

Scene 1

01 H: But at the moment you can sort of see it's been cut s- fairly blunt on the bottom, sort of more . chunky.

02 C: [NODS]

03 H: And if we just graduate that out, that'll actually just improve that look at the back there.

04 C: Yeah.

05 H: OK?

06 C: I can't help it though, I mean, when it's long and I can't get to a hairdresser I cut it.

07 H: Yourself?

08 C: Mm.

09 H: ()

[PAUSE; BACKGROUND NOISE]

10 C: D'you know what I'd like to be? Do you know . do you know, did you ever watch a show called "I, I Love Lucy"?

11 H: Yeah, years ago, yeah.

12 C: You know her colour hair?

13 H: Um, it was quite . orangey-looking.

14 C: Yeah.

15 H: Yeah.

16 C: I'd love to be like that.

17 H: Well, I mean, the colour that you've got in now I think's nice, but you can have a few pieces like that. Otherwise I think it could look a little bit hard on you. But I'll show you a few colours after anyway. While we're drying it, I'll give you some ideas of what we were talking about.

Scene 2

01 C: Last time, ah, this is to, um, give you confidence: last time I had my hair cut I didn't go to work for . two days.

02 H: Oh no!

03 C: Yeah.

04 H: So too short, or?

05 C: I just couldn't do anything with it.

06 H: Oh! Unmanageable hair.

Scene 3

01 C: Y-, you know I was telling you about my dog?

02 H: Yeah.

03 C: Well [PAUSE] if, it's a-, because it's been left so long, I don't know whether or not I should, um . I can't get him cremated.

04 H: Because it's too long?

05 C: Well, it, because I made such a fuss in the beginning when he died, that I couldn't . so I feel really stupid if I then five months later ring and say "Oh, well, just . get rid of him."

06 H: Oh well I mean, you're entitled to that really. I mean, you were quite, you would have been very upset.

07 C: Yeah, I was. ()

08 H: I think you're entitled to change your mind. [LAUGHS] I would. If it meant that much to me, you know, it's worth it.

09 C: [NODS]

Scene 4

01 H: I'll just put your head just slightly over to the side there. We're not gonna take too much off the side, I'm just (doing) sort of just tidying it up a little bit, just to blend it into the back [HRT]. OK?