Salon small talk

Get ready!

- 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?

gossip

Прочитать и перевести текст.

Выполните упражнения №1, 2,3, 4

Доделать диалог «Small Talk»



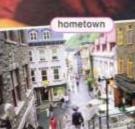
The Dos and Don'ts

of Salon Small Talk in America

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





salary

Reading

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

money job off-limits married religious favorite

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Vocabulary

- 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.

- Oheck (/) the sentence that uses the underlined part correctly.
 - 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.
- 6 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.
- Solution and complete the conversation.

Stylist: Hello, ma'arn. 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 ______ h

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

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 Ai 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

- 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