

*A*

- Annie rings the hairdressers Cool Cuts for an appointment for a cut and blow dry
- Jenni, one of the trainees, asks her who normally cuts her hair
- Annie says Jason or Phil
- Jenni asks when she would like to come
- Annie says Saturday
- Jenni says that Phil has a free slot on Saturday at 11.15
- Annie says that would be fine.

*B*

- Ed rings Cool Cuts for an appointment for a hair cut
- Jasmine, the part-time receptionist, asks him who normally cuts his hair
- Ed says he hasn't been before
- Jasmine asks when he would like to come
- Ed says Thursday afternoon
- Jasmine says Antonia has a free slot at 5.10 on Thursday
- Ed says that would be fine.

*C*

- Jo rings Cool Cuts for an appointment to have highlights put in plus a cut and blow dry
- Michael, the manager, asks her who normally does her highlights
- Jo says she would like Diana do her highlights and Michael to cut her hair
- Michael says he can't find a time when both are free until three weeks on Monday at 10.25
- Jo says she will take that slot.

*D*

- Michael, the manager of Cool Cuts, takes on a new haircutter called Rudolph
- Rudolph's day off will be Tuesday
- Michael enters these details into the computer system.

*E*

- After her cut and blow dry Annie comes to the reception desk to pay
- Jasmine, the part-time receptionist, says that will be £20
- The customer pays the amount due
- Jasmine registers the amount paid on the system

*F*

- Jenni accepts a new delivery of hairdressing products (shampoo etc.)