

1. Menu introduction via phone

電話でコース案内

Script

Y: Hello. Thank you for calling 81 Beauty Salon.

What can I do for you?

C: Hi, I saw your website and I want to try body treatment.

Y: Thank you.

We have three different types of body treatment.

C: What are they?

Y: There's Swedish massage, deep tissue massage and hot stone massage.

C: I want to try deep tissue massage.

Y: Ok, thank you.

Useful expressions

Treatment deep tissue

What can I do for you?

What kind of treatment would your like to try?



2. Taking phone reservation

電話で予約受付

Script

Y: When would you like to book?

C: How about next Sunday afternoon?

Y: Well, next Sunday afternoon is full but you can still book in the morning.

C: Can I book at 9:00 am?

Y: Of course.

May I have your name and phone number?

C: Yes. It's Laura Mercier and my phone number is 090-1234-2345.

Y: Thank you, Laura.

C: Thank you too.

Useful expressions

book

how about

of course

reservation

full

.. would you like to ...



3. Giving a direction by phone

電話で店舗へのアクセス案内

Script

Y: Do you know where our salon is?

C: No, I don't.

Y: Are you taking a train or a subway to come here?

C: I'm taking a subway.

Y: Please look at the Google map on our website.

C: Ok, I'm looking.

Y: There's an Exit 4 of Kyoto subway station on the right side of screen.

C: Yes, I can see.

Y: You can see a Starbucks when you come out from Exit 4.

C: Starbucks?

Y: Yes. It's on the right side. Our salon is on the 2nd floor of the Starbucks.

C: Ok, thanks.

Y: Your welcome. If you can't find our place, please call this number.

C: Ok, I will.

Useful expressions

Direction

Right/left side

the sign of our salon

my pleasure

looking forward to seeing you



4. Confirming reservation

電話で予約確認

Script

Y: Let me confirm your reservation.

C: Yes, sure.

Y: Your reservation is at 9 am on Sunday, March 5th for deep tissue massage.
Is that right?

C: Yes, that's correct.

Y: Ok, if you need to cancel, please let us know.

C: Yes, of course.

Y: Thank you for the reservation. This is Akiko speaking.

C: Thank you Akiko.

Y: Then see you next Sunday at 9:00 in the morning.

Have a nice day.

C: You too.

Useful expressions

Number (1st, 2nd, 3rd ...)

last Thursday

change the date

morning

coming Saturday

the week after next week

afternoon

evening



5. Meet & Greet

ご来店のご挨拶

Script

C: Hello.

Y: Hello, are you Laura? Hi, I'm Akiko.

Welcome to 81 Beauty salon.

C: Hi, Akiko.

Y: It's nice meeting you.

Please take your shoes off and wear these slippers.

C: Ok, thank you.

Y: Would you please put your shoes here?

C: Yes, sure.

Y: Ok, please come in and sit on the sofa.

C: Thank you.

Y: Please wait for a moment. I'll get a counseling sheet.

C: Yes.

Useful expressions

Welcome to ...

shoes off

counseling sheet

nice meeting you

wait for a moment



6. Counseling

カウンセリング

Script

Y: Sorry to keep you waiting.

Please fill in all the blanks in this counseling sheet. Here's a pen.

C: Thank you.

(Filling in)

C: I'm finished.

Y: Thank you. Please let me ask you few questions.

C: Sure.

Y: What parts of your body are the stiff, tense and sore?

C: Well, around my shoulders and neck.

Y: Do you know why it's in pain?

C: I use the computer more than 12 hours everyday.

Y: Ok, I see.

So you are sitting on a chair all day and watching the screen.

C: Yes, I do.

Useful expressions

Blank

stiff

sore

relieve the stress

let me ask

tense

desk work



7. Length of treatment

施術時間の選択

Script

Y: So you want to try the deep tissue massage?

C: Yes, that's right.

Y: We have 60 min, 90 min and 120 min.

Which one would you like to try?

C: I'll go for 90 min.

Y: Do you have to go anywhere after this?

C: Well, I'm going to have lunch with my boyfriend at 12:00pm.

Y: Really? Where's that?

C: It's near here.

Y: Ok.

C: What time will the treatment finish?

Y: If we start at 9:30, we can finish around 11:00.

C: That's perfect.

Y: I'm sure you want to get your hair and makeup done before your date.

Useful expressions

deep tissue

have to

near here

one and a half hour treatment

really?

perfect



8. Locker room

お着替えロッカールーム

Script

Y: I'll take you to the locker room and you can change into a gown.

C: Ok. Thanks.

Y: Please follow me.

Y: This is the locker room. Please come in.

C: Thank you.

Y: Please take off all your clothes and change into this gown.

C: Ok.

May I go to the bathroom before the massage?

Y: Yes, sure. The bathroom is over here.

C: Oh, thank you.

Y: This is the key to the locker.

Lock the door and hand it to me after you come out.

We'll keep the key at the front desk.

C: Yes, sure.

Useful expressions

take off change into

May I ... bathroom

hand it to front desk

Please take your time to get ready.

leave all your belongings in the locker



9. After changing into a gown

ガウンに着替え後

Script

C: I'm ready!

Y: You were quick.

C: Yes.

Where should I put my glasses?

Y: You can take them off in the treatment room.

C: Ok.

Y: Please wait here while I put the key at the front desk.

C: Sure.

Y: Thanks for waiting. Please follow me.

I'll take you to the treatment room.

C: Yes.

Useful expressions

quick/fast

glasses

take off

for a while

Do you need anything else?



10. In the treatment room

トリートメント室にて

Script

Y: Please come in.

C: Yes.

Y: While I'm waiting outside, please take off your gown and put it here.

C: Ok.

Y: Then lie on your stomach and face down on this bed between these two blankets.

C: Ok.

Y: May I take your glasses?

C: Here you are.

Y: Thank you.

Please call me when you are ready.

(Wait for a while. Knock, knock.)

Y: Are you ready?

C: Yes, I'm ready.

Y: Is the room temperature, Ok?

C: I feel a little cool.

Y: Then I'll turn the temperature up a little.

C: Thank you.

Useful expressions

Lie on your stomach face down

Temperature turn up

Are you warm enough?

Would you please take off your pierce and put it in this case?



11. Starting the treatment

施術開始前

Script

Y: Are you feeling comfortable?

C: My neck is hurting a bit.

Y: Please move down a little and put your face in the hole.

C: Ok.

Y: How does it feel now?

C: Much better.

Y: You can choose your favorite aromatherapy oil.

C: What do you have?

Y: We have lavender, rose, jasmine and eucalyptus.

C: I love rose.

Y: Ok. Now let me start with applying massage oil on your back.

C: Yes, please.

Useful expressions

Comfortable

hurt

a bit

favorite

aromatherapy

(essential oil name)

Bergamot, Cedarwood, Chamomile, Eucalyptus, Jasmine, Lavender, Lemon, Ylang-Ylang, Rosemary, Rose, Peppermint, Marjoram, Tea Tree, etc.



12. Other useful expressions

その他施術中の表現集

Script

Y: Please lie on your back, face up.

Y: Lie on your back, please.

Y: Turn your face up.

Y: Please turn your neck and face to the right side.

Y: Close your eyes, please.

Y: May I use cream now on your legs?

Y: Bend your knee please.

Y: Unbend your knee, please.

Y: I'll put the towel on your body,

Y: Is the pressure Ok for you?

Y: Is this position comfortable?

Y: Would you please raise your left arm?



13. Useful expressions about pains

施術中の痛み確認の表現

Script

Y: How's the pressure?

Y: Please tell me if you would like stronger or softer.

Y: Where do you feel pain?

Y: Where are you tight?

Y: Does it hurt?

Y: Where does it hurt?

Y: Show me where it hurts.

Y: Are there any areas you don't want me to touch?

Y: Is there any place I've missed?

Y: Please rise slowly.

Y: Please lift up your body.

Y: It seems you were very tired.



14. After the treatment

施術後

Script

Y: Hi, did you wake up?

C: Yes....

Y: I'm almost done. I'll bring a hot towel.

C: Ok...

Y: Thank you for waiting. I'm going to wipe your legs and feet.

C: Thanks...

Y: Is it hot?

C: No, it's fine...

Y: Was the strength of the massage Ok?

C: Yes, it was perfect.

Y: We're done. Please stretch your body to relax.

C: Ok.

Y: When you are ready, please wear the gown and go to the locker room to change.

C: Ok.

Y: You can set you hair and fix your makeup in the bathroom.

When you are finished, please come back to the counseling room.

C: Ok, thank you.

Y: Please take your time.

Useful expressions

wake up

wipe your legs

stretch

almost done

strength

fix your makeup



15. Closing & product introduction

クロージング・商品紹介

Script

Y: Please come and take a seat.

C: Thank you.

Y: How do you feel?

C: I'm totally relaxed. My body is so light.

Y: That's good to hear.

This is water. It helps detoxing. Please drink a lot of water today.

C: Ok. I will.

Y: This is the massage oil I used on you today.

C: It smells so nice.

Y: Yes. If you use this everyday, it helps to soften your skin and relieves the stiffness of your muscles.

C: What is this made of?

Y: It's Moroccan Argan oil.

C: How much is it?

Y: It's 5,000 yen.

C: May I take one?

Y: Sure. Let me get one for you.

Useful expressions

relieved

light

toxic

detox

smell

soften

made of



16. Next reservation

次回予約

Script

Y: Would you like to try this massage again?

C: Yes, I would like to.

Can I try another therapy next time?

Y: What would you like to try?

C: Can I try stone massage?

Y: Of course. Would you like to book the next treatment now?

C: Yes.

Y: When would you like to come back?

C: Maybe early next month.

Y: Do you want to book on the weekend?

C: What time does the salon finish on weekdays?

Y: We are open until 9:00 pm, so if you can come by 7:00 pm, we can do a 90 min treatment.

C: Ok. I see. Can I book at 6:30pm on April 20th, Thursday?

Y: Yes. Do you want to do 90 min, or 120 min?

C: I want to try the 120 min next time.

Y: Ok, thank you.

So, 120 min stone massage on Thursday, April 20th is fixed.

C: Thank you.

Useful expressions

Therapy weekends

Weekdays fix

Regularly



17. Check & Sending-off

会計・お見送り

Script

C: I'd better go now.

How much is it?

Y: The deep tissue treatment is 12,000 yen and the Argan oil is 5,000yen.
The total is 18,360yen, including the tax.

C: Ok.

Y: Would you like to pay by credit card or cash?

C: Card please.

Y: Thank you. Please wait for a moment.

(Waiting)

Y: Here you are. This is your receipt.

C: Thank you.

(Move to the entrance)

Y: Here's your coat.

C: Thank you.

Y: Ok, then I'll see you next month. Enjoy your lunch.

C: Thank you so much.

Y: Have a nice day.

C: Bye.

Useful expressions

including tax

pay by ...

See you

Here's ...

Here you are.

Enjoy ...

