

1. Reservation

予約と問い合わせ（電話）

Script

Customer (C): Hello. I'd like to make an appointment today.

You (Y): Sorry. We are fully booked today. How about tomorrow?

C: Ok. How about 10 o'clock?

Y: That is fine. Do you want a hair cut?

C: Yes. Hair cut and shampoo, please.

Y: Then, see you tomorrow at 10 o'clock.

Phrase & Vocabulary

Please wait for a moment.

Could you say that again?

Fully booked

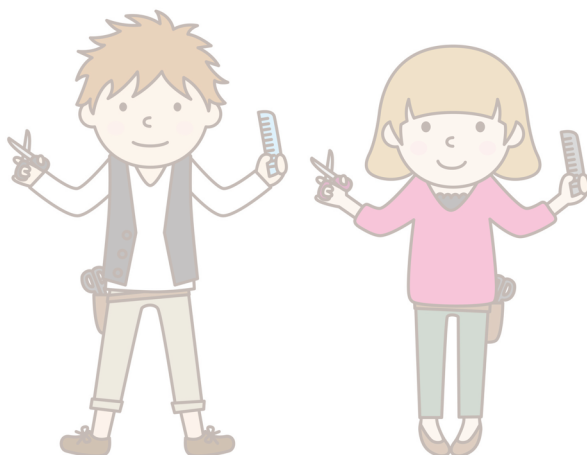
May I have your name?

Please hold on.

Schedule an appointment

How about ...

See you tomorrow.



2. Welcoming the customer

ご来店の応対

Script

C: Hello! I have a reservation today.

Y: Yes. I am waiting for you. My name is Akemi.

C: So you are the person I talked with yesterday?

Y: Yes! It is very nice to see you.

May I take your coat?

C: Sure!

Y: This way, please. Please have a seat.

Could you wait for a while? I will be right back!

Phrase & Vocabulary

Could you wait?

Thank you for waiting.

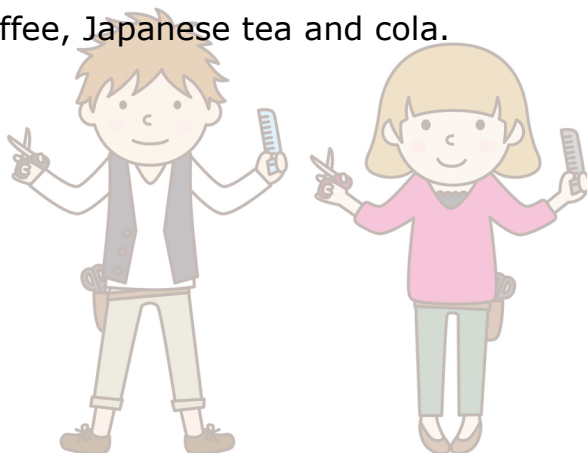
Please follow me.

Would you like me to take a coat?

Would you like to look at some magazines?

Would you like to drink something?

We have coffee, Japanese tea and cola.



3. Welcoming the customer 2

来店の対応 2

Script

Y: Hi How are you?

C: I'm fine, thank you. And you?

Y: I'm doing well. How can I help you today?

C: I would like to get a hair-cut.

Y: Absolutely. You came to the right place. Please have a seat your stylist will be with you shortly.

C: Thank you.

Phrase & Vocabulary

How are you doing?

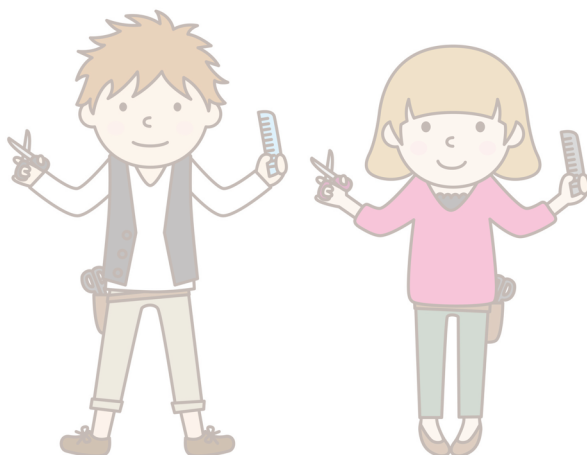
How about you?

Of course!

I'm great!

Definitely.

How did you find us?



4. Hair style counseling 1

ヘアスタイルのカウンセリング 1

Script

Y: Hello! Would you like a haircut?

C: Yes. I'd like to cut the ends shorter but I don't want to cut the bangs.

Y: OK. Your bangs are pretty long. Would you like to have it swept to the side? I think it would be flattering to part your hair down the middle as well. Your face would look slimmer.

C: Can you part it down the middle without perming the bangs?

Y: Absolutely. Let's wash your hair first.

Phrase & Vocabulary

Would you like

bangs

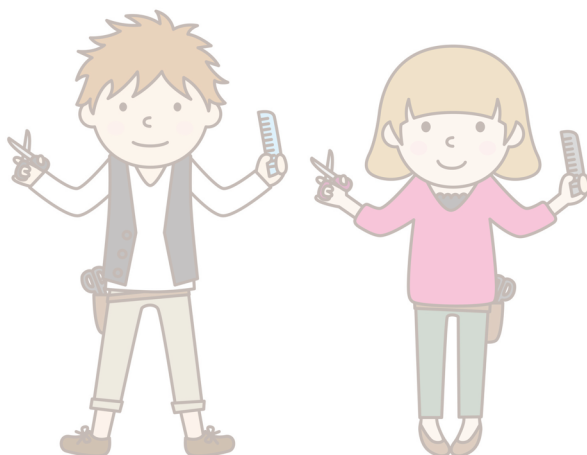
down the middle

perm

flattering

swept to the side

slimmer



5. Hair style counseling 2

ヘアスタイルのカウンセリング 2

Script

Y: Hello. How are you? My name is Yoshida.

C: Hello.

Y: How would you like your hair done today?

C: What do you think I should do?

Y: Do you have any trouble with your hair?

C: My hair does not have much volume and goes a bit flat.

Y: How about rounding the ends with a perm? I can curl your hair with an iron to see how it looks.

C: Looks great.

Phrase & Vocabulary

hair done

trouble with your hair

much volume

goes a bit flat

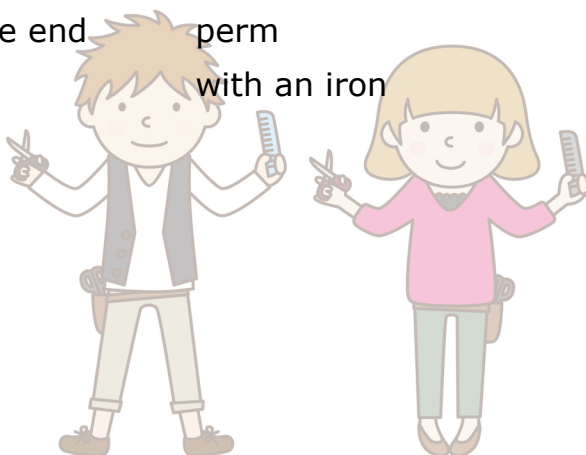
rounding the end

perm

curl

with an iron

Looks great



6. Hair style counseling 3

ヘアスタイルのカウンセリング 3

Script

Y: So how would you like to look today?

C: I want to have a bob about the length of my face and add some layers.

Y: Would you like to have layers all over or just at the back?

C: I would like to have shorter layers at the back and longer pieces at the front and have less layers around the face.

Y: Okay. Do you see any hairstyle you would like to get in the magazine?

C: Yes this is what I was thinking to get.

Y: Okay. Sounds great! This will be very flattering on you!

Phrase & Vocabulary

In the magazine

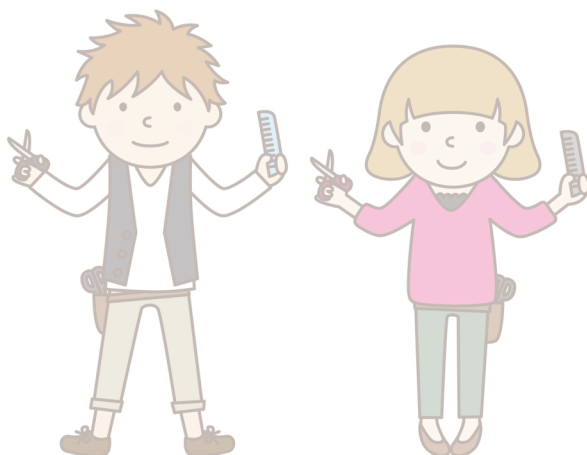
A bob

How do you want to look?

Add layers

Face framing pieces

Flattering



7. Hair style counseling 4

ヘアスタイルのカウンセリング 4

Script

Y: Tell me how would you like to look today?

C: I want a wavy shoulder length hair for winter.

Y: Okay. That sounds cute! When you say wavy, do you want to perm your hair or do you want to curl your hair with the curling iron?

C: I want to curl my hair with the curling iron. I also want to see how to make them look more like a beach wave than the traditional curls.

Y: I see. Yes we can do that. How much do you want to cut off from your hair?

C: About 5 inches.

Y: Okay. Do you want a blunt cut or natural ends?

C: Natural ends please.

Phrase & Vocabulary

Natural ends

How much do you want to cut off?

Wavy hair

Blunt cut

Beach wave

Traditional curls



8. Hair style counseling 5

ヘアスタイルのカウンセリング 5

Script

Y: I heard that you want to get a hair-cut. So what kind of look are you going for?

C: I wanted you to suggest me a hairstyle that flatters my face shape.

Y: I think you would look fabulous with some face framing layers and soft side-swept bangs to compliment your heart shaped face.

C: Ah I think that sounds very cute. Do you think I should cut my hair shorter or keep it as it is?

Y: I think you should keep it as it is but I will trim the ends to get rid of any split ends.

C: Awesome! Let's do that.

Phrase & Vocabulary

Side-swept bangs

Heart shaped face

Keep it as it is

Trim the ends

Split ends

Suggest

I recommend

It will compliment...

