadays, and so they expect spas to be so as well.           |      |       |
| 3 | The concept of holistic wellness is based only on physical health                                      |      |       |
| 4 | Floatation therapy drastically reduces outside environmental stimulation                               |      |       |
| 5 | The availability of nutrition counselling in spas emphasises nutrition as a key component of wellbeing |      |       |
| 6 | Spa parties focus only on meetings   |      |       |
| 7 | Men aren't interested in wellbeing that contributes to quality of life                                 |      |       |

Ex 2) Look at the following client conditions. Match the descriptions to the appropriate treatment.

|   | Client's description  |   | Treatment indicated   |
|---|---|---|---|
| 1 | Woman, 42. A small patch of eczema on her right cheek.                                | a | Apply a very light massage next to the problem, not on it.  |
| 2 | Woman, 62. Circulatory system issues. Wishing to have her leg hair removed.           | b | Hot wax is always recommended on these body parts as it opens up the pores so that hair removal is easier and less harsh on the skin.     |
| 3 | Woman, 55. Varicose veins. Wishing to have a massage done.                            | c | Restricted treatment, avoiding touching the area.   |
| 4 | Man, 65. High blood pressure and a heart condition. Wishing to have a massage done.   | d | Cold wax, as it is faster than hot one.   |
| 5 | Man, 40. Cancer patient. Wishing to have a massage done.                              | e | Hot waxing is less harsh on the skin.   |
| 6 | Woman. 32. Pregnant. Wishing to have a massage done.                                  | f | Superficial effleurage is best in this case. Avoid deep tissue massage. Always check with a doctor before applying any further treatment. |
| 7 | Teenager. In a rush, she needs to be done fast. Wishing to have her arm hair removed. | g | Apply a very light sedating massage, if any at all.   |
| 8 | Teenager. Sensitive skin. Wishing to have her leg hair removed.                       | h | Normal massage, not a hot stone one as the heat may further lengthen tissue, which can cause problems after birth.                        |
| 9 | Woman, 28. Wishing to have her armpits and bikini line done.                          | i | Cold wax is recommended, not a hot one.   |

EX 3) Read the following text about customer satisfaction and select the appropriate word for each gap.

### Customer satisfaction

We deal with a variety of clients or patients in our salons, spas, massage parlours, physiotherapy or epilation practices. We must think of our clients as individuals and treat them as such, taking into consideration not only their 1. \_\_\_\_\_, religion and emotional circumstances, but also their 2. \_\_\_\_\_ condition. Valuing our customers and meeting their 3. \_\_\_\_\_ will ensure their satisfaction with the service provided and their loyalty to us.

It may very well happen that we have to readjust our services to adapt to our customers' needs or 4. \_\_\_\_\_. For instance, switching a hot 5. \_\_\_\_\_ massage for an alternative massage which can be done without having our client take off their 6. \_\_\_\_\_, or even just changing the background music or drinks we offer after the 7. \_\_\_\_\_. These adjustments will help us to develop professionally and to widen our offer, so we should view this as favourable, not as an inconvenience.

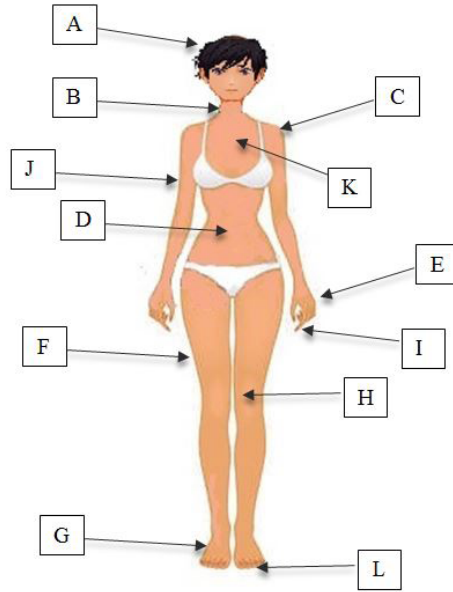
So to sum up: adjusting to the needs of our patients and clients and the 8. \_\_\_\_\_ around us and them will help us develop professionally, improve both ourselves and hopefully the practice of other professionals, and most importantly, provide the people we want to assist and heal with the best service.

Ex 4) Look at the following types of treatment. Match the definition to the appropriate term.

**Lymphatic Drainage/Massage - Shiatsu Massage - Hot Stone Massage - Mud bath - Ayurveda Massage - Body wrap - Aromatherapy**

|   |  |  |
|---|--|--|
| 1 | This is a natural therapy in which smooth, flat and heated rocks are either placed on various muscles or used as an extension of the therapist's hands to massage the body. River rocks or other very smooth-surfaced stones (made of basalt) are used and sanitised before use.   |  |
| 2 | Traditional Indian massage that treats not just the body, but also the nervous system, brings deep nourishment to all the cells and tissues as well as the mind. Organic oils, cooked with herbs depend on the season, are personalised to the client's needs in accordance with his/her imbalance. With a deeply relaxing massage, these oils penetrate the skin easily and transport their properties directly to the cells in the body.                             |  |
| 3 | This involves a classic massage technique with long strokes, kneading and the use of essential oils, which are produced in special cells situated in various parts of certain plants (petals, flowers, fruits, leaves, etc.). These oils may be applied all over the body using a classic or advanced massage and so releasing a lovely perfume. Different oils are used depending on the client's needs, such as calming, energising, cleansing or decongesting.      |  |
| 4 | This is a pleasant treatment, where the masseur applies a mask all over the body, cocooning it from the shoulders to the ankles in some form of warm, insulating material designed to raise the body's temperature. This technique opens up the pores and boosts circulation to increase the absorption of the mask's active ingredients into the skin.  |  |
| 5 | This is an alternative technique that involves manual pressure, without oils or lotions, applied to specific points on the body to relieve tension and pains. The name of the treatment has its origins in Japanese and means "finger pressure". The massage uses thumbs, fingers, elbows, and knees and concentrates pressure at specific energy pathways in the body called "meridians".   |  |
| 6 | This treatment has existed for thousands of years, and can now be found in spas in many countries of the world. The basic material is commonly volcanic ash or clay, combined with hot water to form a smooth paste. The mixture has a high concentration of minerals and microorganisms and has a lot of medicinal properties. This mixture is cooled and used to cover part of, or the entire, body. The area is covered with a protective material such as flannel. |  |
| 7 | This massage uses very light pressure and long, gentle, rhythmic strokes and soft pumping movements in the direction of the lymph nodes. It helps to increase the flow of lymph, reduce water retention and detoxify the body. The treatment usually takes place in a heated room.   |  |

## Ex1) Matching words and parts of the body



|          |  |        |  |
|----------|--|--------|--|
| Chest    |  | Arm    |  |
| Hand     |  | Knee   |  |
| Leg      |  | Head   |  |
| Stomach  |  | Toe    |  |
| Shoulder |  | Foot   |  |
| Neck     |  | Finger |  |

Ex2) Match the definitions to the correct term, and then find the words which are hidden in the grid.

**Words: undress - help - facilitate - achieve - confirm - fill out - recommend -relieve**

|    |  |  |
|----|--|--|
| 1. | To make easier or less difficult (the massage movements)     |  |
| 2. | To give someone assistance                                   |  |
| 3. | To complete (the questionnaire) by providing information     |  |
| 4. | To suggest something   |  |
| 5. | To make pain or another bad physical feeling less unpleasant |  |
| 6. | To remove clothes  |  |
| 7. | To succeed in doing something                                |  |
| 8. | To make sure that an appointment is in the diary             |  |

|   |   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| R | T | A | Y | B | B | N | U | J | B | C | D | E | E |
| H | D | D | V | A | E | N | L | Y | J | A | S | V | H |
| D | E | R | B | Y | K | R | O | O | N | E | U | I | I |
| R | W | L | C | C | E | C | C | U | I | Q | M | R | W |
| X | B | E | P | E | N | U | V | F | S | W | B | E | E |
| R | D | R | F | A | C | I | L | I | T | A | T | E | F |
| D | E | O | D | Y | V | U | I | J | K | R | G | G | I |
| S | O | U | S | S | Y | V | B | R | R | B | P | V | L |
| Z | S | R | E | C | O | M | M | E | N | D | E | D | L |
| C | R | U | P | V | W | O | O | L | C | J | M | N | O |
| R | D | U | I | L | T | T | G | I | R | B | L | E | U |
| V | E | E | N | U | N | D | R | E | S | S | Z | Q | T |
| E | F | F | R | O | U | N | X | V | S | I | K | K | R |
| E | D | D | I | E | V | N | P | E | B | B | X | R | O |
| N | B | Y | I | O | G | E | V | X | N | M | M | K | Y |
| T | V | R | R | E | B | E | V | V | H | O | U | I | M |
| Y | C | W | W | U | I | L | L | O | S | S | C | R | W |
| B | D | C | C | H | M | E | E | N | T | T | G | B | R |
| J | R | R | C | O | N | F | I | R | M | B | R | E | E |
| K | J | A | E | E | V | Q | U | A | L | E | O | R | A |

Ex3) Look at the following words and cross the odd one out. The first one is done for you.

|   |              |            |            |                 |
|---|--------------|------------|------------|-----------------|
| 1 | Towels       | Painting   | Lotion     | Sheet           |
| 2 | Aromatherapy | Effleurage | Petrissage | Tapotement      |
| 3 | Fever        | Arthritis  | Asthma     | Hospitalisation |
| 4 | Relieve      | Soothe     | Alleviate  | Stroke          |
| 5 | Vertebrae    | Spine      | Neck       | Scrub           |
| 6 | Shiatsu      | Waxing     | Ayurveda   | Lymphatic       |

Here are some rules to remember when using both, neither or either.

- Both = this AND that
- Either = this OR that
- Neither = NOT this and NOT that.

**Both** means two of two things and therefore, the verb should be 3rd person plural (they). Both is used with **'and'** e.g. "My husband and I **both** want back treatments" or "**Both** my husband and I want back treatments", which means: "I want a back treatment and my husband wants a back treatment too". As you can see, **both** can be placed either in initial or in middle position (before the main verb or after the verb BE)

We don't use **both** in negative sentences, but neither instead. e.g.:

- "Both of us don't go to Spas regularly" **WRONG!**
- "Neither of us go to Spas regularly" **MUCH BETTER!**

**Either** means one or the other. Either is used with **'or'** e.g. "I'd like **either** a back massage or a full-body massage, please".

**Neither** means not one or the other of two things. We often use neither with **'nor'**, although this is quite formal. E.g.: "Neither Caroline nor Marguerite worked for BH Spa."






Be careful not to use neither with another negative e.g.:

"I **don't** want **neither** back massage **nor** front massage." **WRONG!**

Ex1) Based on the explanation above, try to complete the following sentences. Some words may be used more than once:

|    | Either   | Nor | Neither | Them | Both |
|----|--|-----|---------|------|------|
| 1. | Would _____ of you like a full body treatment?   |     |         |      |      |
| 2. | _____ of them wishes to have a full body treatment   |     |         |      |      |
| 3. | Mr and Mrs Ward _____ want to book a spa treatment   |     |         |      |      |
| 4. | Neither Mr Ward _____ his wife requested a leg massage   |     |         |      |      |
| 5. | Neither of _____ likes hot stone massage   |     |         |      |      |
| 6. | _____ spa treatment is a hazard for human health, as long as there aren't any contraindications. |     |         |      |      |
| 7. | Do _____ of your therapists have a degree?   |     |         |      |      |

Ex1 A) Look at the following photos and describe the safety measures for epilation services.

|   | Photo   | What you say to the client |
|---|---|----------------------------|
| 1 |    |                            |
| 2 |    |                            |
| 3 |   |                            |
| 4 |  |                            |
| 5 |  |                            |

|   |   |  |
|---|---|--|
| 6 |  |  |
| 7 |  |  |

## Ex2) Stress patterns

Stressed syllables are pronounced slightly louder, for a slightly longer duration, and at a slightly higher pitch than unstressed syllables. Listen to these words in the video and underline the stressed syllable (number 1 is an example):

|   |                  |
|---|------------------|
| 1 | pampering        |
| 2 | stiffness        |
| 3 | circulation      |
| 4 | friction         |
| 5 | tapotement       |
| 6 | anxiety          |
| 7 | contraindication |

## 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, 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. Play the role of the client and pretend you are meeting with a massage therapist. Tell your partner, the massage therapist, about your problems.

Client Profile: You are Paula, a 60 year old woman who has initial phase osteoporosis; you want a back massage. After obtaining treatment information, you ask if a Thai massage is suitable for your condition. What does the therapist suggest?

Situation 2 – You are the Spa Receptionist. Listen to your client, a frequent customer, as he/she requests information about the Spa massage special offer. Respond to her, proposing a 60 minute treatment for two people. Give price details.



**Learner B**

Situation 1 – You are the Massage Therapist. Listen to your client, who describes some of his/her health problems. Respond to them, informing them that osteoporosis is a contraindication. Propose a light massage as the most appropriate treatment.

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 Spa receptionist for further information.

Client Profile: You are Anna and a RW Spa frequent customer. You want to surprise your husband with a spa massage for your first wedding anniversary. You have read on the spa website that there is a special offer for couples. Ask the spa receptionist for more information.

Ex 1) For each question below, finish the second questions with no more than three words which provide the same meaning.

These are some questions which you may ask a client before a treatment.

Example: Do you have a history of high blood pressure?

Does high blood pressure run in your family?

1. Do you have a temperature?  
Are you \_\_\_\_\_?
2. How does your pain affect your daily activities?  
Do you have any limitations \_\_\_\_\_ pain?
3. Do you feel ill or have flu-like symptoms?  
Are you feeling \_\_\_\_\_?
4. What brings you in today?  
Why have you \_\_\_\_\_ today?
5. Have you had a massage before?  
Did you ever visit \_\_\_\_\_ before today?
6. What areas would you like me to focus on?  
Is there a particular region \_\_\_\_\_ you would like me to pay attention to?

## Ex 2) Giving written instructions

These are some recommendations to consider when you give written instructions to your customers:

- Plan carefully before you start writing the instructions. Use an outline so that you know exactly what you'll be writing about.
- Organise your information into sections. Use numbers or bullet points when making several points in one section; it is more inviting to read and will help your writing style. It also allows the reader to find their way about more easily.
- Use short sentences (approximately 15-20 words). Include only one main point in each sentence and use full stops rather than semi-colons.
- Write as if you are speaking to your reader. This will soften the writing, making it more personal. It is also easier to write in this way.
- Use plenty of 'active' verbs. The passive voice is often more difficult to understand, say 'we will do it' rather than 'it will be done by us'.
- Use everyday English whenever possible and explain any technical terms you have to use.



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

Spa employers are looking for people who have cross-cultural experience and skills, to manage relations with culturally diverse clients effectively. Intercultural competences enable you to reduce the client's resistance and dissatisfaction, by recognising the client's cultural dynamics and having a better understanding of their needs.

It is wrong to provide services based on stereotypical concepts; it's very important to know and recognise the cultural context of clients that may be influenced by nationality, religion, political orientation, age, social class etc.

To communicate effectively in an intercultural context, the spa therapist or beautician must be aware of non-verbal and verbal communication. Below, there are some examples to facilitate an effective intercultural approach:

- It may be disrespectful to look a client directly in the eyes. Most Europeans and Americans appreciate eye contact, but in most Latino, Asian and Arabian cultures direct eye contact with a person in a position of authority may be considered disrespectful. The same applies to having eye contact with a female.
- 'Gestures' have different meanings across cultures.
- The way a voice is used (e.g. volume, speed) is perceived differently across cultures; e.g. to speak in a loud voice may be interpreted as a sign of bad manners.

|   |  | True | False |
|---|--|------|-------|
| 1 | Spas are becoming more aware of how important it is for their workers to have cross-cultural skills  |      |       |
| 2 | It's very important to ignore the cultural context of clients  |      |       |
| 3 | One of factors influencing the cultural context of client is their nationality                       |      |       |
| 4 | In an intercultural context, the spa therapist or beautician must focus only on verbal communication |      |       |
| 5 | Most Europeans expect to look people directly in the eye   |      |       |
| 6 | Italians use gestures to emphasise the meaning of their verbal communication                         |      |       |

## Dialogue

### **Speakers:**

Speaker A: Amy - Receptionist

Speaker B: Jenny Smith - Client

Speaker C: Isabel – Beautician

### **Video Script:**

**A** Good morning. Welcome to B&H Spa, I'm Amy. May I help you?

**B** Hello, good morning. I was wondering, what kind of full body massages do you have here?

**A** Well, B&H Spa specialises in full body massages, so we have many different kinds of treatment: we have Swedish, Deep Tissue, Hot Stone, Shiatsu ... Is this your first experience?

**B** Oh, yes! This would be my very first treatment and I haven't any idea which treatment to choose...

**A** Well, all our treatments are really relaxing ... we realise that today's busy women want more than just pampering, they want "real results". So, I would recommend a Swedish full body massage for you. You'll love it because you get excellent results and as an added benefit you'll leave on cloud nine.

**B** What does a Swedish back massage do, or a full body massage is it, what does it do?

**A** It can help relieve stiffness and can improve your blood flow and most importantly, it can relax both mind and body and reduce anxiety and stress.

**B** Wow ... And do you use any kind of products for that?

**A** Our therapists use high quality natural scented oils to achieve the best maximum relaxation.

**B** All this sounds really interesting. I think I will have the Swedish full body massage ... What is the cost of something like that?

**A** It costs £80 all inclusive, but I can give you an introductory discount of £10.

**B** OK ... yeah, could I make an appointment then for 10 o'clock Tuesday morning, please?

**A** Let me check... I'm sorry, we are fully booked then. How about Friday at 10 o'clock?

**B** Yes, okay, Friday at 10 o'clock that will be fine.

**A** Okay, then I need your name and your phone number, please.

**B** Jenny Smith, 01-5784600.

**A** Thank you Mrs. Smith. I've booked you in with Isabel. You'll love her. She gets excellent results. All her clients rave about her treatments and she is really knowledgeable and she can give you lots of helpful advice about how to keep your skin looking and feeling great. She has even just finished an Advanced Analysis Program.

**B** Wow, that's amazing.

**A** It was lovely to meet you and we look forward to seeing you on Friday at 10 o'clock. I'll call the day before to confirm. It's best to avoid heavy meals and alcohol in the hours leading up to your massage. And don't forget to take off any jewelry or your watch okay?

**B** Alright, well thank you very much.

**A** Thank you, have a lovely day.

**B** You too, thank you.

**C** Hi, I'm Isabel, I'm your massage therapist today. How are you doing?

**B** I'm fine thank you, nice to meet you, Isabel, and I would like to tell you that this is my very first massage ...

**C** Oh, that's wonderful. Then, let me explain briefly how a Swedish massage works. So, the person to be massaged will lay down on the massage table and you will be covered in a towel or a sheet. Okay? It's a full-body massage, except for any areas that are contraindicated or where you request not to be touched. I will use either an aromatic or non-aromatic oil or lotion to facilitate the massage movements. And a typical session lasts between 30 and 60 minutes. And I will use, or one could use, one or several basic massage techniques: and these are called effleurage, petrissage, vibration, friction and tapotement. Well, as it's your first session today, I think we'll just use a little light effleurage.

**B** What are the actual benefits? Are there any?

**C** Well, there are numerous physical and mental benefits that are associated with massage, and these include calming the nervous system, stimulating blood circulation, mental relaxation, improvement in length and quality of sleep. Also there is evidence that for a variety of mental health problems there is relief. These would include depression, anxiety and stress. You could experience an improvement in your levels of concentration and an overall sense of well-being. I promise you that today you will leave with a smile on your face. Can I ask you why have you chosen to have a full body massage today?

**B** Well look, I have a stressful life and I was hoping it would help a little bit.

**C** A good massage is exactly what you need. It sounds like a very good idea. Please, could you fill out this questionnaire for me? The information that you provide on the questionnaire will allow me to define your personal program. And I do promise you that all information is purely strictly private and confidential, ok?

**B** Is this absolutely necessary or could we skip this step?

**C** It is necessary, yes it is. The information that you provide me with today, will give me a general overall picture about your state of health, and also it will pull up and indicate any contraindications that you might have.

**B** Right. I'll get on with it.

**C** Okay... from your health record here, I see that you had an accident and sometimes you have no feeling in the toes on your right foot... Have you talked to the doctor about this?

**B** Well, um. I'm not even really sure. I think I did, but I'm not sure what he said, sorry. But I was thinking that a massage would help, right?

**C** Well, without more information, I really can't apply any deep pressure to your foot. I'm sorry. I mean, for today I think we'll just do a little light massage on your foot and if you could please go back to the doctor, get some more information, and then, next time when you come along for a massage session, I'll be able to do some work that might really make a difference.

**B** Alright.

**C** So, to my right, there is a room where you can undress in private. Please lay yourself down on the couch on your front. And it is been extra padded for your comfort. You won't be fully exposed at any point during the massage; I will simply remove one of the towels, work on that area and then cover you up again. If you're uncomfortable with anything, if you don't like anything, something is unpleasant for you, please don't hesitate to let me know, okay?

**A** I notice that you have an oily skin, so I propose that we use a water-based lotion that won't clog the pores. It's a super lotion. It has been enriched with Vitamin E, which will keep your skin lovely and soft and supple after the massage, yes?

**B** Nice.

**A** I mean, if you wanted to you really could include this in your daily massage routine, okay? So are you ready?

**B** I am ready.

## Technical video

This video demonstrates a classic back massage.

To begin the massage, pour a small amount of warmed oil between your palms. It is essential to use oil when giving a massage, as it helps your hands to glide easily over the skin.

Apply oil over the entire back using the effleurage technique beginning with one side and then the other to ensure the entire surface is covered with oil. This should be done in a large circular motion while mentally dividing the back into two halves.

Using the friction technique with an open hand in a small circular motion spend some time on the lower back.

Throughout the massage, it is important to keep in mind that when massaging towards the heart, more pressure should be applied than when massaging away from the heart to other parts of the body. Ask the client if everything is okay and whether the pressure applied is to their preference.

Work your way up the back along either side of the vertebrae using your thumb or middle finger to apply light pressure. Never apply direct pressure to the spine.

Rub with your thumbs and palms around the perimeter of the shoulder blades, using medium pressure.

After repeating this movement, using the effleurage technique while also using your fingers to stroke the rib cage, work from the outside of the back in towards the spine.

Use your palms to move slowly in circles over the shoulder blades or the rib cage.

Place your hands on the trapezius muscle using the Petrissage technique to apply medium pressure with your thumbs and the fleshy parts of your palms and fingertips.

Use slow, rhythmic movements.

Place your hands on either side of the vertebrae on the lower back, just above the hip bones.

Lean forward slightly as you straighten your arms, so that you're using your body weight to apply medium pressure.

Ask the person for feedback and if there is any pain, lighten the pressure.

Rub in slow circles with your palms.

Apply medium to firm pressure and rub in small circles over any tight spots or knots that you have encountered during the massage, using your thumbs and fingertips.

Work your way down from the trapezius to the middle and lower back.

Move slowly in circles with your palms across the shoulder blades or the back of the rib cage.

Finish the massage with slow motions on either side of the vertebrae from the lower back, up to the neck and down again.

Place a towel over the client's back to soak up excess oil, and keep them warm while they continue to relax.

## Pre-Listening

Ex 1)

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|
| a | b | a | a | a | b | b | a |

## Listening

Ex 1)

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

Ex 2)

| 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|
| b | a | c | a | d |

Ex 3)

| 1          | 2               | 3        | 4         | 5      |
|------------|-----------------|----------|-----------|--------|
| warmed oil | circular motion | pressure | vertebrae | thumbs |

Ex 4)

| a | b | c | d | e | f | g | h | i |
|---|---|---|---|---|---|---|---|---|
| 3 | 4 | 7 | 5 | 2 | 6 | 8 | 9 | 1 |

## Reading

Ex1)

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

Ex 2)

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|
| c | i | a | g | f | h | d | e | b |



| 1       | 2        | 3     | 4       | 5     | 6       | 7         | 8             |
|---------|----------|-------|---------|-------|---------|-----------|---------------|
| culture | physical | needs | demands | stone | clothes | treatment | circumstances |

Ex 4)

| 1                 | 2                | 3            | 4         | 5               | 6        | 7                           |
|-------------------|------------------|--------------|-----------|-----------------|----------|-----------------------------|
| Hot Stone Massage | Ayurveda Massage | Aromatherapy | Body wrap | Shiatsu Massage | Mud bath | Lymphatic Drainage/ Massage |

## Vocabulary

Ex 1)

|          |   |        |   |
|----------|---|--------|---|
| Chest    | K | Arm    | J |
| Hand     | E | Knee   | H |
| Leg      | F | Head   | A |
| Stomach  | D | Toe    | L |
| Shoulder | C | Foot   | G |
| Neck     | B | Finger | I |

Ex 2)

| 1          | 2    | 3        | 4         | 5       | 6       | 7       | 8       |
|------------|------|----------|-----------|---------|---------|---------|---------|
| facilitate | help | fill out | recommend | relieve | undress | achieve | confirm |

Ex 3)

| 1        | 2            | 3               | 4      | 5     | 6      |
|----------|--------------|-----------------|--------|-------|--------|
| Painting | Aromatherapy | Hospitalisation | Stroke | Scrub | Waxing |

## Grammar

Ex 1)

| 1      | 2       | 3    | 4   | 5    | 6       | 7      |
|--------|---------|------|-----|------|---------|--------|
| either | Neither | both | nor | them | Neither | either |

## Ex1 A)

| sample answer |  |
|---------------|--|
| 1             | Could you tell me if you are suffering from any kind of skin problems such as eczema and if you have any sunburn?  |
| 2             | I will wipe the area with an antiseptic product to avoid infection and to make sure that the skin is clear of any moisturisers, make up or lotions.  |
| 3             | Please avoid sunbathing for at least 6 weeks before the treatment (laser hair removal) / We recommend not sunbathing immediately after epilation as the area is sensitive and may burn easily (waxing and electrolysis). |
| 4             | Make sure that you do not take any medicines which make the skin photosensitive (light-sensitive).   |
| 5             | Please shave the parts of the body to be worked on 1 – 2 days before the treatment (laser hair removal).   |
| 6             | It is important to do a patch test prior to the procedure on smaller areas of your body.   |
| 7             | I will now cover the sensitive areas of your body, especially your eyes, before the procedure, as the radiation coming from the laser can damage body cells.   |

## Ex 2)

|   |                         |
|---|-------------------------|
| 1 | <u>pampering</u>        |
| 2 | <u>stiffness</u>        |
| 3 | <u>circulation</u>      |
| 4 | <u>friction</u>         |
| 5 | <u>tapotement</u>       |
| 6 | <u>anxiety</u>          |
| 7 | <u>contraindication</u> |

## Ex 3)

| Sample answer   |
|---|
| <p><b>Situation 1</b></p> <p>Client - My name is Paula and I'm 60 years old. I have osteoporosis and my friends, who have the same problems, received some pain relief through massage. So, I thought I should try a massage ... I have my medical records with me, but I live a normal, energetic lifestyle.</p> <p>Therapist - I see ... Normally, osteoporosis is a contraindication for a spa massage, but according to your doctor's notes it says light massage is allowed.</p> <p>Client – What do you mean?</p> <p>Therapist - I can apply light pressure. The massage could be soft and my hands should be well lubricated so they can glide over your skin. The benefits of this massage include increased blood circulation, and both mental and physical relaxation. I do want to tell you however that this treatment isn't therapeutic.</p> <p>Client – Of course! I know that the massage you offer is not therapeutic ... Are there other treatments suitable for me? I've heard about Thai massage. I've done some research on the internet and read that Thai massage uses passive stretching and gentle pressure along the body's energy lines to increase flexibility, relieve muscle and joint tension and balance the body's energy systems.</p> <p>Therapist - Thai massage doesn't use force but the stretching positions and myofascial release massage could to be a bit too much for you.</p> <p>Client – Thank you for this information. I'll consult more with my doctor about which treatments are best for me.</p> |

### Sample answer

#### Situation 2

Spa – Receptionist – Hi Anna, how are you?

Client - Fine, thank you! I have a problem ... Can you help me?

Spa Receptionist – How can I help you?

Client – Next week my husband and I will celebrate our first wedding anniversary and I would like to give him something special!

Spa receptionist – I have just the offer to suit your needs: a couple`s massage. It`s a special service at our spa where a couple is massaged in the same room, at the same time, by two different massage therapists.

Client – That sounds great! My husband has never entered a spa before or even had a massage. But I want to celebrate our first wedding anniversary in a romantic atmosphere...

Spa receptionist – We can do that for you. Our couple treatments are specifically designed with romance in mind: time alone in a hot tub with aromatic candles, couple`s massage, relaxing in a canopy with rose petals, a bottle of Champagne with strawberries and chocolate after the treatment.

Client – Oh yes! My husband and I are busy and find little time to be alone without worrying about what needs to be done afterwards. Your offer is just what we need. Can I schedule an appointment for next week Friday at 3pm?

Spa receptionist – Yes we have an opening ... See you at 3pm next Friday!

## Writing

### Ex 1)

|   |                      |
|---|----------------------|
| 1 | feeling hot          |
| 2 | due to your          |
| 3 | shivery and feverish |
| 4 | come here            |
| 5 | a massage therapist  |
| 6 | of your body         |

### Ex 2a)

#### Sample answers

##### A2 Level:

- Stop removing the hair in that area until the ingrown hair goes away.
- Apply warm a compress to the area.
- Remove dead skin to help the hair return to the surface of the skin.
- After the hair emerges, gently pull it out using sterile tweezers or a needle.
- If the ingrown hair becomes infected, it is necessary to contact a doctor for prescription options.

**B1 Level:**

- Stop waxing, shaving, or plucking the hair in that area until the ingrown hair goes away.
- Professional techniques: To accelerate healing, we provide mechanical and chemical removal options.
- Home remedies: Gently exfoliate around the ingrown hair to help the hair return to the surface of the skin. Some good options are:
  - Tea tree oil: Mix the oil with water to dilute it, and apply using a cotton ball.
  - Sugar: Mix it with olive oil or honey. Apply the paste in a circular motion, and then rinse with warm water.
  - Baking soda: Mix 1 tablespoon of baking soda with 1 cup of water. Use a cotton ball to apply it to your skin, and then rinse with cold water.

However, do not use products which contain salicylic acid or glycolic acid, because they could irritate the area.

- Avoid breaking through your skin: Try not to pluck the hair out completely until the area is healed, or the skin will heal over the hair again. Don't dig into your skin because it could cause an infection.
- If the ingrown hair becomes infected, it is necessary to contact a doctor for prescription options.

## Intercultural

Ex 1)

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

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