

Unit 32B (pages 166 and 167)

SOLUTION

Cash or card?

HEADWORK
LEIDENSCHAFT FÜR HAARE
www.headwork-haardresser.at

PRICELIST

CUT & STYLING
Trend haircut full service
Type consulting, hair wash with special shampoo and relaxing head massage, blow drying or curling. 49,00
Trend haircut standard 15,00
Type consulting, hair wash with special shampoo and relaxing head massage, Quick-Styling. 33,00
Machine haircut 28,00
Consulting + hair wash + blow-drying (setting) Updo 32,00

CHILDREN (up to 13 years)
Consulting + hair wash + cut + blow drying 24,00

COLORATION
Intensive tint 33,00
Plant tint 36,00

HIGHLIGHTS / LOWLIGHTS
Effect strands 20,00
Foil strands 50,00
Multicolour strands 69,00

VOLUME
Long lasting volume 32,00
Perm 46,00
Extra charge for shoulder-length to long hair 10,00

CARE
Instant care 7,00
Luxury ritual 30,00

Service with every visit.
• individual consulting • specifically formulated shampoo
• Tao- und Shiatsu massage • finishing products for styling
• hot and cold beverages • loyalty bonus

ALL MAJOR CREDIT CARDS ACCEPTED!



Payment by credit card:
Important details
A Card symbol
B Card hologram
C Card number
D Card expiry date
E Card holder's name
F Magnetic strip
G Card holder's signature

166 one hundred and sixty-six

Unit 32B



- 1 Where do I pay?** A2
- Look at the photos on the opposite page.
 - How do the customers pay at the salons?
 - Write the appropriate method from the box of payment below the photo.
- ☐ cash ☒ by credit card ☐ by cash card
- Listen to the scene at the cash desk.
 - How does the customer want to pay?
 - Tick the correct answer in the box above.
 - Look at the price list on the opposite page and tick the items the lady has to pay for.
- What else does she buy?
How much is it in total?
Does she leave a tip? How much?
Take notes in your exercise book.

Payment in cash

- Clearly inform the client of the total that needs to be paid.
- Take the client's money, count how much you have been given, and place it on the till, or where the client can see it.
- Calculate the client's bill and double-check the final amount.
- Calculate the change required.
- Give the client the receipt.
- State the amount to be paid and count out the change to the client.
- Check whether further appointments are required.
- Put the money in the till or cash box.
- Before the client leaves, make sure that he or she is satisfied.

- 2 Do you take credit cards?** A2
- Listen to the scene and mark the questions S for stylist and C for customer.
- Where do I pay?
 - Would you pay at the reception desk, please?
 - How much is it?
 - Do you take cards?
 - Do you accept American Express?
 - Would you sign here, please?

- 3 Cash?** A2
- Look at the procedure for cash payments on the left. Can you number the steps in sequence?
Work with a partner.
Do you accept cards in your salon? Which ones?
Can you find the details listed on the opposite page on the credit card shown? Write the appropriate letters into the spaces on the credit card. Point out the details to a partner.

- 4 That's all** A2
- In a small group, prepare a scene at the cash desk. Your partners will tell you which services they have to pay for. You as a stylist calculate the bill according to the price list. Present your scene to the class. Listen to the other presentations and take notes: service(s), total amount of the bill, and method of payment.



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1 Where do I pay?



How do the customers pay at the salons? Write the appropriate method from the box of payment below the photo. from top to bottom: **by cash card; cash; by credit card**

Listen to the scene at the cash desk.

How does the customer want to pay? Tick the correct answer.

☐ cash ☒ by credit card ☐ by cash card

Look at the price list on the opposite page and tick the items the lady has to pay for.

Trend haircut standard: Type consulting, hair wash with special shampoo and relaxing head massage, Quick-Styling 33,00
Plant tint 36,00
Extra charge for shoulder-length to long hair 10,00
Instant care 7,00

What else does she buy?

A shine spray.

How much is it in total?

104 Euros.

Does she leave for a tip? How much?

Yes, but we don't know how much.

2 Do you take credit cards?



Listen to the scene and mark the questions S for stylist and C for customer.

- C** Where do I pay?
S Would you pay at the reception desk, please?
C How much is it?
C Do you take cards?
C Do you accept American Express?
S Would you sign here, please?