

1. Talking to the customer

お声がけ

Script

A: Hi there. How are you doing today?

B: I'm good.

A: May I help you with something?

B: Thank you, but not really. I'm just looking.

A: Sure. Please let me know if you need help.

B: Thank you.

Phrase & Vocabulary

May I help you?
let me know

Just looking
need

A: 店員 (あなた) Beauty Advisor (you)

B: お客様 Customer



2. Talking to customer 2

お声がけ 2

Script

A: Hello. How are you?

B: I'm fine.

A: How may I help you today?

B: Well, I'm looking for a concealer for dark circles under my eyes.

A: Sure, I'll show you what we have. Please come this way.

Phrase & Vocabulary

How may I help you?

look for~

dark circles under eyes



3. Favorite item

お気に入り商品

Script

A: How long have you been using our products?

B: I think I've been using them for about 5 years.

A: That's great. May I ask why you like them?

B: Well, because they are organic, and I think they are suitable for my skin.

A: I'm glad to hear that. What's your favorite item?

B: Eye cream. I was having a hard time covering dark circles under my eyes with make-up, but they are gone now!

Phrase & Vocabulary

organic

favorite

suitable for~

dark circles under eyes



4. Counseling Pores

カウンセリング 毛穴

Script

A: What can I do for you today?

B: I'm concerned about my pores. They are getting bigger and more visible than before.

A: Could you tell me which area of your face?

B: Around my nose.

A: I see. They are clogged with oil. What kind of product do you use to wash your face and remove make-up?

Phrase & Vocabulary

be concerned about~

visible

clog

remove

pore

Which area of~?

What kind of~?



5. Counseling Sun Spots

カウンセリング 日焼けのシミ

Script

A: What is your skin concern?

B: I am looking for something for my sun spots.

A: Well, we have several products. I can recommend a good one depending on your skin type and condition.

B: Oh Ok.

A: What have you tried before to treat the sun spots?

B: I used something from a drugstore, but it was too drying for my skin and did not see much result.

A: Are you using a sunblock?

B: Yes, but only sometimes.

A: I see. To prevent future spots, sunblock is very necessary. Also, this brightening serum is our best seller and a lot of customers say they saw improvement in their skins.

Vocabulary

concern

condition

necessary

prevent

serum

sun spots

treat

sunblock

brightening

improvement



6. Counseling Wrinkle trouble

カウンセリング シワの悩み

Script

A: I have been getting a lot of fine lines and wrinkles lately. What can I do about them?

B: Dryness and ultraviolet rays cause wrinkles. The skin renewal cycle gets longer and skin loses its firmness is the primary cause.

A: Oh. What should I do? Is there any cream to treat this with?

B: I wish we had such a product. But anyway, it's important to try to prevent wrinkles by using an anti-wrinkle cream regularly. Of course you should also try to prevent exposure to ultraviolet rays and prevent dryness.

A: These crow's feet and deep laugh lines are terrible, aren't they?

Vocabulary

Fine line	wrinkles
Dryness	ultraviolet rays
Renewal cycle	firmness
Primary	cause
Treat	prevent
Anti-wrinkle	regularly
Exposure	crow's feet
Laugh lines	terrible



7. Counseling Freckle trouble

カウンセリング シミ・ソバカス対応

Script

A: I am concerned about these blotches and freckles. Do you have any good products?

B: Yes, we do. First of all, the most important thing is to take care of your skin using basic skincare products daily.

A: But they won't disappear quickly, will they?

B: Don't worry. You can conceal them with makeup.

A: I don't like wearing heavy makeup.

B: We have a very good new product. It's a powder type, and a small amount is enough to cover blotches and freckles, giving a translucent look and natural finish.

Vocabulary

Concerned	blotches
Freckles	first of all
Basic	disappear
Conceal	heavy makeup
Powder type	translucent look



8. Counseling Foundation

カウンセリング ファンデーション

Script

A: I'm looking for a foundation.

B: Sure. What type of foundation are you using now?

A: I'm using bb cream.

B: Oh, so do you prefer sheer coverage?

A: Yes, but I have a few blemishes I need to cover more.

B: Do you like a matte look or a luminous look?

A: I like a luminous look.

Phrase & Vocabulary

What type of~?

coverage

matte

sheer

blemish

luminous

