

Track 1

- Hairdresser:** Good morning! This is Sarah from The Hair & Style Salon speaking. What can I do for you?
- Beth McKinsley:** Hello Sarah, this is Beth McKinsley. I'd like to make an appointment.
- Hairdresser:** Oh, I'm sorry, I didn't catch your name, it's quite loud in here at the moment. Could you repeat it, please?
- Beth McKinsley:** Of course. It's Beth McKinsley.
- Hairdresser:** Could you spell your last name for me, please?
- Beth McKinsley:** It's M – C – K – I – N – S – L – E – Y. My first name is Beth.
- Hairdresser:** Thank you very much, Mrs McKinsley. What can we do for you?
- Beth McKinsley:** Well, I need to have my hair trimmed and I would like to have some highlights done.
- Hairdresser:** Ok. ... When can you come in?
- Beth McKinsley:** Let's see. I get off work at 4:00 p.m. How about Tuesday at 4:30 p.m.?
- Hairdresser:** I'm really sorry, but I don't have anything available on Tuesday afternoon. Could you come in a little earlier?
- Beth McKinsley:** No, unfortunately I can't get off work earlier. Hmm ... What about next Saturday, 3rd of April?
- Hairdresser:** Hmm, yes. There are still some openings in the morning. Would 9:00 a.m. work for you?
- Client:** Yes, that sounds good. Is Monica available on Saturday?
- Hairdresser:** Ah, let me check the book again. Yes, she is available. Would you like to book your appointment with her?
- Beth McKinsley:** Yes, that would be great. I would also like to have my lashes dyed and my eyebrows done. Do you by any chance also do manicures?
- Hairdresser:** Yes, of course, we offer manicures as well. Would you like to book one on Saturday?
- Beth McKinsley:** Yes, please. Put me down for a manicure as well.
- Hairdresser:** Okay. Your appointment for a cut and highlights is next Saturday at 9:00 a.m. Monica will be your stylist, and I've put you in with Elena for the manicure.
- Beth McKinsley:** Thank you! See you next week.
- Hairdresser:** Goodbye, Mrs McKinsley! Have a nice day!

Track 2

- Stylist:** Good afternoon! How may I help you?
- Mr Berk:** Hello! My name is Alan Berk. I have an appointment at 2:30.
- Stylist:** Ah, here you are, Mr Berk. You are here to see Penelope for a haircut and a beard trim. Is that right?

Mr Berk: Yes, that's right.

Stylist: Penelope is just finishing up with another client, but she will be here for you shortly. Would you like to have a seat in the waiting area over there?

Mr Berk: Sure. I suppose I'm a little early anyway.

Stylist: You can have a look at these magazines and relax. May I take your coat?

Mr Berk: Yes, thank you.

Stylist: Can I offer you anything to drink? Tea, coffee, water?

Mr Berk: Coffee is fine.

Stylist: Do you take it with milk or sugar?

Mr Berk: No, just black. But I'd appreciate a glass of water.

Stylist: Okay. I will be back in a minute.

Get the look!

Unit 2

Track 3

Hairdresser: Good morning, Mrs Barlow! Good to see you again!

Mrs Barlow: Good morning!

Hairdresser: Please take a seat. Can I offer you something to drink?

Mrs Barlow: A glass of water would be nice, thank you!

Hairdresser: My assistant will get it for you. You are here to talk about a wedding hairstyle – that sounds exciting!

Mrs Barlow: Yes, but I hope there's no misunderstanding. I am not the bride. I'm just a guest at my cousin's wedding and I want a special hairstyle for the occasion.

Hairdresser: I see. Would you like to have a look at these magazines first, or do you have a particular hairstyle in mind?

Mrs Barlow: Oh, I'd like to have a quick look at the magazines. ... Oh, this picture is really beautiful. A French twist like this one is such a classic, glamorous look. But I'm afraid that my hair is too thin and not long enough. Such a shame!

Hairdresser: Well, that's actually not a problem. I could use a hairpiece, but we would have to order it. I can also create a customised hairpiece just for you, if that is something you are interested in, but it will take some time. And there is also the question of how much money you are willing to spend. A hairpiece can be quite expensive.

Mrs Barlow: Oh, I would have never thought of that. Is it really that expensive?

Hairdresser: Well, you could also rent one just for the occasion.

Mrs Barlow: Really?

Hairdresser: Let's try this one. I will put it in so you can see what it looks like.

Mrs Barlow: That sounds like a good idea.

Hairdresser: I will backcomb your hair a bit more than on the picture we just looked at. A flat look like this one would not flatter you as much because your face has a rounder shape.

Mrs Barlow: Oh, that sounds fine. I trust your judgement completely.

Hairdresser: Do you already know what you are going to wear? With an off-the-shoulder dress, for example, it looks better to leave some strands down to frame your face and your neck. Otherwise it's quite a strict, sleek look.

Mrs Barlow: I am going to wear an off-the-shoulder dress, so the softer look is probably better.

Hairdresser: Have a look in the mirror, now. Do you like this updo?

Mrs Barlow: I love it, it looks so glamorous. And I feel really comfortable with the hairpiece. I think I will get one for myself.

Cut out for this job

Unit 3

Track 4

Barber: Good afternoon, Mr Sharp! Nice to see you again!

Mr Sharp: Hello! Good to see you too.

Barber: So, just to check. You have an appointment for a haircut and you want your beard trimmed. Is that right?

Mr Sharp: Yes, that's right.

Barber: Can we do anything else for you?

Mr Sharp: No, thank you, that is all.

Barber: Can I help you with your jacket?

Mr. Sharp: Yes, thank you. Here you are.

Barber: Please take a seat in the shampoo area. I will be with you in a second.

Mr Sharp: That head massage was really relaxing.

Barber: Good, that's how it should be! Can I offer you something to drink? Coffee, tea, or some water?

Mr Sharp: A cup of coffee would be great, thank you.

Barber: Do you take sugar or milk?

Mr Sharp: No sugar, but milk, please.

Barber: Here you are.

Mr Sharp: Thank you!

Barber: Okay. What can I do for you today? How would you like your hair cut?

Mr Sharp: Well, I definitely want it shorter ... it's already grown quite a bit since my last haircut. And I want to go for a different look; it feels as if I've had this cut for ages!

Barber: Sometimes you just have to change things up. How short do you want it? I have some pictures of different kinds of cuts here. Are you thinking of a buzz cut, like the one in this picture?

Mr Sharp: No, that looks too short! I'd rather have it very short in the back and on the sides, but longer on top.

Barber: Okay, that's what we call a crew cut. Have a look at this picture. That's the kind of look you are thinking of, isn't it? Tapered in the back and on the sides, but longer

on top. I am going to do the back and the sides with the clippers, and then shape the top with the scissors. Does that sound good to you?

Mr. Sharp: Yes, that sounds great.

Track 5

Barber: So, that's it. Have a look in the mirror. Do you like it? I can also show you the back and the sides, here.

Mr Sharp: Let me have a look. Yes, I really like it! It looks great!

Barber: I'll just style your hair with some gel to give it some texture, and then we're done.

Mr Sharp: Can I do this at home?

Barber: Sure, you just need some gel to form your hair. I recommend this product because it doesn't stick to your hair. You just need a tiny amount to recreate this style at home. I'll show you how it's done.

Mr Sharp: That actually seems quite easy. Do you sell this gel here?

Barber: Yes, we sell the whole product range. You can have a look at it at the reception desk. This gel is 25 euros.

Mr Sharp: Oh, then I'll take one when we're finished.

Barber: Sure! But let's trim your beard first. Are you happy with the shape of your beard, or do you want something different as well?

Mr Sharp: I'd like the shape to stay the same, but could you trim it to a length of 3 mm?

Barber: Of course. I'll use these clippers set to grade one. Could you lean back please? Is that comfortable for you?

Mr Sharp: Yes, it's fine.

Barber: And we're done. I will put your chair in an upright position again. Do you like your beard like this?

Mr Sharp: Yes, it looks neater than before. Thank you.

Barber: You are welcome!

Barber: So ... That's 20 euros for the haircut, 20 euros for the beard trim and 25 euros for the gel so you can style your hair at home. Your total is 65 euros.

Mr Sharp: Here you are!

Barber: Thank you – here's your change. I hope to see you again in a few weeks.

Mr Sharp: You will! See you soon. Goodbye.

Barber: Goodbye.

Show your true colours

Unit 4

Track 6

Hairdresser: Good morning, Mrs Miller! Nice to see you again!

Mrs Miller: Hello! I'm happy to be back. I am so ready for a new look!

- Hairdresser:** Please take a seat. I can see that you made an appointment for a colour treatment?
- Mrs Miller:** Yes, that's right! I want to change things up. I don't think this chestnut colour suits me anymore. I've had my hair like this for years, and the colour just isn't me. I'll be turning fifty next week, I already have plenty of white hair and I'm ready to look my age. I want something that suits me better.
- Hairdresser:** I see! Well, in my opinion, it is always a great idea to go for something new before a birthday. It's a treat for you, and it's a nice way to surprise your friends when you celebrate. Would you like to have a cup of coffee before we start? I would like to talk over a few possibilities.
- Mrs Miller:** Oh, coffee would be great! Thank you!
- Hairdresser:** Here you are. Well, first of all, you are more of an autumn type. That means that warm brown or red tones will really suit you. But some of your natural hair has already turned white, especially around the temples. I suspect that if we colour your hair the usual way now, some of the white will already be visible after a few weeks because your hair just keeps on growing.
- Mrs Miller:** Exactly! I look younger with freshly dyed hair, but I don't want to deal with the regrowth anymore. After a few weeks, it's obvious that brown is no longer my natural colour. It seems such a nuisance to cover up my white hair. It's just natural at my age.
- Hairdresser:** Would you like to return to your natural hair colour?
- Mrs Miller:** No, not really! I've had it coloured for more than ten years. I definitely wouldn't feel comfortable if I went completely grey, and my natural colour is just this ashy brown ...
- Hairdresser:** Okay, that's what I thought, too. But just to make sure. You do not want to cover it all up, but you want something that looks more natural and is easily manageable.
- Mrs Miller:** Yes, that's it.

Track 7

- Hairdresser:** Okay, that's what I thought, too. But just to make sure. You do not want to cover it all up, but you want something that looks more natural and is easily manageable.
- Mrs Miller:** Yes, that's it!
- Hairdresser:** And you do not want to stick with the chestnut.
- Mrs Miller:** I thought that a lighter shade would look better with the grey.
- Hairdresser:** Do you already have any concrete ideas? Would you like to stay in the brown colour range? Or is red or blond something that you would consider?
- Mrs Miller:** I think that a light brown would look nice.
- Hairdresser:** I think so too. Let's have a look at the colour samples: As you are an autumn type, you should stay in the range of these warm brown tones. They would all suit you, especially this hazel here ...
- Mrs Miller:** Yes, this brown looks beautiful. That's the hair colour I want!

Hairdresser: Alright! Let's discuss your treatment. First, I will have to do a blonde rinse to lighten your hair. Then I will apply an oxidative tint in the hazel colour you choose. The tint will not completely cover the white hair, so it will look more natural. Does that sound good to you?

Mrs Miller: Yes! That sounds perfect.

Hairdresser: I just want you to know that the tint will start to fade after you have washed your hair a few times. To keep the colour fresh, I would suggest adding some lowlights in the same shade of hazel, but with a colour, not a tint. These lowlights won't fade as fast. We do not have to do them now; you could also come back next week.

Mrs Miller: Let's do the lowlights next week, on the day of my birthday. Then my hair will look great for the party!

Hairdresser: Fine. I'll start on the blonde rinse and the oxidative tint now. In the meantime, you could also have a look at the magazines I put on your desk. If you want, you can choose a hairstyle for your party. Then we'll do the lowlights next week, and I'll style you for your party.

Mrs Miller: I can't wait!

Catching the wave

Unit 5

Track 8

Nina: Hello!

Hairdresser: Hello Nina, nice to see you again! How are you today?

Nina: I'm feeling great, thank you. What about you? Everything alright at the salon?

Hairdresser: Yes, we're quite busy at the moment, but that's as it should be. What can I do for you today?

Nina: I want my hair completely straight! I'm tired of having to use a straightening iron every day. I want a permanent solution. You offer chemical treatments for that, don't you?

Hairdresser: Of course we do. What about your hair length? Do you want to keep it or would you like to go shorter?

Nina: I would like to have it shorter. You can cut off up to twenty centimetres.

Hairdresser: Okay! We'll start with the haircut and then I'll apply the straightening treatment. Have you ever had your hair chemically straightened before?

Nina: No, this is the first time.

Hairdresser: Then let me quickly describe the process: First, I will wash your hair and cut it. Afterwards, I'll blow-dry your hair as smooth and straight as possible. I hope you have some time on your hands, because you will have to wait up to twenty minutes after I have applied the straightening cream.

- Nina:** That's okay, I don't have any other appointments today.
- Hairdresser:** During the exposure time, I will keep combing your hair straight. Then we'll rinse out the straightening cream and apply a product called the neutralizer. This will guarantee that your hair stays in its new shape.
- Nina:** That sounds like quite a procedure!
- Hairdresser:** And we're not even done yet. I'll wash your hair properly again, put on an acid treatment and blow-dry for a second time. You'll be good to go in about two hours.
- Nina:** Well, then let's get going!

Track 9

- Hairdresser:** So, we're finally done! How do you like your look!
- Nina:** I love it! My hair looks so smooth and straight. You did a great job!
- Hairdresser:** Thank you, I'm happy to hear that. To protect your hair after this harsh chemical treatment, I suggest you use a special shampoo and conditioner at home. These products will ensure that your hair stays healthy and shiny. I can give you some samples, and you can buy the full sizes here as well.
- Nina:** That sounds like a good idea. Is there anything else I need to keep in mind?
- Hairdresser:** Yes! To make sure that your hair stays in its new shape, you have to keep it totally straight for the next 24 hours. That means that you cannot tie your hair together, put it behind your ears or create any other hairstyle. Just leave it straight.
- Nina:** Can I wear a headband to keep the hair out of my face?
- Hairdresser:** I wouldn't do that if I were you. It could result in a crease. As a general rule, the first 24 hours after any chemical change in your hair's texture are critical. You need to make sure not to disturb your hair at all so it can permanently take on its new shape. Washing it is obviously a no-go as well!
- Nina:** That's good to know! I promise I will take good care of my hair now. I want it to stay this smooth and glossy as long as possible.

Track 10

- Interviewer:** Hello Gina, nice to meet you! Thank you very much for taking the time for this interview.
- Gina:** Hello! I'm happy to be here.
- Interviewer:** Gina, you were the first female hairdresser to win Austria's "Hairdresser of the year award" in 2012. Congratulations!
- Gina:** Thank you!
- Interviewer:** Could you tell me something about yourself and how you made your way as a hairdresser?

Gina: Of course! I was brought up in Eastern Styria. I'm the youngest of four children and my older sister was already working as a hairdresser when I was still in elementary school. She was such a good stylist! I was already interested in the trade, so I went to work with her during the summer holidays and helped her out in her salon. It was clear to me that I would become a hairstylist. When I was fifteen years old, I started my apprenticeship. I was already looking forward to the final exam ...

Interviewer: You were looking forward to the exam?

Gina: Yes, I was! I wanted to show what I had learned as an apprentice.

Interviewer: An interesting point of view. What did you do after you had finished your training?

Gina: After my apprenticeship, I worked in different salons in Graz. I opened my first salon in 2004. It's called "Hairgott".

Interviewer: That's quite a successful career! What can you tell me about the Hairdressing Awards?

Gina: I've participated in the awards since the first show in 2007. I was nominated a few times, and I won my first award in 2011. I won the category "Damen Süd". This feeling – standing on stage and accepting the award – it was all so exciting. I knew then that I would come back.

Track 11

Gina: When I was preparing for the next Hairdressing Awards, everything was going really well. I worked on the concept for about four, five months as usual, and I was very satisfied with it. I had very clear ideas, and they translated well onto the models and the pictures. I received a few nominations again, and then it was as if I was on stage all the time: I won "Damen Süd", "Farbe" and "Publikum". It was the best day you can imagine in a hairdresser's career.

Then there was the finale and Arabella Kiesbauer announced the winner. "And the hairdresser of the year is ... Gina Aichbauer!" I was completely surprised, so happy, and so, so proud. It was an indescribable feeling that I will never forget!

Interviewer: You are the first woman to win this award. What went through your head when you accepted it?

Gina: Hmm ... Well, I was extremely proud to be the first woman to receive this honour, and I was glad that I could prove that women are just as capable as men. And I felt gratitude towards all the people who supported me – especially my team.

Interviewer: Gina, to conclude this interview: What has changed in your life since you won "Hairdresser of the year"?

Gina: A lot! I receive a lot of press inquiries, I have clients from all over Austria, business is booming. People even recognise me on the street! What else ... well, my apprentices and the whole team are proud and motivated. I am booked for a lot of stage shows, and I also teach seminars. It feels as if I have reached some kind of

celebrity status. All in all, the award opened a lot of doors for me ... and continues to do so.

Interviewer: Thank you so much for this interview!

Gina: You're welcome.