

C ▶ 3.03 PHOTO STORY Read and listen to a conversation in a spa salon.



Receptionist: Can I help you, sir?

Client: Would it be possible to get a massage? I don't have an appointment.

Receptionist: Well, actually, you're in luck. Our eleven o'clock just called to cancel his appointment.

Client: Terrific.

Receptionist: Let me show you to the dressing area.



Client: Thanks. Oh, while I'm at it, do you think I could get a haircut, too?

Receptionist: Yes. But you might have to wait a bit. We don't have anything until 12:00.

Client: Not a problem. By the way, how much will the massage and haircut come to?

Receptionist: Let's see ... it will be 110 euros in all.



Client: Great. One more question. Is it customary to tip the staff?

Receptionist: Well, that's up to you. But most clients give the stylist and the masseuse a euro or two each.

D FOCUS ON LANGUAGE Answer the questions, using language from the Photo Story.

- How does the client ask for a massage?
- How does the receptionist indicate that the client can have a massage without an appointment?
- How does the client ask about the price of a massage and a haircut?
- What phrase does the receptionist use to tell the client the total cost of the salon services?
- How does the client say "That's OK"?
- What expression does the receptionist use to tell the client that the amount to tip is his decision?

SPEAKING

A PERSONALIZE Check the word or phrase that best describes how often you get these salon services. Then compare charts with a partner.

	weekly	monthly	once in a while	never	I do this for myself!
haircut	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
facial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
shave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
manicure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pedicure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B PAIR WORK In your opinion, what is the value of each service? Compare opinions with a partner.

“ I think massages are great for backaches. A massage helps me feel better. ”

“ A shave? Are you kidding? I do that myself. I don't go to salons! ”