

Listen again to the conversations and fill in each blank with one word you hear

Conversation 1:

Customer: I have an important coming up this weekend, and I just realized my hands look so neglected. The around my nails is dry, and my themselves are uneven. I feel like I can't show them in public like this!

Staff: Don't worry! We'll work on your and give them a, healthy look in no time.

Conversation 2

Customer: I've been so at work, and I barely had time to take care of myself. My hair is a —it's grown way too long, and it's lost its I feel like I need something fresh and exciting, but I'm not sure what would me. Do you have any suggestions?

Staff: Absolutely! We can look at a few styles that will your face shape and make you feel great.

Conversation 3

Customer: I've noticed my skin has been looking dull and, especially after spending so much time recently. I want to refresh it, but I don't know what's best for my skin. Do you think you can help?

Staff: Definitely! We have treatments that will hydrate and rejuvenate your skin while being to sensitive areas.

Conversation 4

Customer: Lately, I've been spending so much time sitting at my, and now my and back are constantly Sometimes, it's so bad that I can't even focus. I've tried, but it doesn't help much. Do you have anything that might work?

Staff: That sounds uncomfortable. We have treatments designed to tension and help you feel more

Conversation 5

Customer: I've been walking a lot lately, and my feet have paid the price. The skin is and cracked, and honestly, it's a little painful. I'm embarrassed to wear shoes now. I really need to do something about it.

Staff: You've come to the right place. We'll the skin and get your looking and feeling great again.

Conversation 6

Customer: I have a to attend, and I want to look my best. My has grown, and I'm not sure how to style it I'd like a sharp, clean look, but I also want to keep it Can you help with that?

Staff: Of course! We'll trim and shape it to give you the balance of neatness and
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