



Unit 1: Hygiene, equipment and risk prevention

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

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

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

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

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

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

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Unit 1: Hygiene, equipment and risk prevention

When you finish this unit you will be able to:

- Ensure your working environment is clean and safe
- Use the correct terminology for different equipment

Meet the characters:



Angela, Manager and beautician



Leona, new employee

You can access the videos for Unit 1 via the following links:

Dialogue 1 Hygiene, equipment, risk prevention

<https://www.youtube.com/watch?v=Nac-IQ8h2xM>

<https://www.youtube.com/watch?v=3U5pLMLv4M0> (with captions)

Technical video

<https://www.youtube.com/watch?v=BM589WUzMFE>

https://www.youtube.com/watch?v=-9wvayHwQ_w (with captions)



Pre-listening

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

1.	I'd just like to show you around...		a. Angela b. Leona
2.	Can I just ask something?		
3.	Please don't hesitate to ask if...		
4.	Sorry to interrupt, but what exactly do you mean by...?		
5.	You need to check...		
6.	I'm not quite clear who...		
7.	Let me reassure you by saying...		
8.	Another thing you need to ensure is...		



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

1. Which of the phrases below would you use if you wanted to reassure your client?	
a	Please don't worry. The risks with this procedure are minimal.
b	Don't be silly. It will be fine!
c	That's not an issue!
d	Don't panic!
2. Which of the following phrases would you use at the beginning of a request to ask your client politely to do something?	
a	Just do as I say.
b	Could you possibly?
c	Don't forget to.....
d	I want you to.....
3. If you don't understand something, which of the following would be the most appropriate to say?	
a	What?
b	What exactly do you mean by...?
c	Pardon?
d	Please?
4. Which of the following are <u>not</u> mentioned in the conversation between Angela and Leona?	
a	Slippers
b	Towels
c	Shower caps
d	Lockers
5. Which of the following services do Angela and Leona <u>not</u> talk about?	
a	Hand and foot treatment
b	Hairdressing
c	Facial treatments
d	Spa and beauty treatments

Ex 2) Watch the video again and listen closely as Angela shows Leona around the Wellness Centre. Writing only one word in each space, fill in the gaps with the missing text.

1. So, as this is your first week here, I'd just like to show you around so that you can see where we keep all the 1._____ and you can become 2._____ with the space.

2. Please don't 3._____ to ask if there is anything you don't understand.

3. a medical questionnaire, which asks them to 4._____ any 5._____ medical conditions.

4. so that we have a true and accurate picture of their current 6._____ of 7._____.

5. so if you hear the fire 8._____ at any other time, you and your clients need to know that it is likely to be a real 9._____.

6. you will need to leave the building and 10._____ outside in the car park

Ex 3) Watch the video and mark the statements True / False.

		True	False
1	This wellness centre has fire practices once a month.		
2	The signs to follow when evacuating the building are red.		
3	Used cotton pads can be put in the towel bin.		
4	The medical questionnaire contains a question about allergies.		
5	The receptionist always meets the client and asks them to wait in the waiting room.		
6	Every client has a skin test.		
7	The client needs to bring their own towels.		
8	All clients must complete a consent form.		

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

a.	Lay the utensils on a sterilized area to dry	
b.	Sterilize the sink	
c.	Put the utensils away	
d.	Use a clean towel to dry the items	
e.	Wash any bowls, spatulas and brushes that have been used	
f.	Use a disinfectant to sterilize the utensils	
g.	Dry the area around the sink	



Ex 1 A) Write a monologue of what you would say when you are showing a new client around the centre. Use the following words in your answer:

Reception (area) - Showers - Toilets - Lockers - Towels

Ex1 B) Question Tags

A question tag is a grammatical structure in which a declarative statement or an imperative is turned into an interrogative fragment. Here is an example of a question tag, with the question tag underlined:

This is your first full week here, isn't it?

Fill in the gaps with question tags:	
1	You will remember to go through the consent form with the client, <u>1.</u> _____
2	You can remember what the emergency evacuation procedure is, <u>2.</u> _____
3	I have explained the reasons for the client completing the medical questionnaire, <u>3.</u> _____
4	Don't forget to check whether the client has ever had an allergic reaction to any medication or make-up, <u>4.</u> _____
5	I did show you where the nearest fire escape to the nail bar is, <u>5.</u> _____
6	You understand why we have to separate the rubbish into different bins, <u>6.</u> _____

Ex 2) Work with a partner and take turns being the customer. The partner should respond appropriately.

This exercise is meant to be completed in pairs. Each partner should receive a card and should take on the role of the client and then once as the wellness center 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.

Read the description of a client profile.

LEARNER A:

Situation 1 - Read the description of the client profile and then pretend you are meeting with a wellness center employee. Tell your partner, the employee, about your problems.

Client: you have attended the spa to use the facilities and receive treatments, but you have recently had a severe burn on your arm which has resulted in treatment from the hospital and you are currently wearing a sterile dressing. You need to seek assurance from the employee about how the risk of infection will be minimised, as well as seeking guidance on completing the consent form appropriately.

Situation 2 – Listen to your partner describe some of their problems. Respond to their problems using some of the key phrases below.

Beautician: Listen to your partner describe some of their problems. Advise the learner accordingly.

LEARNER B:

Situation 1

Wellness employee: Listen to your partner describe their problem. Reassure them about the practical steps you will take to prevent infection during their treatment and stay at the Spa. Think about protection needed for both the client, other clients at the Spa and yourself to prevent cross-infection.

Situation 2 – Read the description of the client profile and then pretend you are meeting with a wellness employee. Tell your partner about your problem.

Client: You have arrived for a pre-booked spa day, but have recently found out that you are 8 weeks pregnant. You are keen to keep your booking at the spa, as you are not currently experiencing any side effects from the pregnancy, but want to be sure it is safe.



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

Nail bars have a number of hygiene and safety issues that must be considered by all staff as well as the Salon or Spa managers. When encountered regularly, liquid and powder acrylic systems and UV nails can cause dermatitis, acrylic fumes can cause headaches, dizziness, nausea and irritation, and dust filings from 1.artificial nails can cause asthma.

Therefore it is important that employees always report any problems to their supervisor as soon as possible. Never just carry on working.

Here are a few principles you must follow:

- Always wash your hands after every client, and dry your hands thoroughly afterwards.
- Always wash off any splashes immediately.
- Never clean your hands with concentrated cleaning products or 2.solvents.
- Check your skin every day for dryness or 3.soreness, and tell your supervisor if these appear.
- Check the polishes and solvents regularly for any signs of leaks, wear or damage.
- Always put gauze pads, cotton pads etc that are 4.soaked with nail products and/or solvent, in a lined and lidded bin.
- Always replace 5.lids on bottles of polish, solvents and other products straight away
- Always keep the work area clean, and make sure you have a clean workstation for each new client.
- Some solvents and nail products may 6.recommend you use protective gloves when handling them. Make sure you always follow the guidance to prevent any problems developing.

		True	False
1	UV nails can cause dermatitis and other skin problems		
2	Concentrated cleaning products or solvents are good for cleaning hands thoroughly		
3	Always clean your workstation after each client		
4	Protective gloves may be advisable for using some products		
5	Hygiene and safety in a spa is the sole responsibility of the owner		
6	It's not necessary to wash your hands after each client		

EX 2) Read the text again, and find the appropriate synonyms for the words which are underlined.

Result		
1	Artificial	
2	Solvent	
3	Soreness	
4	Soaked	
5	Lids	
6	Recommend	

EX 3) Read the following text about the spa pool systems and associated diseases. Match each paragraph in the text (labeled A – E) with one of the descriptions of the topics / main idea (1 – 7) covered below. Not all topics / main ideas will have a matching paragraph.

A. Spa-pool systems are a recognised source of diseases caused by infection agents including the organism that causes legionnaires’ disease, primarily *Legionella pneumophila*. There have been a number of outbreaks linked to spa pools in leisure centres, hotels, holiday homes, on cruise ships and on display.

B. A spa pool is a self-contained body of warm, agitated water designed for sitting or lying in and not for swimming or total body immersion. Spa pools contain water heated usually between 30-40 °C, which is filtered and chemically disinfected. They have air-jet circulation with or without air-induction bubbles and can be sited indoors or outdoors. Such systems have the ability to produce aerosols by means of air jets or similar devices. A spa pool is usually drained, cleaned or refilled after a number of bathers or a maximum period of time rather than after each bather.

C. Spa pool have a much higher ratio of bathers to water volume than in swimming pools, so their water has a higher concentration of organic material from bathers. These systems pose a reasonably foreseeable risk as they have environmental conditions that could potentially allow and support growth and dispersion of legionella and other infectious agents where:

- Water is stored or recirculated;
- Water temperature in all or part of the system is between 20-45 °C;
- These systems can support microbial growth;
- Water droplets are produced and dispersed as aerosols;
- There is the potential for exposure to any contaminated aerosols

D. The organism that causes legionnaires’ disease, primarily *Legionella pneumophila*, frequently grows in poorly designed and managed spa-pool systems. Other bacteria including other legionella species, *Pseudomonas aeruginosa* and environmental mycobacteria, are also commonly found in spa pools and can cause infection. These can be introduced into a spa pool from the wider environment or the water source itself.

E. Spa pools are designed to contain water that is vigorously agitated, which leads to the formation of aerosols that can be inhaled. The water is usually maintained within the temperature where legionellae and other infectious microorganisms can rapidly grow (20-45°C) and the high organic content of spa-pool water makes it difficult to maintain effective disinfection. Spa-pool systems must therefore be managed carefully to ensure water quality does not encourage microbial growth and pose risks to users, people in the vicinity or passing near the spa pool.

		Paragraph
1	Information regarding the bacteria often found in spa pools.	
2	The training required by staff employed at spa pools.	
3	The link between outbreaks of disease and spa pool systems.	
4	The importance of managing the risk to spa pool users.	
5	The costs associated with the maintenance of spa pool systems	
6	The definition of a spa pool.	
7	Environmental conditions potentially leading to the growth of legionella and other bacteria.	

Which descriptions are NOT discussed in the text?

EX 4) Read the text again. Find the words in the text that match the following meanings:

1. Have liquid taken out
2. The sudden beginning of something unpleasant, such as a disease
3. Strongly shaken or moved around
4. Breathed in
5. Positioned or located
6. Close to a place
7. The spreading of things over a wide area
8. Predictable

You may need more than one word for some of your answers.

Write the word(s) in the table below:	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Writing

EX 1) Fill in the gaps

Rewrite the following sentences using the words given to start your answers.

The meaning of the sentence should be the same as the original sentence.

Example: We keep all the equipment in here.

All the equipment is **kept in here**.

1. We may do some things differently here.
Some things _____ .
2. The client is asked to fill in a consent form.
We ask the _____ .
3. Completing the form usually takes about 5 minutes.
It usually _____ .
4. "I'm not quite clear who asks the client to complete the form."
She said she _____ .
5. You should place towels which the client has used in the towel bin.
Towels used _____ .

EX 2) Assessing risks.

It is important to follow any health and safety procedures that are implemented in your salon.

2a) Think about what you understand the following terms to mean, and write your definition for each term in the box below.

Sanitisation	
Disinfection	
Sterilisation	
Disposal of waste	

2b) What consequences of not following the health & safety procedures can you think of? Please list them below:



Intercultural

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

There are many uses for electrical equipment in a wellness centre, including providing power to saunas, jacuzzis and sunbeds, as well as smaller appliances such as those needed for heating wax or drying acrylic nails. It is important to take extra care when using electrical equipment in a wellness centre, particularly in areas where there is water, such as the steam room or Jacuzzi. However, the controls and procedures that are in place may vary from country to country, so it is important to understand the full implications in the context of where you are working.

In the UK for instance, there are very strict regulations regarding use of electrical equipment in any public building, and it is the responsibility of the business owner to ensure all equipment is 'fit for purpose'. It is up to the business owner to decide how this is done, and their decision will be informed by industry standards and manufacturer guidelines. The process and timetable must be formally documented in their business Risk Assessment. For example, some equipment may require a daily check and test before each use, whereas for other equipment it may be sufficient to check it only on an annual basis, particularly if safety features exist within the equipment itself. If equipment is tested only on an annual basis, it will be important that a PAT (Portable Appliance Testing) expert is used for the test, regardless of whether the equipment appears to be working or not. If the business owner does not take reasonable steps to ensure electrical equipment is safe, they will be held liable should any incidents occur as a result of faulty equipment, which could result in an expensive personal injury claim, or even a prison sentence depending on the severity of the incident.

In some countries, for example France, the electricity supplies can fluctuate significantly, causing power surges which can damage sensitive equipment if additional measures such as using surge protectors are not introduced.

Electrical systems in different countries operate using different voltage and frequencies, and equipment may not be compatible if purchased in a different country from the one it is going to be used in. It is often obvious if they are incompatible as a different type of plug will be used, and in many instances a simple adapter will be sufficient, for example if using equipment purchased in Germany to be used in the UK. However it is always important to check before using to prevent any problems occurring, as some countries, particularly developing nations use 'multi-plug' sockets, which can accept many different types of plugs. For example, a Thai type A+C socket still carries 220V which may destroy American 110V devices.

It is important to always follow the instructions of the individual manufacturer, as these may vary between brands. In addition, the same piece of equipment by the same manufacturer may have different instructions for use in different countries, depending on the electricity supply and systems.

		True	False
1	It is safe to assume the instructions for use are similar for the same type of equipment, even if they are made by different manufacturers		
2	All electrical appliances must be tested every month		
3	It is important to check the compatibility of all electrical equipment that is purchased in a different country to the one it will be used in		
4	There are no concerns about using electrical equipment near water		
5	In the UK, the approach to use of electrical equipment in any business must be documented in a Risk Assessment		
6	All countries have the same approach to safety procedures regarding use of electrical equipment		



EX 1) Match the correct term to the definition, and then find the words which are hidden in the grid.

Towel - Pregnant - Disinfectant - Allergy - Medication - Reception - Gloves - Evacuation - Client - Hygiene - Robe

1		A condition caused by hypersensitivity of the immune system, to something in the environment that usually causes little or no problem in most people
2		The action of moving people from a dangerous place to somewhere safe
3		A person using the services of a professional person or company, e.g. spa
4		A drug or other form of medicine that is used to treat or prevent disease
5		An absorbent cloth or paper for wiping and drying something wet such as hands, face or body
6		The area in a public building such as a spa or hotel, where you can confirm your arrival for an appointment and can seek further information
7		A covering for the hands which has separate parts for each finger, worn for protection against the cold, liquid or bacteria
8		A long loose fitting outer garment, generally worn inside
9		The state of having a baby (foetus) developing in the body before birth
10		A chemical liquid that destroys bacteria
11		Conditions and practices that help to maintain health and prevent the spread of diseases, especially through cleanliness

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

EX 2) Look at the pictures and label the items which are requires as personal protective equipment

1		
2		
3		
4		
5		

EX 3) Complete the missing forms of the words in the table below. Please note that not all forms exist, so there may be some empty boxes.

<u>Noun</u>	<u>Verb</u>	<u>Adjective</u>	<u>Adverb</u>
	explain		
prevention			
		decorative	
clarification			
allergy			
	sterilise		
	disinfect		
hygiene			
sanitisation			
	hesitate		

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

Example	Robes	Slippers	Make-up	Towels
1	Cold	Appointment	Pregnant	Sore throat
2	Wrinkles	Emergency	Fire alarm	Evacuation
3	Dispose	Hygienic	Facial	Disinfect
4	Toilets	Lockers	Changing rooms	Eyelashes
5	Sterile	Consent form	Questionnaire	Signature

Grammar – Imperatives

We use the basic form of the verb to give instructions in English. We don't need to use the personal pronoun as some languages do.

- For example:- **Raise** your arms (not Raise you your arms)
Sit down (not Sit you down)
Wash your hands (not Wash you your hands)

Ex 1) Fill in the gaps in the following text, using a suitable verb to give instructions

1	The first thing we need to do when the 1. _____ arrives is to 2. _____ them and 3. _____ them feel welcome.
2	4. _____ the client to wait in the waiting room.
3	You may need to go through this questionnaire with them, and 5. _____ sure you get them to sign it.
4	6. _____ your eyes.

Imperatives continued

The **first person plural imperative** in English is: **Let us + basic verb form.**

We usually shorten this to **Let's + basic verb form**

eg. **Let's** go to the nail bar.

Let's make a start.

Negative imperatives

If we want somebody not to do something, we use **'Don't' + the basic form** of the verb

Lie down on the bed ⇒ **Don't lie** down on the bed

Take off your shoes ⇒ **Don't take** off your shoes

Ex 2) Make a negative imperative in the sentence below using the verb in brackets

1	1. _____ (Hesitate) to ask if there is anything you don't understand.
2	Please 2. _____ (move) your head.

Dialogue

Speakers:

Speaker A: Angela – Manager, beautician

Speaker B: Leona - New employee

Script Video:

A Hello Leona, nice to see you again. Welcome back. Since this is your first week here, I'd just like to show you around so you can see where we keep all the equipment and you can become familiar with the space.

B OK, thank you.

A I know you have been working in similar wellness centres for the last 3 or 4 years, but we may do things slightly differently here.

B Yes, thank you.

A Please don't hesitate to ask if there is anything you don't understand, or if there is something you want me to go over again.

B OK, of course.

A Since we met last week for your interview, I already told you that we offer a full range of spa and beauty services including facial and skin treatments, decorative cosmetics, hand and foot treatments, whole body treatments, and sports and relaxation activities through our pool and gym. You'll have the opportunity to work with our staff in each of the departments during your probation period. But for today I'll just show you the main procedures.

B Thank you.

A So here we are in the reception area. And the first thing we need to make sure when the client arrives is to meet them and make them feel welcome. Depending on how busy we are, you may be responsible to do that and ask the client to wait in the waiting room until their room is ready. At other times, the receptionist will do this, and will let you know when your client has arrived. Depending on the treatment of the guest, slippers and towels and robes will be given to the client at reception.

A At this point the client is asked to complete a consent form, and a medical questionnaire, which asks them to declare any existing medical conditions, and to give you the names of any medication they are on. You may need to go through this questionnaire with them, and make sure you get them to sign it. One of the questions is about allergies, it's vital that they understand this question, and answer it to the best of their knowledge, if they have ever shown any intolerance or allergic reactions to medication or make-up products; if so, we do a skin test to check for potential problems. You should encourage them to be as honest as possible, so that we have a true and accurate picture of their current state of health. It's a bit like a risk assessment. We need to know the risk factor for each client. It is also important to check with female clients and ask whether they are pregnant, or if there is a chance they could be pregnant, as this will obviously affect the oils you can use. Completing this form usually takes 5 minutes, so you can take this time to check if the room is ready. You need to check this form for any critical information that may affect the treatment before you start.

B Sorry, but I'm not quite clear who asks the client to complete the consent form.....

A Oh, good question. Well, this might be the receptionist, if they are on duty, or it may be you, if you are welcoming the guests on that day.

B Thank you for clarifying that.

A So, if you would like to follow me, I'll show you the treatment rooms.

A So, before they come in, it is essential that you ensure that all work surfaces are clean, I mean they need to be sterile and dry by the time the client comes in.

B I see.

A Also, before you receive your first client you need to make sure you are fully aware of our evacuation procedures. Every Tuesday morning we will have a fire practice, where we check that all equipment is in working order, so if you hear a fire alarm at any different time, you and your clients need to be aware that this is likely to be a real emergency and you will have to leave the building and assemble in the car park, and follow the evacuation signs just like you see here

B Okay.

A Another thing you need to ensure is that there are clean towels in each of the available rooms. We make sure that the rooms are ready in case we have clients that come for treatment without an appointment. We never turn away clients if we have time available for them; if the rooms are ready, we are prepared. Let me reassure you by saying we always recommend that our clients make an appointment, but never turn anyone away. It is also important to ensure that you have washed your hands thoroughly, that all the equipment has been sterilised, and that the rubbish from the previous client has been disposed of safely and hygienically to avoid the risk of infection and spreading germs around.

B Excuse me, sorry to interrupt. But what exactly do you mean by “disposed of safely and hygienically”?

A “Disposed of safely and hygienically”, I mean that it is important to use the appropriate bins. For example, for everyday rubbish such as drinking cups and candy wrappers, please use this bin. Any disposable equipment like cotton pads or wax application sticks, you should use this bin. And any used towels that the clients had, should be placed in the towel bin.

B Alright.

A That’s no problem. So moving on, it’s very important to ensure that you explain the procedure the client will have, and to double check they understood and that they are happy with everything.

A Over here we have the changing rooms where there are lockers and showers for the clients to use.

A If you would like to follow me now, I’ll show you the fitness room.

Technical

This video focuses on tidying up after a facial treatment.

It is important to remember to ensure all surfaces and equipment are kept clean and sterilised where appropriate.

You must always wash your hands thoroughly with soap and water after completing forms, handling money as well as before and after each treatment.

Using soap, wash any bowls, spatulas and brushes used for the facial.

Use a clean towel to dry the items and then use a disinfectant to sterilize the utensils, for example a disinfectant spray or liquid. Finally lay them to dry on a sterilised area.

Wash out the sink used for the treatment and then sterilise the sink.

Make sure you dry the area before using the disinfectant.

Wipe down all surfaces with sterilised towels to ensure that they are clean, followed by using a disinfectant. Before leaving the room, make sure you take all used towels and rubbish with you.

It is important to ensure all equipment is tidied away after each treatment for safety purposes as well as to make sure everything is clean for the next client.

Key:

Pre-listening

Ex 1)

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

Listening

Ex 1)

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

Ex 2)

1.	equipment	6.	state
2.	familiar	7.	health
3.	hesitate	8.	alarm
4.	declare	9.	emergency
5.	existing	10.	assemble

Ex 3)

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

Ex 4)

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

Ex 1a)

Sample answer

Good afternoon Ms Bouami. Let me show you around as this is your first time at our Centre. When you arrive, you need to let the person on reception know that you are here for your appointment. You can then sit down in the waiting area here until your beautician is ready for you. On the wall over there we have a map showing the different areas, and there are signs pointing to the different consulting rooms.

So here we are in our reception area. Here we keep clean towels, keys to the lockers and you can also ask us for change for the vending machines.

If you go up the stairs opposite, you will come to our café and vending machine area where you can buy light snacks and drinks.

From the café you can see across to the pool.

If you would like to follow me, I'll show you the most important area on the ground floor. The first room on the left here is the nail bar. Next to that we have the decorative cosmetics room, and at the end of the corridor is the covered walkway through to our pool and gym.

On the other side of this corridor we have our 4 hand and foot treatment rooms. We need so many rooms for this as it is our most popular kind of treatment.

Ex 1b)

1. You will remember to go through the consent form with the client, **won't you?**
2. You can remember what the emergency evacuation procedure is, **can't you?**
3. I have explained the reasons for the client completing the medical questionnaire, **haven't I?**
4. Don't forget to check whether the client has ever had an allergic reaction to any medication or make-up, **will you?**
5. I did show you where the nearest fire escape to the nail bar is, **didn't I?**
6. You understand why we have to separate the rubbish into different bins, **don't you?**

Ex 2)

Sample answer

Situation 1

Beautician: Welcome to Priorslee Spa. In a short while I will show you around the facilities, but in the meantime, please could you complete these two forms. One is a consent form, where you give your consent to receive the treatments, and the second one is a Medical Questionnaire, in which you should give details of any medical conditions or medication you may be receiving. Please let me know if you have any questions.

Client: thank-you. I do have a medical condition actually. Two weeks ago I burnt my arm quite severely, and had to go to the hospital to receive treatment. As you can I see I still have a dressing on it to prevent it becoming infected. Please can you explain the steps you will take to minimise risk of infection during the treatment, and specifically can you show me where on the form I should mention this.

Beautician: I'm sorry to hear about your burn, it sounds like it was a very painful experience. First, let me reassure you that we have very high standards of cleanliness here, and the health and safety of our clients is paramount. I can also assure you that all utensils used for treatments are sterilised before each new client, so the risk of cross-infection is minimal. Of course you will not be able to use the sauna, Jacuzzi or pool facilities as your dressing cannot get wet, however, if you have a waterproof dressing, you may be able to make use of some of these facilities though we would only recommend you do so for short periods of time. Regarding completing the consent form, you should mention the burn in this section here, and you could expand with further details in the additional notes section at the bottom.

Sample answer

Situation 2

Beautician: Welcome to Priorslee Spa. In a short while I will show you around the facilities, but in the meantime please could you complete these two forms. One is a consent form, where you give your consent to receive the treatments, and the second one is a Medical Questionnaire, in which you should give details of any medical conditions or medication you may be receiving. Please let me know if you have any questions.

Client: thank you. I have completed the form, I found out just last week that I am pregnant, so I'm very excited as it's my first baby!

Beautician: Oh many congratulations, that's wonderful. How many weeks pregnant are you?

Client: I am just 8 weeks pregnant, so it is very early days yet. Do you think it is safe for me to go ahead with the treatments I have already booked?

Beautician: ok, generally we recommend you don't have a spa appointment until after your second trimester, as it will restrict the facilities that you can use, but I know you booked this quite a while ago. Have you had any problems with morning sickness?

Client: No, I've been very lucky so far, in fact I don't really feel like I'm pregnant at all!

Beautician: ok that's good; You're very lucky.

Client: The thing is, I want to keep as fit as possible during my pregnancy.

Beautician: That's a good idea. Well, hopefully we can help you to do that! I notice you have booked for a manicure and pedicure anyway, which is fine while pregnant. You are advised to not use the gym equipment, and some exercise classes are also not recommended – please ask if you are interested in any and we will advise you further. You are also advised to not use the sauna, steam room, or whirlpool, as it isn't good for you to get too hot! You should be ok in the main pool, and there is a hydrotherapy pool which has a cooler temperature than the Jacuzzi.

Reading

Ex 1)

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

Ex 2)

1	2	3	4	5	6
false	remover	discomfort	wet	tops	advise

Ex 3)

1	2	3	4	5	6	7
D	A	E	E	none	B	C

1.	drained	5.	sited
2.	outbreak	6.	in the vicinity
3.	vigorously agitated	7.	dispersion
4.	inhaled	8.	foreseeable

Writing

Ex 1)

1.	All the equipment is kept in here .
2.	Some things may be done differently here .
3.	We ask the client to complete a consent form .
4.	It usually takes about 5 minutes to complete the form .
5.	She said she wasn't quite clear who asks the client to complete the form .
6.	Towels used by the client should be placed in the towel bin .

Ex 2)

Sanitisation	Regular cleaning and washing using warm soapy water promotes health by removing dirt and reducing the growth of germs and bacteria. Hands can be washed with soap and water or use of an alcohol-based hand sanitiser.
Disinfection	This is a form of cleaning suitable surfaces such as trolleys and equipment. It reduces the number of germs and bacteria so that they are not harmful to health. Most disinfectant solutions are alcohol or bleach based.
Sterilisation	Sterilisation kills germs and bacteria and is used for tools and equipment as well as surfaces. Methods are dry heat, steam sterilization or sterilization fluids.
Disposal of waste	This includes used cotton wool, tissues, or other disposables. They must be put in the foot pedal bin immediately. For treatments such as waxing where there may be skin fluids such as blood, waste must be disposed of in a clinical waste bin. The tools must be sterilized, equipment cleaned and all bedding and towels washed.

Ex 2b)

Sample answer

If the equipment is not cleaned correctly then bacteria could transfer from one client to another, risking the spread of infection.

Intercultural

Ex 1)

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

Vocabulary

Ex 1)

1.	2.	3.	4.	5.	6.
Allergy	Evacuation	Client	Medication	Towel	Reception
7.	8.	9.	10.	11.	
Gloves	Robe	Pregnant	Disinfectant	Hygiene	

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

Ex 2)

1	2	3	4	5
gloves	mask	shoes	aprons	glasses

<u>Noun</u>	<u>Verb</u>	<u>Adjective</u>	<u>Adverb</u>
explanation	explain	explanatory	
prevention	prevent	preventative	
decoration	decorate	decorative	decoratively
clarification	clarify	clear	clearly
allergy		Allergic	
sterilisation	sterilise	sterile	
disinfectant/ disinfection	disinfect	disinfected	
hygiene		hygienic	hygienically
sanitisation	sanitise	sanitising	
hesitation	hesitate	hesitant	hesitantly

Ex 4)

1	2	3	4	5
Appointment	Wrinkles	Facial	Eyelashes	Sterile

Grammar – Imperatives

Ex 1)

1	2	3	4	5	6
client	meet	make	Ask	make	Close

Ex 2)

1	Don't
2	don't

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