

3

Salon small talk

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Which small talk subjects do you think are acceptable to talk about in a business environment?
- 2 Which subjects are NOT suitable to discuss with a business associate?

chat to



gossip

salary



Прочитать и перевести текст.

Выполните упражнения №1, 2,3, 4

Доделать диалог «Small Talk»

The Dos and Don'ts of Salon Small Talk in America

By: Sheila Ward

It's always nice to **chat to** your clients and learn about them. But remember, there are some topics that are **off-limits**. To make sure your clients are comfortable, never ask them about **touchy topics** like:

religion - politics - salary - marital status

What are some safe topics to **bring up**? Feel free to ask your clients about their **hometowns**, or how they **make a living**. Or ask about what type of music or movies your clients like. Some clients like to **gossip**, but make sure it's never about another client.

Beauty Salon Journal

hometown



marital status



Reading

2 Read the article from a magazine. Then, read the paraphrase. Fill in the blanks with the correct words and phrases from the word bank.

Word Bank

money job off-limits married religious favorite

Stylists enjoy talking to their clients, but they should not ask about topics that are 1 _____. For example, do not ask about their 2 _____ or political beliefs. It's also not appropriate to ask about how much 3 _____ a client makes or whether the client is 4 _____. However, there are plenty of topics that are fine to bring up, like the client's hometown, or their 5 _____. It's also okay to ask about a client's 6 _____ music or movie.

Vocabulary

3 Write a word that is similar in meaning to the underlined part.

- 1 Megan often makes conversation about non-serious topics with her clients.
_ _ _ l _ _ a _ _
- 2 Kevin does not talk about subjects that are not allowed, so he doesn't make anyone uncomfortable.
_ f _ _ i _ i _ s
- 3 Alison always talks in a friendly, informal way to a client while she's styling their hair.
_ _ a _ _ _
- 4 My daughter works as a manicurist to make some money.
_ _ _ e _ l _ _ _ _

4 Check (✓) the sentence that uses the underlined part correctly.

- 1 — A Petra makes people feel comfortable because she talks about touchy topics.
— B Oscar's parents still live in his hometown.
- 2 — A Mandy did not chat to her stylist because she felt shy.
— B Pablo earns a good salary each day as a colorist.
- 3 — A Sammy often gossips about her favorite music in the salon.
— B Ted's marital status changed when he got married.

5 Listen and read the article from a magazine again. Is it acceptable to talk about other people's private lives?

Listening

6 Listen to a conversation between a stylist and a client. Choose the correct answers.

- 1 What happens during the dialogue?
A the woman talks about missing her hometown
B the stylist complains about his salary
C the couple mention their travel plans
D the woman asks about a touchy subject
- 2 According to the conversation, what is true about the woman?
A She is a hairdresser.
B Her hometown is San Francisco.
C She travels often.
D Her office is close to the salon.

7 Listen and complete the conversation.

Stylist: Hello, ma'am. I'm Collin and I'm a 1 _____ here.
Client: Hi, Collin. I'm Sylvia.
Stylist: Nice to meet you. So, are you from 2 _____ here?
Client: No, I'm 3 _____ San Francisco.
Stylist: Oh, that's a great city!
Client: It is, but it's expensive just like this salon. You must 4 _____ tons of money. What's your salary like?
Stylist: I earn enough to 5 _____ . Anyway, what do you do for a 6 _____ ?
Client: I'm a travel agent.
Stylist: Oh my cousin is a travel agent. He loves his job.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Hello, ma'am. I'm ... and I'm a ... here.
So, are you from around here?
Anyway, what ...

Student A: You are an employee at Bella Salon. Introduce yourself to Student B. When Student B asks you a touchy question, change the subject by asking him or her a question that is NOT off-limits.

Student B: You are a client. Ask Student A a touchy question about one of the following:

- what religion he or she is
- what his or her political beliefs are
- whether he or she is married
- how much money he or she makes

Writing

9 Imagine that you are a salon owner. Use the passage and the conversation from Task 8 to write a memo advising staff on how to make small talk with clients. Make sure to mention the following:

- appropriate topics to make small talk
- topics that are off-limits