

1. Meet & Greet

受付とご挨拶

Script

Y: Hello. How are you?

C: I'm good thank you.

Y: Do you have a reservation?

C: Yes. I do.

Y: May I have your name, please?

C: I'm Susan.

Y: Hi, Susan. We've been waiting for you.

Useful expressions

reservation

May I have ...?

appointment

We've been waiting for you.



2. Filling in the counseling form

フェイシャルマッサージ/カウンセリグ・フォームの記入

Script

Y: Thanks for coming to our salon.

C: I was really looking forward to coming here.

Y: Thank you. Please come over here and sit on the sofa.

C: Yes.

Y: We would like to do some counseling before the treatment.

C: Yes, sure.

Y: Would you please fill in this counseling form?

C: Yes.

Useful expressions

really

would like to ...

looking forward to ...

Counseling form



EF03: Esthetic (Facial)/ Counseling 1

フェイシャルマッサージ/カウンセリング 1

Script

C: I'm finished.

Y: Thank you for filling in the form.

C: You are welcome.

Y: How are you feeling?

C: I'm feeling a little tired.

Y: Oh, have you been working too hard?

C: No, I had a party last night.

Y: Well, you can sleep as much as you like during the treatment.

C: I think I'll fall asleep in a minute.

Useful expressions

fill in	you are welcome
a little	tired
as much as	during
fall asleep	a minute



EF04: Esthetic (Facial)/ Counseling 2

フェイシャルマッサージ/カウンセリグ 2

Script

Y: I'd like to ask you some medical questions.

C: Yes, of course.

Y: Are you pregnant?

C: No.

Y: Do you have any chronic illness?

C: I used to but now it's cured.

Y: That's great.

Y: Do you have any other health issues that I need to know?

C: No, I don't think so.

Y: Ok, if you have no health problems, please sign this health check sheet.

C: Sure.

Useful expressions

pregnant

cure

medical chart

chronic illness

health issue

health check sheet



EF05: Esthetic (Facial)/ Checking skin condition

フェイシャルマッサージ／肌診断

Script

Y: So, let me start with checking the condition on your skin.

C: Yes, of course.

Y: Do you have any allergies to cosmetics or chemicals?

C: No, I don't.

Y: Is your skin sensitive?

C: I don't think so.

Y: Do you have any other concerns about your skin?

C: Well, I really have dry skin.

Y: Ok, I see.

Y: Do you know why your skin is that dry?

C: Maybe because I always stay out in the sun.

Y: May I touch your facial skin?

C: Yes, please.

Y: Ok, it is really dry. I need to moisturize your skin.

Useful expressions

condition

allergies

chemicals

sensitive

trouble

moisturize

Do you have any concerns about your skin?



EF06: Esthetic (Facial)/ Skin condition check & promotion

フェイシャルマッサージ／肌診断と物販誘導

Script

Y: Do you have any other concerns?

C: Yes, I don't like the wrinkles around my eyes.

Y: Well, the dryness causes wrinkles.

C: Really? What should I do?

Y: You may want to use moisturizing skincare products for daily use.

C: I guess it's expensive. How much are they?

Y: There are many kinds of products.

Y: So let me do your treatment first and explain about it afterwards.

C: Yes, sure.

Useful expressions

wrinkles

I guess ...

explain

dryness

expensive



EF07: Esthetic (Facial)/ Choose the course

フェイシャルマッサージ/コースの選択

Script

Y: These are the courses for facial treatment.

Which course would you like to try today?

C: Ok, let me see.

What is the difference between a basic facial and an anti-aging facial?

Y: An anti-aging facial has all the steps of a basic facial and is usually targeted for the age of 40 and up.

C: I see. Do you think I need this?

Y: Well, you look very young, but I would recommend the anti-aging treatment to keep your skin young and healthy.

Useful expressions

Let me see.
anti-aging

Difference between ...
recommend



EF08: Esthetic (Facial)/ Remove the makeup (by customer)

フェイシャルマッサージ／化粧落とし（ご自分で洗顔して頂く場合）

Script

Y: Ok. Then, I need you to remove your makeup.

I'll show you where the sink is. Please follow me.

C: Yes.

Y: First, please put this headband on.

C: Yes. Am I ok?

Y: Yes. Now, use this cleansing gel to remove your makeup.

You will only need to use one pump.

C: Ok. Now, what should I do?

Y: Gently apply all around your face.

C: Like this?

Y: Yes, very good.

Then blend it with your makeup and wash it off with warm water.

C: Ok.

Y: Here's the towel.

C: Thank you.

Useful expressions

remove

follow me

gently

wash off

sink

pump up

apply

rinse off



EF09: Esthetic (Facial)/ Bathroom, accessories, bags, etc.

フェイシャルマッサージ／お手洗いの確認、アクセサリ、バッグ等

Script

Y: Do you need to go to the bathroom?

The treatment is going to take about an hour.

C: No, thank you.

C: Ok. Please follow me. I'll take you to the treatment room.

Y: Yes.

C: Please come in.

Y: Thank you.

C: Please take off your accessories and put them in this box.

Y: Ok, thank you.

Useful expressions

take off

earrings

hairband

take an hour

necklace



EF10: Esthetic (Facial)/ Change into bathrobe

フェイシャルマッサージ/バスローブに着替える（上半身のみの着替え）

Script

Y: Please take off your clothes from the waist up and change into this bathrobe.

C: Ok, where should I put my clothes?

Y: You can use this hanger to hang your clothes.

C: Ok, what about the rest of my clothes and bag?

Y: Please use this basket to put all your things in.

Or you can put your bag on the chair.

C: Ok, thank you.

Y: I'll stay outside the room until you change.

When you finish, please call me.

C: Yes, I will. Thanks.

Useful expressions

take off	cloths
waist	bathrobe
rest of ...	stay outside
until	

You don't need to remove all of your clothes.

You can leave your socks or stockings on.

If you need any help, let me know.

Please get dressed.



EF11: Esthetic (Facial)/ Lie down on the bed

フェイシャルマッサージ/ベッドに横になって頂く

Script

Y: Please lie down on the bed between these blankets.

On your back, face up.

C: Ok.

Y: Would you please come up a little bit over to my side, so that your head is fully on the pillow?

C: Yes, sure.

Y: Is your neck, ok?

C: Yes, I'm fine.

Y: How about the room temperature?

C: I feel a bit cold.

Y: OK I will adjust the temperature for you.

I'll put a towel around your décolleté. How does it feel?

Y: Thanks. That's much better.

Useful expressions

lie down

on your back

face down/up

pillow

neck

temperature

rise up

décolleté

Is your position comfortable?

What is your favorite aromatherapy oil?

Are you warm enough?



EF12: Esthetic (Facial)/ Remove the makeup (by Esthetician)

フェイシャルマッサージ／化粧落とし（エステシャンが落とす場合）

Script

Y: I'll first wrap a towel around your head and remove your makeup.

C: Ok. I'm sorry I have heavy makeup on.

Y: Don't worry. I'll start with removing your mascara with cotton pads.
Please close your eyes.

C: Yes.

Y: If the mascara remover gets into your eyes, please let me know.

C: Ok.

Y: Next, I'll apply cleansing cream and blend it in with your makeup.

C: Ok.

Y: I'll use a sponge to wipe off the cleansing cream.

C: (Ok.)

Y: I'll put a warm towel on your face.

C: (Ok.)

Useful expressions

wrap	around
remove makeup	heavy makeup
Don't worry.	cotton pads
apply	



EF13: Esthetic (Facial)/ Steam & massage

フェイシャルマッサージ/スチーム & マッサージ

Script

Y: Let me put the steamer on your face for about 5 minutes to make the pores open.

C: Yes.

Y: If you feel it's too hot, please let me know.

C: Yes, I will.

(Steamer finished)

Y: How do you feel?

C: very good.

Y: I'll use cleansing oil to massage your skin for double cleansing.

C: (silent; maybe sleeping, zzz...)

Useful expressions

Steamer

pores

Are you feeling, Ok?

Is the steamer hot?

Please let me know if you feel itchy.

Does your neck hurt?

You can sleep if you like.



EF14: Facial massage treatment Peeling, Exfoliation & Extraction

ピーリング、エクسفオリエーション（皮膚剥離） & 抽出

Script

Y: Now, I'll extract some of the keratin plug clogged in the pores by vacuuming.

C: Ok. (Vacuuming)

Y: Quite a lot of keratin plug were vacuumed around your nostril and mouth.

C: Is that so.

Y: I'll start the chemical peeling. Have you ever tried one?

C: No, actually not.

Y: After the peeling, I'll apply a clay mask all around your face.

C: Really?

Y: It might feel a little chilly.

C: Ok. (under go internal celebrant shine)

Y: Next, I'll do the iontophoresis.

C: Yes.

Useful expressions

Now let me start with your left hand.

I will leave the clay mask on for 15 min.



EF15: Esthetic (Facial)/ After the treatment

フェイシャルマッサージ／施術後

Script

Y: Hi, your treatment is over.

C: Oh, thank you....

Y: Did you sleep well?

C: Yes, I did...

Y: Please take your time to wake up.

C: Yes.

Y: When you feel awake, please get dressed and come out to the counseling room.

C: Ok.

Y: I'll prepare a drink for you. Would you like tea, organic tea, coffee or green tea?

C: I would like organic tea.

Y: Ok, see you shortly out there.

C: Ok, thank you.

Useful expressions

over

sleep well

take your time

get dressed

Would you like ...?

organic

See you shortly.

What does your skin feel like?



EF16: Useful expressions for facial massage

フェイシャル・マッサージ時の表現集

Y: Do you have any problems or concerns about your skin?

C: Nothing particular. / Yes, my skin is very dry. / I have lots of pimples on my cheeks and jaws.

Y: Do you have sensitive skin?

C: Yes, my skin is very delicate.

Y: Do you have any allergies on your skin?

C: I have allergies to ~ . / I'm allergic to ~ .

Y: Are you wearing contact lenses?

C: Yes, I am.

Y: Would you please take them out?

Y: I'll remove your eyeliner on your bottom eyelids. Would you please open your eyes and look up?

Y: Is the room temperature Ok?

C: I'm feeling a little cold.

C: What kind of facial course do you have?

Y: We have organic anti-aging, peeling and clay pack.

C: Which course do you recommend?

Y: We would recommend 90 min lymphatic massage.



EF17: Facial massage treatment / Types of facial treatment

フェイシャルマッサージ／施術の種類

Facial treatments

Lymphatic massage facial

Electric current facial

Anti-aging facial

Brightening facial

Enzyme acne facial

LED facial

Gem facial

Fruit acid facial

Acupuncture facial

Oxygen facial

Microdermabrasion facial

Ayurveda

Facial yoga

Sensitive skin facial

Hydrating facial

Diamond file facial

Firming and contouring facial

Decongesting facial

