

Everyday services. HAVING THINGS DONE

INTRODUCTORY TEXT

"Where have you been, John? Goodness me, how smart you look! Your hair's lovely, and what have you done to the rest of your clothes?"

"Well, I remembered, I'd promised to buy you a bottle of perfume ... "

"So you went to the chemist's -"

"That's right. I got a bottle of perfume, put it in my pocket, and, as the sun was very bright, I thought I'd get a pair of sun glasses as well, only, as I left the shop -"

"You couldn't see."

"And I walked into a man, who was delivering ink to the stationer's."

"So you were scared of what I would say, and went to have your trousers cleaned."

"That's right. Well, after I left the dry-cleaner, I tripped over-"

"Because you were too lazy to have the loose sole repaired on your right shoe."

"And I broke one of the eggs, which went on my jacket." "So you had to go back to the cleaner's."

"Yes, and then, after I'd left my jacket and the bag of groceries there, I went to the iron monger's for that new door-handle we need and a bag of screws, - anyway, as I was going out of the door, I tripped again -"

"And broke -"

"My watch. But first of all I went to the cobbler's and had my sole milled down, then I took the watch to the watch repairer's and had a new glass fitted, then I went to the ironmonger's and by the time I came back, they'd cleaned and pressed my jacket for me."

"That was all right then -"

"Yes, but when I put the things (I'd bought from the ironmonger's into the shopping-bag -"

"You put them on top of the eggs -"

"I looked in the bag and took out the two I'd broken, but I was so upset I put my hands to my head -"

"And got egg all over your hair."

"So I went to the barber's and had a shampoo."

"Well, all's well that ends well, and you did need smartening up. You bought me some perfume too - what sort of scent has it got?"

"Well, smell my right-hand jacket pocket, but don't put your hand in, because it's full of broken glass!" (*from "Limba Engleza in Conversatie" by G. Galateanu-Farnoaga*)

Ex. 1. Comprehension questions.

1. What is John's wife surprised at?
2. Why did John have to go to the dry-cleaner's for the first time?
3. Why did he have to return there for the second time?
4. Why did he trip?
5. Why did John decide to go to the watch repairer's?
6. What did they do at the dry-cleaner's?
7. John went to the barber's, didn't he?
8. What happened at the end of the story? Where do you think John will have to go again?

Ex. 2. Make up questions to which the following sentences might be answers.

1. When John returned home his hair was freshly washed and set, all his clothes were cleaned and pressed.
2. John walked into a man who was delivering ink to the stationer's.
3. He was too lazy to have the loose sole repaired on his light shoe in time.
4. John was very absent-minded.
5. At the watch repairer's they fitted a new glass into his watch.
6. While John went to the ironmonger's they'd cleaned and pressed his jacket at the dry-cleaner's.

7. He put his purchases on top of the eggs.
8. At the barber's he had a shampoo.
9. John's pocket was full of broken glass.
10. His wife wanted to know what perfume John had got for her.

At the barber's shop

Vocabulary:

Barber's shop (barber's) мужская парикмахерская

Hairdressing saloon (hairdresser's) женская

Beauty-parlour салон красоты

Hair (uncount.): Her hair is red.

A hair (count) волосок: Waiter! I've got a hair in my soup!

To do hair, to dress hair укладывать волосы

Hair-do модельная стрижка (жен), прическа, укладка

To cut стричь

Hair-cut стрижка (муж)

To have a haircut, I want to have a haircut

A beard борода

Moustache усы

Curls, locks, perm

Trim подравнивание, *to trim. I want just a trim. Will you trim it?*

To shampoo. Will you shampoo my hair?

To shave

To blow, to blow dry высушить

To dye, she has her hair dyed _black. (без предлога!!): *Tom Soyer painted the fence _green.*

To manicure

A fringe челка

A back затылок

sides виски

A parting пробор: *Can you move my parting to the left?*

Cut the fringe (the back shot)

Take a little more off the top (front)

Shave some more off the sides

Cut very short all over

Not too much off

I want to have a haircut (to have my beard shaved, to have my hair dyed, ...).

To have smth done:

She cut her nails/ She had her nails cut

I cleaned my jacket / I had my jacket cleaned

People seldom mend their shoes themselves. They have their shoes mended.

Ex. 3. Respond to the questions using "I'd like". Model:

A: Do you want me to comb your hair?

B: Yes, I'd like my hair combed.

1. *A: Do you want me to cut your hair? B:*

2. *A: Do you want me to trim your beard? B:*

3. *A: Do you want me to manicure your nails? B:*

4. *A: Do you want me to shave off the moustache? B:*

5. *A: Do you want me to leave your beard as it is? B:*

6. *A: Do you want me to scratch your back? B:*

Ex. 4. Dialogs at the hairdresser's. Read, learn and act in pairs

1. Just a trim (просто подравнять)

A: How do you want it, sir?

B: Just a trim, please.

A: How about a shampoo?

B: I'm afraid it'll take too much time. I'm in a bit of a hurry.

A: It won't take more than 5 minutes.

B: No, I don't think so, thanks. Not this time.

A: Shall I cut the sides short?

B: Yes, and make it short all over, please.

2. Wash and blow dry

A: How shall I do it?

B: I don't want a plain haircut. Could you do something special?

A: Yes. We are the right place for modern hair- dos.

B: I saw this picture in a women's magazine. This girl had her hair partly shaven and partly dyed.

A: Shaven and dyed? How extraordinary.

B: Yes, dyed green.

A: Shall we begin with a wash and blow dry?

B: Yes, go ahead. To shave one's head is a bit too much, but what I really want is a long fringe.

A: OK. What about the sides and the back?

B: Cut it fairly short in the back. Just leave the sides long. Could you give me a perm?

A: Certainly, if you're sure you really want it...

B: I do. And I want a grey lock, you know. Just a patch of grey hair right here. No, here. Or better here. See? Could you do it?

A: Certainly, madam. We are the right place for customer's fancies.

B: When you have done it, fix it with spray. And I want my nails manicured.

A: What colour?

B: Violet. It's my favourite colour.

3. I am wanted by the police

A: I want a shave, please.

B: Certainly, sir. Shall I trim your beard?

A: No, shave it off.

B: What about moustache?

A: Ah... Shave it off, too.

B: Yes, sir. Beginning a new life, are you?

A: Absolutely new. And I want a haircut, too.

B: How would you like it?

A: Cut it fairly short. No, cut all the hair off altogether.

B: Yes, sir. You're going to save on combs and shampoo, are you? So, I'm cutting it off...

A: Yes. No, wait. No cutting, I want it dyed instead..

B: Dyed? And what colour, may I ask?

A: Make it... Yellow, please..

B: Yellow? I'm afraid, I can only make it black, red, brown or grey.

A: Can it be green? You see, I'm wanted by the police and I don't want them to recognize me.

Text 1. An economic lesson at the barber's shop

Vocabulary:

an odyssey into

an economic miracle

hustle and bustle толкотня, спешка, давка, суета

walk of life общественное положение

uniquely revered особо почитаемый

to run business (to run a barber's shop, an institute...) – руководить, заниматься чем-л.
To rush (*Fans rushed to the stage during the live Michael Jackson concert*) бегать (носиться, бросаться)
To run in арестовывать (*The person was ran in for burglary*)
To run into врезаться (*The lorry ran into the cat*).
To prolong, to prolong the pleasure
Outing выход в свет
to bask нежиться
state of the art самый современный
upscale высококачественный
foresight дальновидность, предусмотрительность
spanking превосходный
exchange rate валютный курс
feverishly лихорадочно
to run at full capacity
to scrutinize дотошно, пристально изучать.
Insightful проницательный
To hook подцепить; поймать на удочку; заполучить
Showstopper гвоздь программы
Impeccable безупречный *Darling, your hairdo is impeccable tonight.*
To figure out вычислять, понимать, постигать
Cornerstone краеугольный камень

Tokyo – In Japan, some people play golf on weekends and some form long lines in the Ginza district to watch first-run foreign films. A knowing few go to the barbershop.

A trip to a Japanese barbershop is an odyssey into the country's economic miracle, a glimpse at the same attention to detail that has made "Japan Inc." the envy of the capitalist world. It is more than simply getting a haircut. Customers go to escape the hustle and bustle of Tokyo's frenetic pace. They go to complain about local politics and catch up on the latest neighbourhood scuttlebutt. But most of all, they go to be cranked up high in the barber's chair, to assume for at least one precious moment – regardless of their walk of life – that honorific stature uniquely revered in Japan: that of *okyakusama*, or customer.

So going to the barbershop here is an outing. The object is not to get it over with as quickly as possible, American-style, but to prolong the treatment and bask in its sensual pleasures.

No one understands this better than Tanaka-san, who runs a state-of-the-art barbershop up the street from where I live, in the Minami Azabu district. Like much else in Japan, Mr. Tanaka's shop has only recently gone upscale. Last year, he sold his small, old shop, located a few blocks from the new one, for a cool \$15.3 million. With typical Japanese foresight for investing for the long pull, Mr. Tanaka ploughed the proceeds into his spanking new premises. Mr. Tanaka, 54, has been in the barbering business for 38 years. Back in 1950, he charged only 35 yen – not much compared with the 3,200 yen he receives today for a cut and shampoo. At today's exchange rates, \$22 for a haircut might seem expensive, but I think it's one of the best deals in town.

You always have to wait in Mr. Tanaka's shop: He doesn't take reservations because he doesn't need to. But when your time comes, Mr. Tanaka directs you to the seat of honour. Soon his wife is feverishly shampooing your hair, massaging your scalp with a special brush. While she scrubs, Mr. Tanaka is busy at the next chair, applying the finishing snips and snaps to another client. This tag-team approach keeps the shop running at full capacity. Mr. Tanaka typically spends about 45 minutes cutting your hair, scrutinizing the symmetry of the sideburns with the utmost care. His cutting skills are superb, but it is in conversation that he truly excels. He knows when to talk, when to listen and when to utter the drawn-out guttural grunt of approval so common in Japanese. These insightful yet subtle dialogues with his clients create the cornerstone of Mr. Tanaka's thriving business: the repeat customer, every retailer's dream. For the rare client not "hooked" by pleasant conversation, Mrs. Tanaka's shaving technique, with a straight-edged razor, is the showstopper. First, she places a hot towel over your face, then wipes your face with

moisturizing oil.

She applies another hot towel to remove the oil and lathers you up with warm shaving cream. Finally, she methodically spends fifteen minutes shaving off every last whisker – including any stray hairs that might have found their way to your forehead or earlobes. The oil and hot-towel procedure is repeated and the reclining customer is gently coaxed into returning to earth.

Foreign businessmen trying to figure out what makes Japan's economy so successful might do well to visit a Japanese barbershop. Impeccable service isn't extra here, it's included in the price of admission. *By Tripp Strauss*

Ex. 5. Read the text quickly and answer the questions:

<p>1. What do people in Tokyo NOT do?</p> <p>a. watch first-run foreign films</p> <p>b. play bridge on weekends</p> <p>c. go to the barbershop</p> <p>2. Why do people in Tokyo go to the barbershop (aside from getting a haircut)?</p> <p>a. To chatter</p> <p>b. To relax</p> <p>c. Both "a" & "b "</p> <p>3. What is the English for <i>okyakusama</i>?</p> <p>a. Businessman</p> <p>b. Customer</p> <p>c. Barber</p>	<p>4. Mr. Tanaka is</p> <p>a. a barbershop owner</p> <p>b. mayor of Minami District</p> <p>c. the author of the article</p> <p>5. He's in the this business for</p> <p>a. 54 years</p> <p>b. 38 years</p> <p>c. 50 years</p> <p>6. Because Tanaka's barbershop is so popular,</p> <p>a. you need a reservation</p> <p>b. you need to wait in line</p> <p>c. he is opening another shop</p>	<p>7. Not only is Mr. Tanaka a good barber, he is also</p> <p>a. an expert in shaving techniques</p> <p>b. skilled at conversation</p> <p>c. a local politician</p> <p>8. Why should a foreign businessman visit a Japanese barbershop?</p> <p>a. to get a haircut</p> <p>b. to get shaved</p> <p>c. c.to better understand the success of Japan's economy</p> <p>9. Relaxation and sensual pleasures are</p> <p>a. admitted goals of customers</p> <p>b. not possible in the busy atmosphere</p> <p>c. not appreciated by hurried customers</p>
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Ex. 6. Read the text once more and translate: 1. Некоторые люди играют в гольф или ходят в кино, и лишь немногие знатоки идут в парикмахерскую. 2. Поход в парикмахерскую – это одиссея в «экономическое чудо» Японии. 3. Клиенты приходят сюда, чтобы избежать суматохи и напряженного ритма жизни большого города. 4. Эти люди хотят хотя бы на одно драгоценное мгновение ощутить себя в положении глубокоуважаемого клиента. 5. Поэтому выход в парикмахерскую – это выход в свет. 6. Американский стиль – подстричься как можно быстрее, японский – продлить удовольствие (prolong pleasure). 7. Танака в парикмахерском бизнесе 38 лет, сейчас у него собственная модная парикмахерская. 8. Хотя некоторые считают, что \$22 за стрижку это слишком круто (steep), парикмахерская м-ра Т.- одна из лучших в городе. 9. В этой парикмахерской клиентам приходится сидеть в очереди, т.к. никто не бронирует места заранее. 10. Когда приходит ваше время, м-р Т. усаживает вас на почетное место клиента. 11. Командный подход (team approach) позволяет парикмахерской работать на полную мощность. 12. Парикмахерское мастерство (cutting skills) м-ра Т. превосходно, но именно беседа с клиентом – это гвоздь программы. 13. Диалоги с клиентом – краеугольный камень его процветающего бизнеса. 14. В конце концов клиента уговаривают спуститься с небес на землю.

Ex.7. Translate the text into literary Russian in written (from the paragraph “She applies hot towel...”)

II. At the tailor's (tailoring shop)

Vocabulary:

- to alter smth (to have smth altered)
- to take in (to take in (at) the waist) ушить; обманывать I was taken in by his appearance.
- to let out
- to lengthen (shorten)

- to mend
- to patch a hole
- to tear-tore-torn
- to sew [sou] – sewed-sewed
- to sew buttons on (the button has come off)
- to be tight (loose) in ... Гимли надевает кольчугу (chain armour): *It's a bit tight in the shoulders.*
- To be baggy at the knees.

III. At the cobbler's, dry cleaner's

- Shoes (winter shoes; sandals; кроссовки *trainers* (Br.E.); *sneakers* (Am.E))
- *If I were in your shoes...*
- Sole подметка
- Tip набойка
- Heel (high-heeled shoes)
- To tear (torn-torn), to wear (worn-worn)
- worn through до дыр изношенный

This shoe is torn. This jacket needs dying (=to be dyed) some other colour. I've got a stain to be removed.

Set expressions (remember the story of the Fisherman and Gold Fish):

- The Fisherman was a poor man, *poverty was always at his heels.*
- He was *under his wife's heel.*
- She always *brings him to heel.*
- When she speaks to him *his heart is at his heels.*
- He's not able to tame her, so he's better *take to his heels.*

Ex. 8. Finish the sentences

1. *Short sleeves need to be ...* 2. *Long sleeves need to be ...* 3. *The hole needs ...* 4. *The shoes need ...*

Ex. 9. New Year situation

New Year's coming. Today's December, 31, 5 p.m. You are very unhappy and going to spend a boring night on your own. Suddenly the phone rings and changes everything. A boy you sympathize invites you to celebrate N.Y. together at the restaurant. You are to meet at yours at 9 p.m. You're delighted, but when you start getting ready you find out that:

- *your black dress is a bit old fashioned: it's too long and too loose in the waist;*
- *it's been eaten by moth at the bosom;*
- *your shoes need repairing: a heel's broken and a sole's nearly torn off;*
- *your only safe tights are of white colour;*
- *your hair is in awful disorder and you want it dyed and dressed.*

*You've got just 5 hours for everything but you are not going to spoil the night (and perhaps the whole life because you like the boy very much). You have no one to help but your old Granny. **THINK WHAT COULD BE DONE AND ACT NOW!!***

Having Things Done

Everywhere in Russia we have what we call multiple service establishments. There're tailor shops, shoemaker's, barber shops, dyers', dry cleaners', watch repair and all the other service shops combined (in one). Service is generally good, and they'll fix you up in no time. But sometimes it leaves much to be desired and they fall behind with orders. However such service establishments are a good arrangement for a busy man, especially since all the little things (minor service) are done while-you-wait.

The tailor shop will take care of major and minor alterations and repairs: put on patches (patch jackets and trousers), mend rips and tears, press creased clothing, and even sew on buttons. They will do everything in the most expert and skillful way. They will take in or let out a coat at the seams, lengthen or shorten the sleeves. Here you can also order a suit or a dress to be made for you. Tailored clothes are always unique and that's why they've always been very popular.

At these service establishments they also have a dyer's and cleaner's shop (dyeing and cleaning service). If you want any stains to be removed, dry cleaners will take care of them. With the help of new chemicals they can remove even the most stubborn stains without leaving any traces. The dyer's will make a neat job of dyeing material from one colour to another.

One of the services available is the photographer's. You can have your photo taken there and if it's urgent (a rush job) they'll do it in a few hours. They will also develop and print snapshots taken by amateur photographers.

Then you'll find a watchmaker at your service. He will set your watch, if it's slow or fast, replace a glass (crystal), or clean and polish it, if it needs it. The watchmakers make a good job of the watches they handle and when a watch comes out of the watchmaker's hands it'll keep perfect time.

A busy spot is the shoemaker's. They stitch burst seams, heel and tap shoes and boots and also clean and polish them. Usually they don't charge much for their services. Prices are quite reasonable.

Another service we need quite often is the barber's for men and the hairdresser's (or beauty parlour) for women. At the barber's you can get a shave, haircut and shampoo. The services you could expect to find at the hairdresser's are: permanent wave (perm), manicure, skin treatment (massages both hand and electric) with various creams. A hairdresser can colour and cut your hair and offer a new hairset.

Ex. 11. Comprehension questions.

1. What services does the multiple service shop offer its customers?
2. Why are these establishments a great convenience and a time-saving arrangement for the public?
3. What can you do at the tailor's?
4. What do the dyers do?
5. What services can they offer you at the photographer's?
6. Do they deal with amateur photographers?
7. How can a watchmaker help you?
8. Is it expensive to repair a watch?
9. What is the difference between the barber's and the hairdresser's?
10. What is a beauty parlour?
11. What can you have done at the barber's/the hairdresser's?

Ex. 12. Make up questions to which the following sentences might be answers.

1. Service is generally good and they fix you up in no time. But sometimes it leaves much to be desired and they fall behind with orders.
2. These are minor alterations and repairs which can be made at the tailor's.
3. You may have stains removed and clothes cleaned.
4. Your pictures may be ready in a couple of hours.
5. If you need to replace a broken glass of your watch, go to the watchmaker's.
6. Usually when a watch comes out of the watchmaker's hands it will keep perfect time.
7. They may tap your shoes while-you-wait.
8. At the barber's you can have a shave, haircut and shampoo.
9. You can have your hair permed and coloured at the hairdresser's.
10. Skin treatment and manicure are also available at a beauty parlour.