Transcript for the interview with reception tasks video

# Interview with reception tasks

### Scene 1: Taking payment, booking the next appointment and product promotion

Receptionist: Oh, hi. That looks nice.

Client 1: I absolutely love it. I love the products you used, the shampooing products.

Receptionist: Yeah? OK, that’s actually our Wella Brilliance range that we use. At the moment we’ve got a special offer on. It’s £14.99 for a set. You get your shampoo and your conditioner that you’ve liked that we’ve used on you today and also you do get a styling product.

Client: Oh, that sounds good.

Receptionist: I’ve only got a couple left.

Client: OK, I’ll take one of those, please.

Receptionist: Yeah, OK.

Client: Thank you.

Receptionist: I’ll pop that in there for you.

Client: Thank you.

Receptionist: I’ll just tot up your bill, Alison.

Client: OK.

Receptionist: That comes to... So that’s your cut, your colour, your products, that comes to £79.99.

Client: OK. Can I pay by card?

Receptionist: Yeah, you can. You can.

Client: Lovely.

Receptionist: OK, if you want to take your card out of there.

Client: Thank you.

Receptionist: And there’s your receipt.

Client: That’s lovely. Thank you very much. Thank you.

Receptionist: Thanks, Alison. So, Alison, can we book another appointment for you?

Client: Yes, please, yeah. Can I have it six weeks today, about the same time?

Receptionist: Let me just have a look for you. Oh, Janine isn’t free at this time in six weeks. She’s got half an hour later, or I can put you in at this time in six weeks’ time with Jo. Which would you prefer?

Client: Can I stick with Janine, please?

Receptionist: Yeah, sure.

Client: Just for a cut and blow dry next time.

Receptionist: Oh, right, OK, yeah, fine.

Client: Thank you.

Receptionist: Shall I pop it on an appointment card for you?

Client: Please.

Receptionist: Certainly.

Client: Otherwise I shall forget.

Receptionist: Yeah, OK. Thank you ever so much.

Client: Yeah, thank you.

Receptionist: OK. Enjoy your products.

Client: Thank you very much.

Receptionist: All right.

Client: See you soon.

Receptionist: Thanks. Bye, Alison.

Client: Bye.

### Scene 2: Dealing with a customer who is not happy with her cut and colour

Receptionist: Good afternoon. College Salon. How can I help you?

Client: Hi, this is Alison Booth speaking. I had an appointment this morning with Janine at ten o’clock for a cut and colour.

Receptionist: Mm-hm.

Client: I was really happy when I left the salon. However, when I’ve got home, I just don’t like the colour. It’s too gold. You know, when I’ve looked in my own light and I really prefer it to be more ash. So I just wondered if you could have a look at it for me.

Receptionist: Yes, sure. Definitely. So, Alison, are you the lady that bought the products as well?

Client: I am, yes.

Receptionist: OK, so it was with Janine. Janine’s actually busy just now. She’s with another client. Can I take your phone number and I’ll get Janine to phone you back at a convenient time? What is a convenient time?

Client: Um, well, I don’t really want to make a fuss, obviously. I feel a bit embarrassed but she can phone me back this afternoon between four and five, if that’s any good.

Receptionist: Yeah, that’s absolutely fine. So can I take your telephone number, then, please?

Client: Yeah. The number is 0749 534 7229.

Receptionist: OK, what I’ll do is I’ll just read that back to you, Alison, just check I’ve written it down. So it’s 0749 534 7229.

Client: Yeah, that’s right.

Receptionist: OK, and what I’ll do is, Janine will phone you back this afternoon between four and five and we’ll get this resolved for you as soon as possible.

Client: OK, that’s perfect, thank you.

Receptionist: All right.

Client: Thank you very much for your help anyway.

Receptionist: OK, all right. Thanks, Alison.

Client: Thank you.

Receptionist: Bye, now.

Client: Bye-bye. Bye.

Receptionist: Hi. Janine? I’ve just had a call from Alison Booth. Yeah, yeah, yeah. The lady who had the colour this morning. Mm, yeah. she’s not quite happy with the colour. Yes, she’s one of your regular clients, isn’t she? Yeah, it’s a bit gold, she said. So I’ve suggested... you were busy with a client so I’ve suggested that you ring her back. She’s free between four and five this afternoon, if that’s OK. Yeah, OK? Her number is 0749 534 7829. If you could ring her back between four and five this afternoon. She is expecting your call. Thanks, Janine. Yeah, thanks. Bye, now.

#### **Transcript ends 0:04:41.6**