

Міністерство освіти і науки України
ПРОФЕСІЙНО-ТЕХНІЧНЕ УЧИЛИЩЕ № 8

ІНОЗЕМНА МОВА ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ

/професія «Офіціант»/

*/Навчальний посібник з розвитку комунікативної
компетенції /*



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м. Чернівці,
2021 р.

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2021 р.

Схвалено на засіданні методичної комісії викладачів гуманітарного циклу Професійно-технічного училища № 8

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КИЯШКО Анжела Костянтинівна, викладач іноземних мов, спеціаліст вищої категорії, старший викладач Професійно-технічного училища № 8, голова обласного методичного об'єднання викладачі іноземних мов закладів професійної (професійно-технічної) освіти області

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Розвиток комунікативної компетенції з предмету «Іноземна мова за професійним спрямуванням з професії «Офіціант». Навчальний посібник, м. Чернівці, 2021. 95 с.

Навчальний посібник створений для викладачів англійської мови та здобувачів освіти з метою використання на практиці для розвитку комунікативної компетенції за професійним спрямуванням з професії «Офіціант». Значений посібник може також використовуватися як практикум для працівників ресторанного господарства та для самостійного опанування англійської мови.

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Пояснювальна записка

Професія офіціанта є однією із стародавніх. На фресках Єгипетських пірамід зображені люди, які подають їжу до столу фараонів. Мабуть це й були перші офіціанти.

Святкування знаменних дат, подій, весілля і навіть прийом видатних осіб і підписання угод передбачає спілкування за урочистим столом і неможливе без офіціантів, які беруть активну участь у загальній трапезі. Як розсадити людей, які страви подавати і кому в першу чергу, які прибори потрібні для споживання тієї чи іншої страви - саме до цього має безпосереднє відношення офіціант. Він не тільки обслуговує людей, які сидять за столом, але й допомагає і навіть навчає їх дотримуватися певних правил і етикету споживання їжі. Сьогодні жоден ресторан, кафе чи бар не може обійтися без офіціанта.

Професійна діяльність офіціанта передусім, передбачає спеціально спрямоване спілкування між ним і відвідувачами. Всі вони різні, але потребують поради і допомоги офіціанта, іноді покладаються на його смак і професійну компетенцію.

Офіціант активно формує своєю роботою перше враження відвідувачів не тільки про самого себе, але й про своє підприємство.

З метою формування у офіціантів достатніх навиків професійного спілкування необхідно покращити знання монологічного та діалогічного мовлення та удосконалити мовну компетенцію.

Посібник призначено для здобувачів освіти ЗПТО, які володіють базовими мовними та мовленнєвими навичками користування англійською мовою на рівні A1.

Метою посібника є засвоєння, тренування і активізація у мовленні фахової термінології професійного тезауруса працівників ресторанного господарства; формування та розвиток навичок професійної комунікації; розв'язання виробничих проблем; стимулювання активного самостійного вивчення англійської мови; розширення фонових знань у професійному середовищі.

Посібник укладений з урахуванням новітніх методик викладання іноземних мов та використання іноваційних засобів навчання (QR – код) та інтернет посилань.

Посібник містить 13 розділів, додатки та словник професійних термінів:

- Розділ 1 – Прийняття замовлення по телефону
- Розділ 2 – Зустріч і розміщення гостей
- Розділ 3 – Прийняття замовлення
- Розділ 4 – Виконання замовлення
- Розділ 5 – Правила подавання вина
- Розділ 6 – Подавання перших страв
- Розділ 7 – Подавання других страв
- Розділ 8 – Вирішення скарг
- Розділ 9 – Прибирання використаного посуду
- Розділ 10 – Подавання солодких страв
- Розділ 11 – Техніка подавання чаю/Подавання напоїв після їжі
- Розділ 12 – Розрахунок з відвідувачами
- Розділ 13 – Сервірування столу

У кожному розділі висвітлюються теми, які необхідні при спілкуванні працівників у закладах ресторанного господарства. Різноманітні завдання дозволяють активізувати вивчені мовні одиниці та лексичні звороти для подальшого використання їх у мовленні. У процесі укладання посібника було використано досвід вітчизняних та зарубіжних методик викладання, а також враховано необхідність реалізації особистісно-зорієнтованого підходу до формування конкурентно спроможного фахівця нового типу.

UNIT 1 TAKING RESERVATION BY TELEPHONE KEY VOCABULARY

VERBS

accept

address
 answer
 apologise
 ask for
 assist
 care for
 check
 copy
 find out
 get out
 greet
 identify
 make a reservation
 offer
 reserve
 spell
 take a reservation
 write

agreement
 alternative
 caller
 contact number
 date
 floor chart
 head-waiter
 notepad
 record
 request
 reservation
 section
 title
 window
 waiter
OTHERS
 booked out
 instead
 non-smoking

NOUN

Read the dialogue, pay attention to the main expressions and phrases



Fred, the head-waiter, answered the phone at Chez Max. He greeted the caller



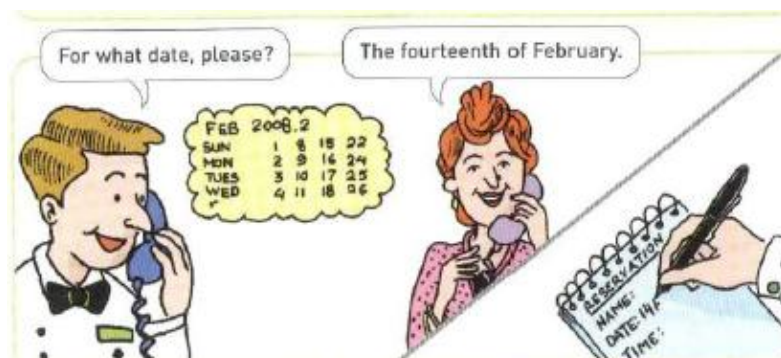
...and identified the restaurant and himself



He offered to assist the caller



The caller wished to make a dinner reservation. Fred got out the reservation notepad



He asked her for a date of the reservation

...and wrote down the details as she spoke



Fred asked Ms Reid for the number of the people in her party. The caller had a special request – a window table



Fred checked the floor chart. He apologized because the non-smoking section was booked out that night



He offered her an alternative, Ms Reid accepted the offer and asked for her agreement

Fred read back to Ms Reid all the details he had written on the reservation notepad

FOR SPECIAL ATTENTION

make a reservation = a caller makes a reservation

take a reservation = a waiter takes a reservation

A floor chart is a plan showing all the tables and parts of the restaurant

details = small items of information

A reservation record is a book that contains all the details of the reservation

a booking = a reservation





booked out/fully booked = the restaurant is full and can't take any more reservation

a special request = the caller asks for some more, e.g. a window table or a birthday cake

identify yourself = say who you are

a party = a group

offered her an alternative = gave her another choice or possibility

Addressing Guests	Speaking about TIME	Speaking about DATES
<p>Whenever possible use: SIR/MADAM or MR/MRS/MS/TITLE + name when you speak to guests.</p>	<p> At eight o'clock At eight</p> <p> At a quarter past eight At eight fifteen</p> <p> At eight thirty At half past eight</p> <p> At a quarter to eight At seven forty-five</p>	<p>Written: 1 Jan 1/1 1.1.2008 Spoken: <i>January first</i> <i>The first of January</i></p> <p>Written: 31 Dec 31/12 12.31.2008 Spoken: <i>December thirty-first</i> <i>The thirty-first of December</i></p> <p>Written: 14 Feb 14/2 2.14.2008 Spoken: <i>February fourteenth</i> <i>The fourteenth of February</i></p>

UNIT 1. EXERCISES

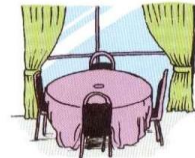
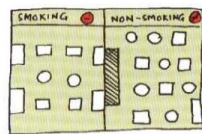
1. Choose a word from the box to match each picture below

Notepad floor chart caller date window table reservation record
waiter non-smoking sign



DATE: 14.2.2008			
NAME	TIME	PAX	SPEC
Reid	8:30pm	4	wine snack

MONDAY
7th APRIL 2008



2. Fred asked the caller for the details of the reservation. What information did Fred ask for?

Date of reservation

3. Match the words in column A with their meanings in column B

A	B
1. assist	a) give your name
2. reserve	b) no more seats\tables
3. a group	c) say sorry
4. a request	d) say yes to an offer
5. fully booked	e) help
6. apologize	f) book
7. accept	g) a party
8. identify yourself	h) something a person asks for

4. Write out some ways of saying the time shown on the clocks below



seven fifteen

or

a quarter past seven

5. Write down a spoken form of these dates

April 5 – the fifth of April

23 May

12nd Dec


02.06.2008


31\12


6. Match the terms from the left with the statements on the right


1. Identify yourself	a) “a round table near the door”
2. Greeting	b) “I`m afraid we`re fully booked tonight”
3. A special request	c) “Jenny speaking”
4. Apologizing	d) “Good afternoon, sir”
5. Spelling out something	e) “Can I help you, madam?”
6. Making a reservation	f) “I`ll check the floor chart for you”
7. Assisting a caller	g) “That`s H-U-D-S-O-N”
8. Offering to do something for someone	h) “I`d like to book a table for dinner, please”

7. What is the head-waiter saying to the callers below? Fill in the speech bubbles.

1. 

2. 

3. 

4. 

8. Discuss the following questions with your partner

1. Why do some women prefer to use the title MS instead of MISS or MRS?
2. Why did Fred ask the caller for a contact number?
3. Why does Fred write down details on a notepad while he talks to the caller?

9. Watch the video and practice vocabulary and pronunciation



UNIT 2. RECEIVING AND SEATING GUESTS

KEY VOCABULARY

VERBS

allow
arrive
attend
check
focus
fold
get smth ready
greet
make eye-contact with
pick up
place
point
prepare
pull out
push in
receive
return
seat
show
smile
wait
welcome

NOUNS

arm
chair
cloakroom
coat
desk
direction
eye-contact
floor chart
lap
napkin
palm
position
shape

OTHERS

ahead
clearly
closest
extended
reserved
satisfied
shortly

Read the dialogue, pay to attention to the main expressions and phrases



Fred greeted the people at the reception desk and asked if if they had a reservation

He checked the Reservation Record and confirmed the details with the guest

Fred showed Mr Nicols and his party to table 14, which was reserved for them



He asked if they were satisfied with the table

Fred pulled out the chair of the lady guest closest to him...

...and slowly pushed the chair back into position as the guest was seating herself



Standing to the right of the guest, Fred picked up the napkin, folded it into a triangular shape...

...and placed it on the guests lap

He told the guests that a waiter would attend to them soon.



Then he returned to the reservation desk

The next guest to arrive did not have a reservation



He checked the floor chart and found a table for them

Fred offered to keep their coats in the cloakroom

He asked them to wait while the table was being prepared

FOR SPECIAL ATTENTION

seating herself = the action of sitting down

two paces = two steps (about 1 metre)

ahead = in front of

satisfied with = pleased with

a table for four = a table which can seat four people

cloakroom = a place where coats, hats, umbrellas etc. can be left for a time

stand to the right of someone = stand on the right hand side of that person

make eye-contact with someone = to look directly into the eyes of someone

focus only on one guest = look only at one person

triangular = in the shape of triangle

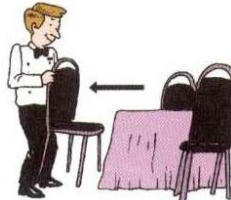
UNIT 2. EXERCISES

1. What is the waiter doing in the pictures below? Choose an action word from the box to fill in the blanks

pulling out picking up showing seating folding welcoming



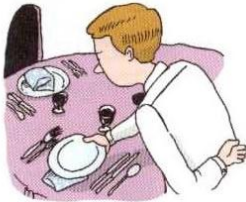
1. He is _____ them to the table



2. He is _____ the chair



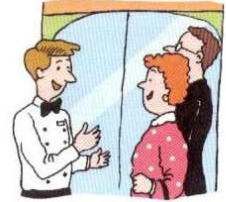
3. He is _____ the guest



4. He is _____ the plate



5. He is _____ the napkin



6. He is _____ the guest

2. Solve the word puzzle with the help of the clues below. Choose from the words on the right. Be careful! You only need of the fifteen words
Party, direction, number, fingers, time, lap, napkin, table, chair, pace, palm, triangle, date, lag, details

1. You sit on this
2. A shape with three sides
3. A distance of about half a meter, or one step
4. Small items of information
5. The inside surface of your hand
6. A group of people
7. A piece of cloth or paper used while eating
8. A mother often holds her baby on this while sitting

3. Choose words from the Key Vocabulary list that can replace the underlined words in the sentences

1. He missed the bus because there were too many people in front of him – Ahead
2. The customers were very pleased with the good service at that restaurant.
3. He is easy to understand because he speaks slowly and carefully.
4. The waiter took their drinks order a few minutes they sat down.

1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									

5. He smiled and *looked directly* at the pretty girl in the room.
 6. The old lady asked the man, *who was next to her*, to help her with her bag.
- 4. What is the waiter saying to the guests in the pictures below? Put the correct picture number next to the waiter's statements.**



- a. "Could you follow me, please?"
- b. "Your waiter will be with you shortly."
- c. "Allow me."
- d. "Is this all right for you?"

5. Complete the dialogue below between the waiter and the guests. Role play the dialogue with your partner

(Two ladies enter the restaurant. They come to the reception desk)

Waiter: *(greet and welcome the guests)* _____

Guest: Good evening. A table for two, please

Waiter: *(Ask if they have the reservation)* _____

Guest: No, we don't

Waiter: *(Find out where they would like to sit)* _____

Guest: Non-smoking, please.

Waiter: *(Tell them that a table is available. Ask them politely to wait a few minutes)*

Guest: Yes, that's fine. we'll wait over there

Waiter: *(Ask about their coats)* _____

Guest: Oh, yes. Thank you.

Waiter: *(10 minutes later: Tell them the table is ready and you will take them to it)* _____

6. Discuss the questions below with your partner

1. Why is it important to make eye-contact when you speak to someone?
2. Why do most restaurants have separate smoking and non-smoking areas?

7. Watch the video and make notes how to receive and seat the guests.



UNIT 3. TAKING FOOD ORDERS

KEY VOCABULARY

VERBS

describe
explain
flavour
inform
order
place
recommend
repeat
run out of
sauté
to follow
to start

NOUNS

alternative
appetizer
cereal
conformation
dish
entrée
fillet
flavour
food order form

ingredient
main course
meal
mousse
oyster
salmon
sole
specialities
starter
steak
vegetables
wheat

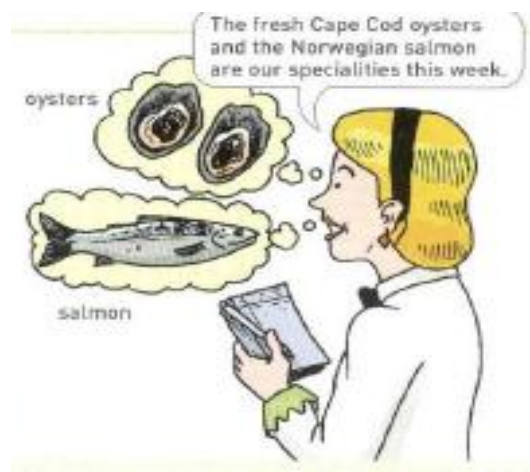
OTHERS

available
equally
fresh
light
medium
rare
tasty
well-done
whole

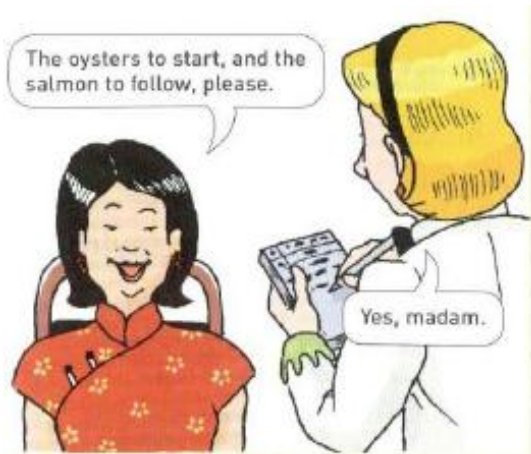
Read the dialogue, pay to attention to the main expressions and phrases



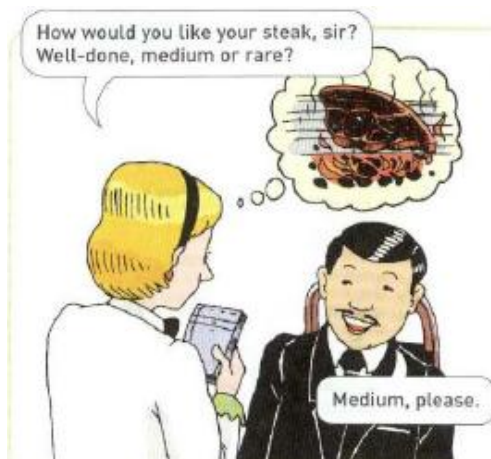
Mary asks the guests at the table 14 if she could take their food order



She informed the guests about the specialities on the menu for that week



Mary wrote down the details of the order on the Food Order Form



A guest ordered the fillet steak so Mary asked how he wanted his steak cooked



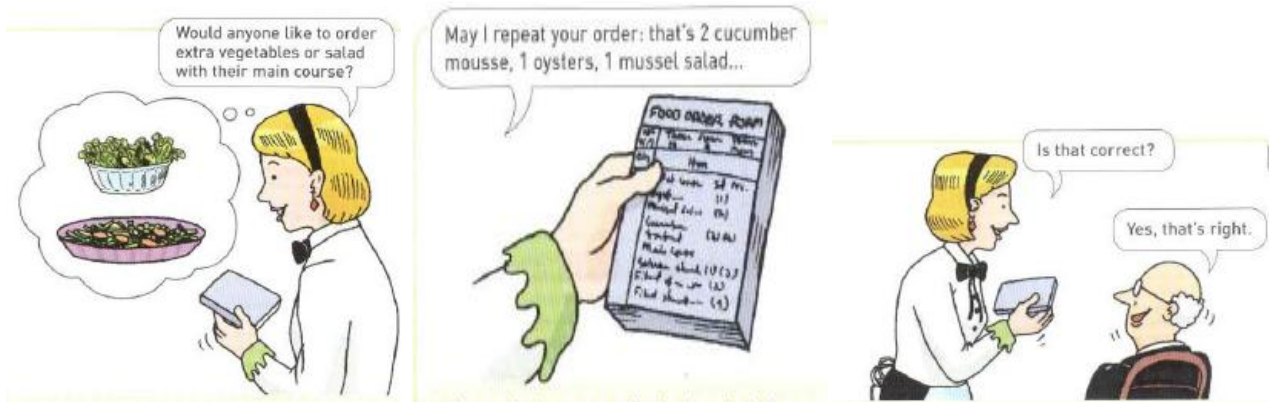
Mary had to describe a dish on the menu for another guest

She also explained to a guest what a certain ingredient was



When a guest asked for something that was no longer available, Mary apologized...

... and recommended on alternative that was equally light



She asked if anyone wanted an extra order of vegetables or salad

When all the guests had placed their orders, Mary repeated the whole order back to them

Then she asked the guests for conformation that the order was correct



Mary told them she would be back soon with their meal

Food Order Form			
Date	Table	Persons	Server
21/3	14	4	Mary
Qty.	Item		
	1st Course	seat numbers	
1x	oysters	[1]	
1x	mussel salad	[2]	
2x	cucumber mousse	[3] [4]	
	Main Course		
2x	salmon steak	[1] [3]	
1x	fillet steak – medium	[2]	
1x	fillet steak – rare	[4]	

Note: Dessert orders are usually written on a separate order form.

FOR SPECIAL ATTENTION

specialities (in restaurants) = certain food items that are freshly made or available on that day or week etc.

starter = another name for the first course of a meal

The main course is the highest part of the meal, such as meat or fish etc. (Also called the Entrée in America.)

an alternative = another choice that is available

run out of (something) = that item is finished or used up and there is no more left

Ingredients are the different food items used to make a certain dish.

dish = a certain type of food. The same word is used for containers for holding or serving food.

sauté = fry quickly in a little oil. (French word used in English)

rare, medium, well-done = these words are used to describe the way is cooked. Meat is rare when is cooked a very short time.

“How would you like your steak done?” – is one way of asking you like your steak cooked.

UNIT 3. EXERCISES

1. The sentences in the boxes below tell you what the waiter did when he took a food order. Put his actions into the correct order by giving each box a number.

[a] He described how the dish was cooked. <input type="text"/>	[b] He informed them about the restaurant's specialities. <input type="text"/>	[c] He repeated the whole order back to them. <input type="text"/>	[d] He recommended another dish to this guest. <input type="text"/>
[e] He asked the guests if they were ready to order their food. <input type="text"/>	[f] Another guest asked for salmon for his main course. <input type="text"/>	[g] A guest wanted to know how a dish was prepared. <input type="text"/>	[h] He explained that the restaurant had run out of salmon. <input type="text"/>

2. Substitute the underlined words in the sentences below with a word from the box. Do not use the same word twice.

alternative confirmation meal specialities
 ingredients main course starter dish

1. He had a good dinner at the restaurant his friend recommend.
2. She served the food on a very pretty plate.
3. The restaurant has fresh food items from different countries on the menu every week.
4. There were no more oysters so he had to choose an item that was available.
5. For my first course I'll have the mushroom soup.
6. The chef uses many different things to make that dish.
7. The biggest part of his meal is usually chicken or fish.
8. After repeating the whole order to the guests, he asked them if it was correct.

3. Match the words in column A with the words in column B that opposite in meaning.

A		B	
1. Rare [steak]	[c]	a. a few days old	
2. available	[]	b. a big meal	
3. fresh	[]	c. well-done	
4. tasty	[]	d. no more left	
5. a light dish	[]	e. not a pleasant flavour	

4. What is the waiter saying to the guest? Choose from the sentences given below, and write the number of your into the waiter's speech bubbles.

<p>[a]</p> <p>(4)</p> <p>Yes. I'd like the asparagus to begin with.</p>	<p>[b]</p> <p>What is the main ingredient in Ratatouille?</p>	<p>[c]</p> <p>Well-done, please.</p>	<p>[d]</p> <p>What are your specialities today?</p>
<p>[e]</p> <p>I'll have the steak, please.</p>	<p>[f]</p> <p>Could I have an extra order of Ratatouille with my main course?</p>	<p>[g]</p> <p>Yes. That's correct.</p>	<p>[h]</p> <p>Yes. I am.</p>

1. "We have some fresh asparagus from Belgium this week."
2. "How would you like your steak done?"
3. "I'll repeat the order: asparagus to start, steak, well-done, and an extra order of Ratatouille. Is that right?"
4. "Are you having a starter, madam?"
5. "Are you ready to order now, madam?"
6. "What would you like for the main course?"
7. "Yes, of course, madam."
8. "Tomatoes, madam, and some other vegetables."

5. Put the frames in Exercise 4 into the correct order. Rewrite the whole dialogue. Role-play and practice the dialogue with a partner.

Correct order

1. h

Taking a Food Order

Waiter: Are you ready to order now, madam?

Guest: Yes, I am

Waiter: _____

Guest: _____

6. Watch the video and take a test



UNIT 4. PLACING FOOD ORDERS WITH THE KITCHEN

KEY VOCABULARY

VERBS

collect
contain
keep
leave
place
prepare
replace

NOUNS

basket
bread
butter
centre
course
cutlery
dish
edge

kitchen
roll
shape
slice
stick

OTHERS

blunt
cold
existing
flat
full
hot
sharp
special
thin
wholemeal

Read the dialogue, pay to attention to main expressions and phrases



Mary gave one copy of the food order to the hot kitchen ...



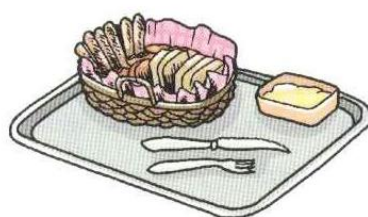
... where the hot food is prepared.



She left the second copy with the cold kitchen for the salads and other cold

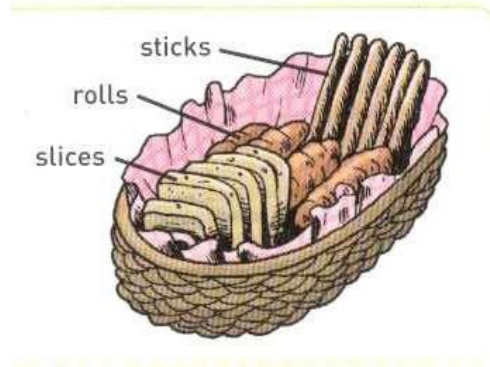


She kept the last copy for herself.



dishes.

Mary collected the special knives and forks. She also put a full bread basket and a butter dish for steak and fish. on her trays.



The breads basket contained rolls, slices and sticks of wholemeal and white bread.



At the table, she checked her copy of the food order ...

... and replaced some of the existing cutlery with steak and fish knives and forks.



Mary placed the basket of bread and the butter dish in the centre of the table.

FOR SPECIAL ATTENTION

hot and cold kitchens – most restaurants prepare hot and cold food in separate kitchens

A **steak knife** has a very sharp edge to make it easier to cut the meat

A **fish knife and fork** have a different shape from the usual cutlery. The knife edge is also more blunt.

slice = a thin, flat piece of something, e.g. bread, cake, meat

roll [bread] = a round piece of bread

wholemeal = flour that is made from the whole grain of wheat including the husk.

replace = change one thing for another

UNIT 4 EXERCISES

1. All the workers are busy doing something in this restaurant

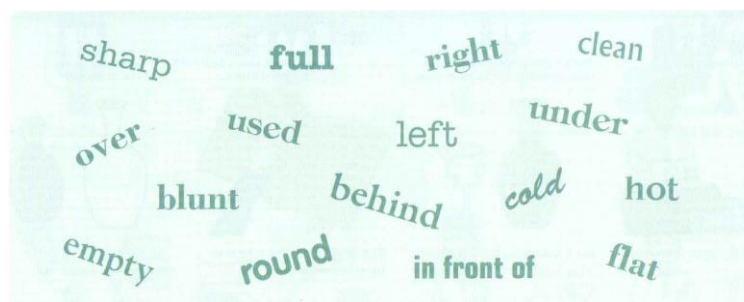
- Choose an action word (verb) from the right that tells you what each worker is doing. Write in the verb next to the waiter's number below.
- Make sentences with these verbs.



replacing
lifting
collecting
removing
topping up
placing
bringing
preparing
lighting
reaching across

- collecting
He is glasses from the waiter's station.

2. Finds the word pairs that are opposites.



- right-left
- _____

UNIT 5. SERVING WINE KEY VOCABULARY

VERBS

begin
bring
cut
explain
fill
hold
lift
order
pierce
press
pull out
remove
set up
show
taste
turn
unscrew
wait
wipe

NOUNS

bucket
bulge
carafe

cork
foil
host
label
lever
list
neck
opener
palm
pantry
screw
selection
stand
top
wrapper

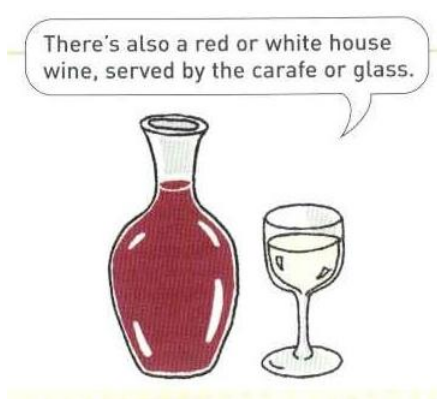
OTHERS

below
bottom
folded
one-third
quarter
spiral
steady
three-quarters

Read the dialogue, pay to attention to the main expressions and phrases



Mary gave the wine list to the host.



She explained about the house wine available by carafe or glass.



We'll have a bottle of Fumé Blanc...

The guest made his selection from the wine list ...



... and half a carafe of red, please.

... and also ordered half a carafe of the house red.



In the pantry, Mary filled a wine bucket one-third full with ice and a little water.



She set up a stand near the table...



... and placed the wine bucket on the stand.



She brought the white wine bottle to the table ...

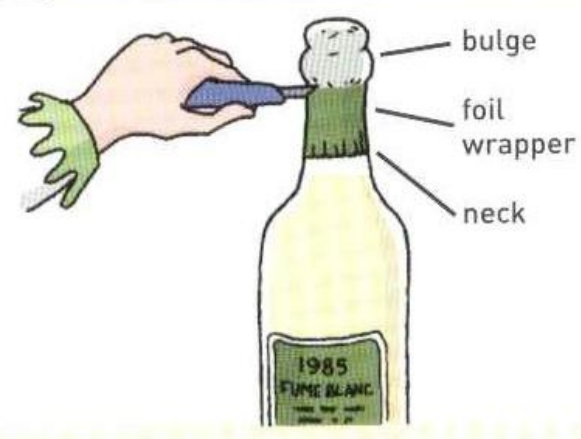


...with the base held on a folded napkin in the palm of her left hand.



The Fumé Blanc, sir.

Yes, that's right.



She showed it to the guest with the bottle label facing out.



Then Mary cut the foil wrapper below the bulge on the neck of the bottle.



...wiped the top of the bottle with the napkin

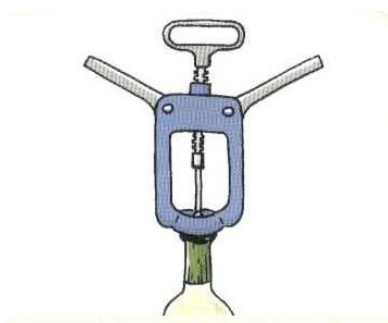
She removed the foil and ...



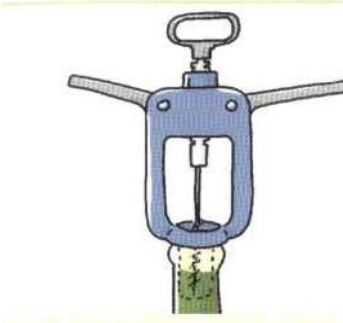
Mary then pierced the cork with the spiral screw of the wine bottle opener.



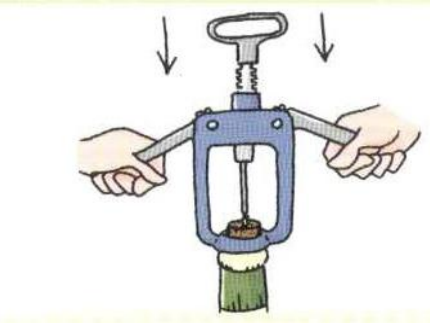
She held the bottle steady and turned the opener clockwise.



The levers of the opener lifted as the screw went into the cork.



When the spiral screw was almost at the bottom of the cork.



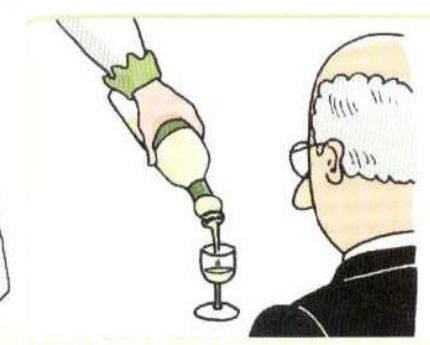
... Mary pressed down the levers and pulled out the cork.



She unscrewed the cork from the opener and ...



...put it on a side plate beside the host



She filled the host's wine glass to one-third full...



... and gave the bottle a quarter turn as she lifted it away from the glass.

She waited for the host to taste the wine.

When he told her to go ahead...



... she began serving the other guests by filling their glasses to three-quarters full.



After the guests had been served, Mary left the bottle in the wine bucket.

Notes about Wine

- There are different types of wine bottle openers.
- Only white and pink wine is kept cold in a wine bucket. Red wine, in a bottle or carafe, is left on the table.

FOR SPECIAL ATTENTION

host/hostess – [US] can also be the person in a restaurant who greets guests, shows them to a table etc.

house wine = a wine that is specially by the restaurant and sold more cheaply

carafe = a glass container for house wine or water.

label = the paper stuck on the bottle that tells you all about the wine.

house red/white = the red or white house wine

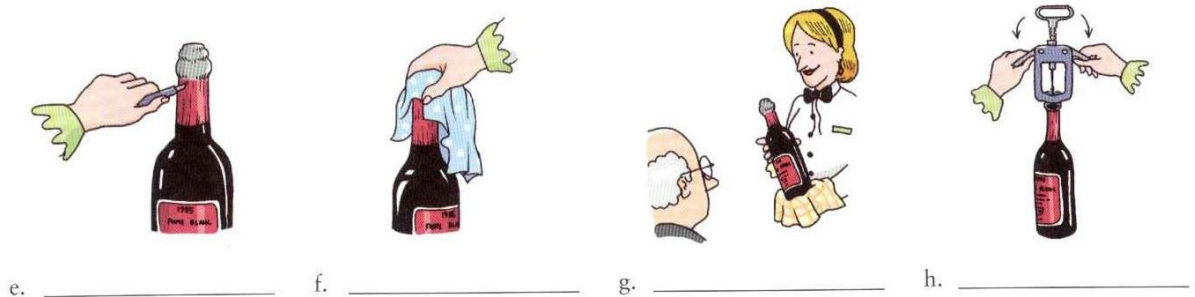
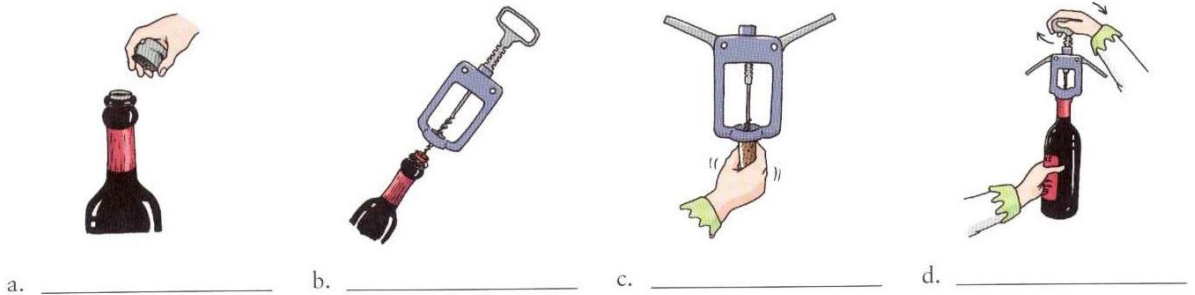
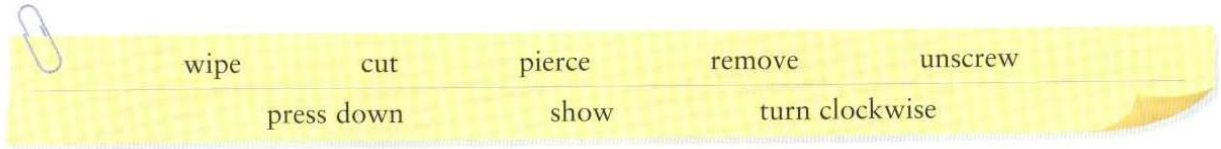
held the bottle steady = held the bottle so that it didn't move or shake

told her to go ahead = told her to go on and serve the guests

... *taste the wine* ... = the host drinks a little wine to test the flavor. Wine can sometimes turn bad in the unopened bottle.

UNIT 5 EXERCISES

1. (A) Choose a verb from the list on the right to describe the action in each picture.



(B) Put the above pictures into the correct order for opening a wine bottle and fill in the blanks below with letters of the pictures.

The correct order is:

1. _____ 2. _____ 3. _____ 4. _____
 5. _____ 6. _____ 7. _____ 8. _____

2. Cross out the words that do not belong or relate to the categories below

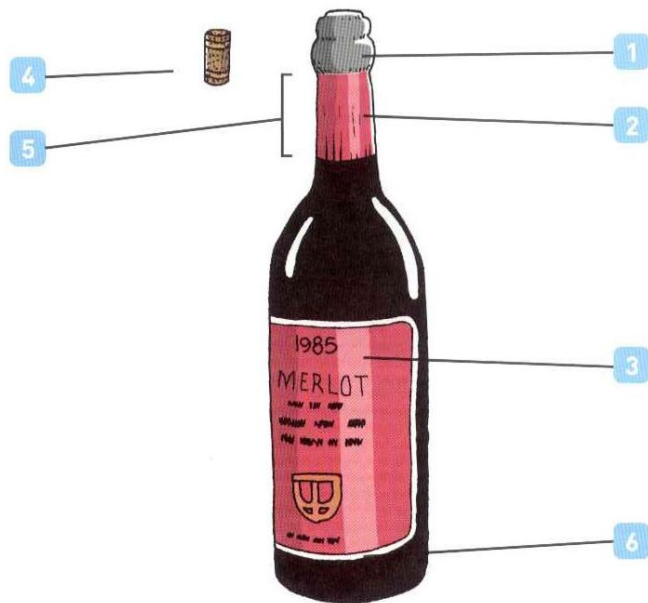
(NB: There may be more than one word in each category that does not belong.)

(A) Containers for Wine	(B) Parts of a Wine Bottle Opener	(C) Measurements
1. Carafe	1. levers	1. a quarter
2. bowl	2. spiral screw	2. three-quarters
3. bottle	3. label	3. top
4. glass	4. cork	4. one-third

3. Underline the best word for each sentences below.

1. You put the wine bucket on a table/stand.
2. You cut the foil wrapper below/above the bulge on the neck of the bottle.
3. You pierce the cork/wrapper with the bottle opener.
4. You read the list/label on the wine bottle.
5. You let the host drink/taste the wine bucket.
6. You set up/fill up a stand for the wine bucket.
7. You pull out/press down the cork when you open the bottle.
8. You fill/serve the wine-glasses.
9. You show/bold the bottle label to the host.
10. You wipe/remove the top of the bottle with a napkin.

4. Name the parts of a wine bottle.



5. Discuss the following questions with the help of your trainer.

1. Why is the wine bottle cork left beside the host?
2. Why does the waiter give the bottle a quarter turn after he fills a glass?
3. Why is the host's glass only filled to one-third at first?

UNIT 6. SERVING THE FIRST COURSE/ REFILLING WINE GLASSES KEY VOCABULARY

VERBS

announce
bend
care for [something]
double check
indicate
make sure
notice
pick up
project
refill
set down
slide
top up

NOUNS

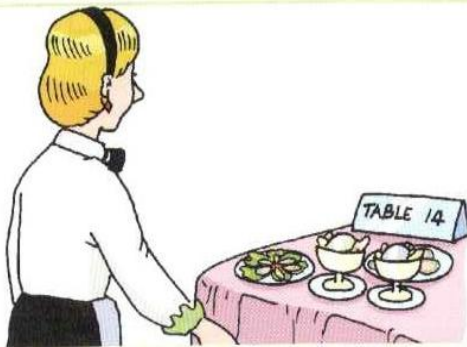
Bucket
Edge
Female

first course
host
knees
male
palm
position
shoulder

OTHERS

almost
empty
heaviest
ready
steady

Read the dialogue, pay to attention to the main expressions and phrases



Mary saw that the first courses for the table 14 were ready.



She checked the dishes against her food order to make sure they were correct.



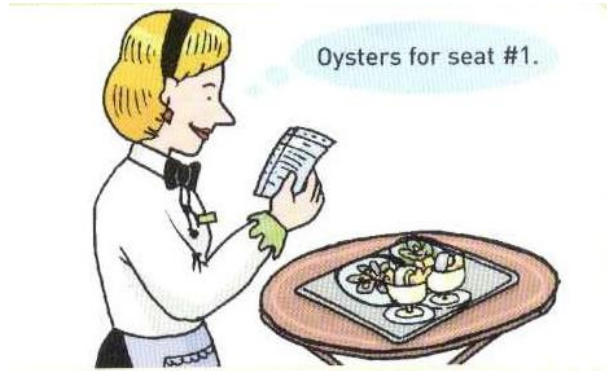
She then put the plates on a tray ...



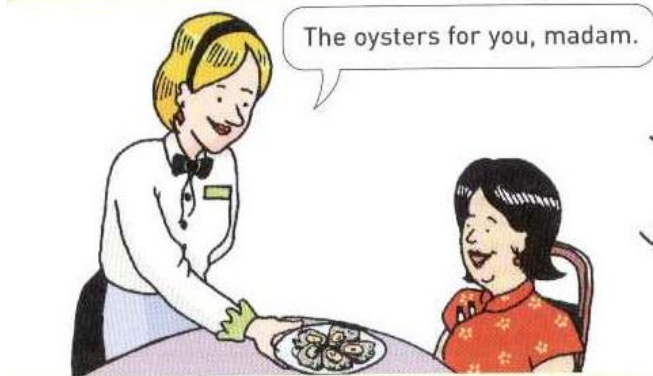
... and carried the tray to the table using the shoulder carry position.



She set the tray down on a tray-stand near the table¹⁴ ...



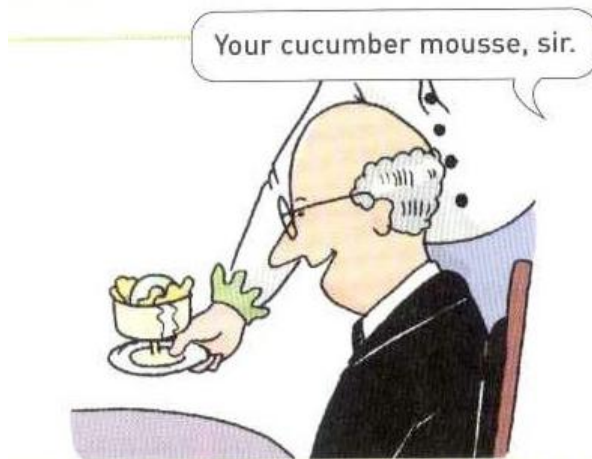
... and double-checked the food order, before serving the first guest.



Mary announced the meal as she put it down in front of the guest.



Next, she served the other ladies at the table.



The host was served last, after all the other guests had been served.

Carrying a Tray in the Shoulder Carry Position



Pull the tray so that it projects 15 cm from the edge of the table or tray-stand.



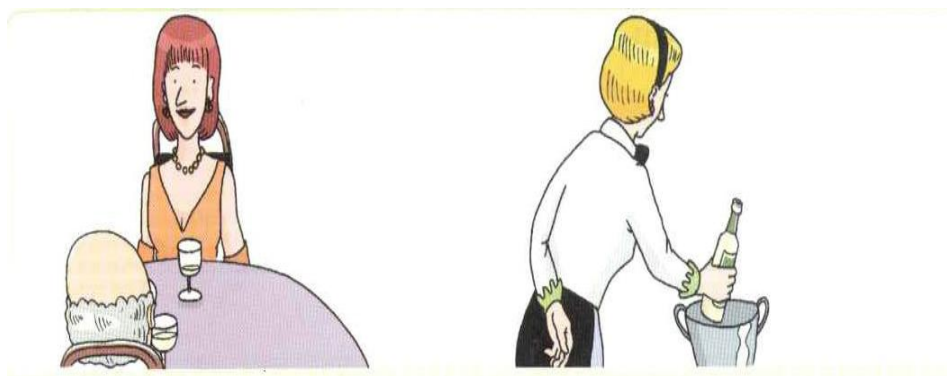
Slide your left hand under the tray so that your palm is under the heaviest part of the tray.



Bend your knees and lift the tray off the table.



Carry the tray at shoulder height. Keep the tray steady with your right hand.



Mary noticed that some wine glasses were only a quarter full... .. so she picked up the bottle of wine from the stand ...

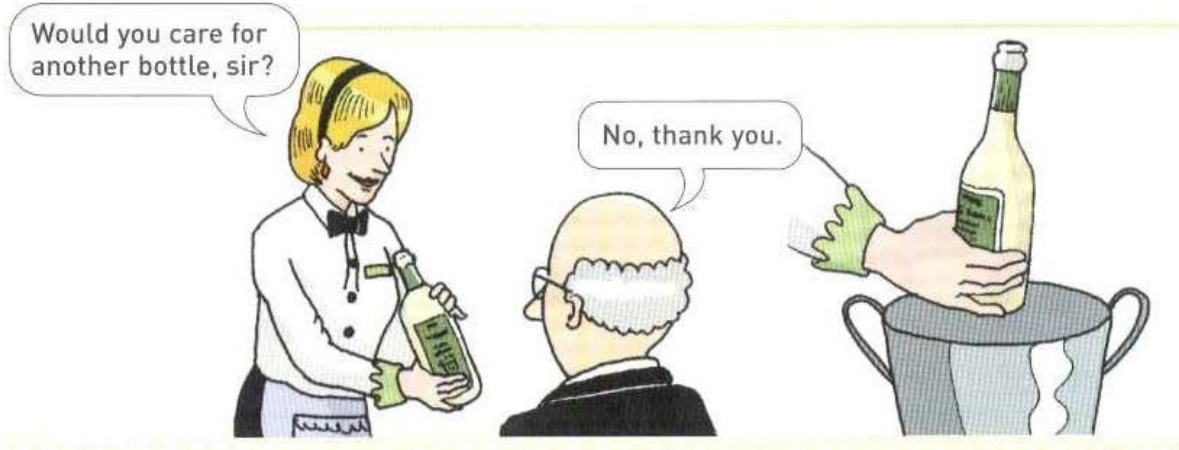
... and topped up a glass



Another guest indicated that she did not want more wine.



The wine bottle was almost empty...



... so Mary asked the host if he wanted another bottle.

She put the bottle back into the wine bucket.

Order of Service

When to Start Serving

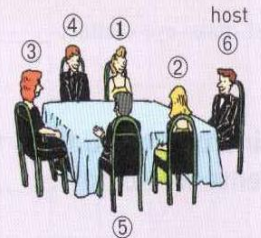
Make sure *all* the dishes for the course are ready before you start serving.

Without host, serve:

first – all the ladies, in a clockwise direction.
Then serve the gentlemen.

With host, [male or female], serve:

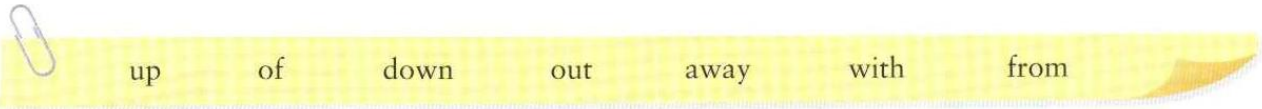
first – lady or gentleman to the right of host
second – other ladies
third – gentlemen
last – host



With host

UNIT 6 EXERCISES

1. Choose a preposition from the box to complete the verbs below each picture. Some prepositions are used more than one.
(This exercise includes verbs from previous units)



(a) set up the stand



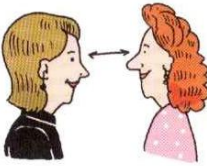
(b) put _____ the tray



(c) run _____ oysters



(d) take _____ the ashtray



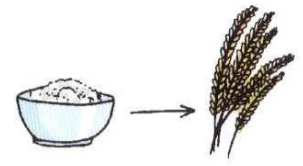
(e) make eye-contact _____



(f) pull _____ the cork



(g) top _____ the glass



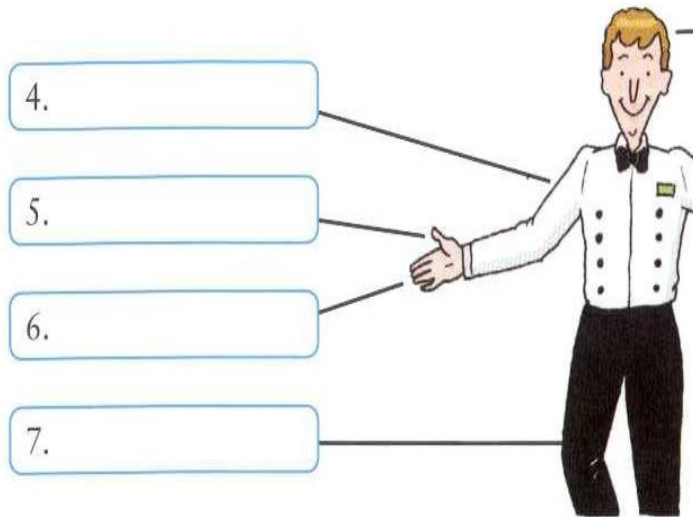
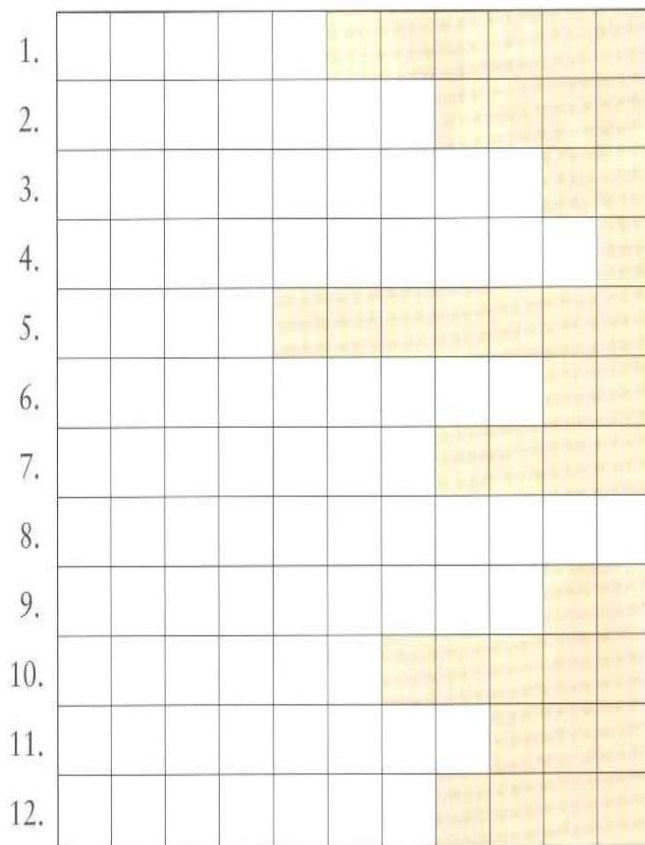
(h) made _____ wheat

2. Find one word from the Key Vocabulary list that can replace each underlined phrase in the sentences below.

e.g. At a restaurant people usually order a light dish to begin with and then the main course. - **Starter**

1. The person who invited the others, ordered two bottles of red wine.
2. The waiters looked a second time at her food order to make sure it was correct.
3. She called out the name of the meal as she served it to the guest.
4. The guests covered her glasses to show that she did not want more wine.
5. She poured some wine into the half-empty glasses on the table.

3. Name these parts of the body.



4. The trainer is telling a waiter how to carry a tray at shoulder height. Put his instructions into the correct order.

(a) Bend your knees.

(b) Pull the tray out about 15 cm from the edge of the table.

(d) Keep the tray steady with your right hand.

(e) Slide your left hand under the tray.

The correct order is: 1. _____ 2. _____ 3. _____ 4. _____
5. _____

5. REVISION WORD PUZZLE.

Solve the puzzle with the help of the clues.

1. The paper that is stuck on a wine bottle.
2. You put this under a glass to protect the table.
3. This person mixes drinks.
4. Any item of food used to prepare a dish.
5. You remove this when you open a wine bottle.
6. You suggest something tasty on the menu.
7. You use this to eat with.

8. This is also called booking.
9. A general word for hot or cold drinks.
10. Another word for starter [in USA, the main course].
11. An alcoholic drink before dinner.
12. You stir your drink with this.

6. Discuss these questions with your partner.

1. Why does the waiter double-check the food order before serving the guests?
2. Mary asks the host if he'd like another bottle of wine. Why?
3. Why is it better to wait until all dishes for the course are ready before you start serving the guests?

7. Watch the video and make notes how to serve first course.



**UNIT 7. SERVING THE MAIN COURSE
KEY VOCABULARY**

VERBS

adjust
 arrange
 bring
 collect
 continue
 grind
 keep an eye on
 offer
 scoop
 transfer
 twist
 wish

index finger
 meal
 oil
 pepper mill
 plate
 portion
 sauce
 thumb
 tray-stand
 vinegar

OTHERS

extra
 freshly

NOUNS

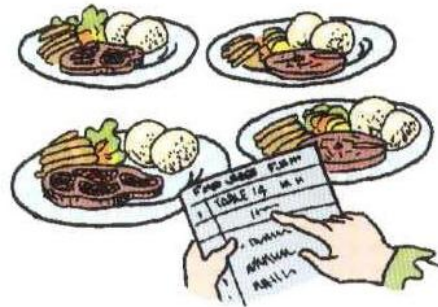
base
cover
dressing
handle

ground
main
parallel
ready

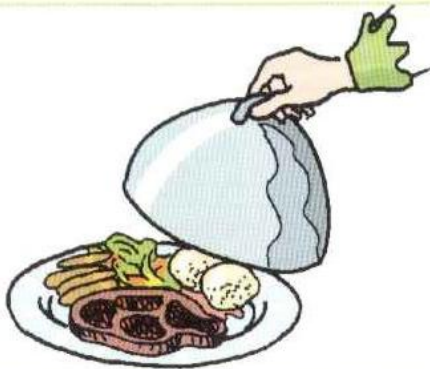
Read the dialogue, pay attention to the main expressions and phrases



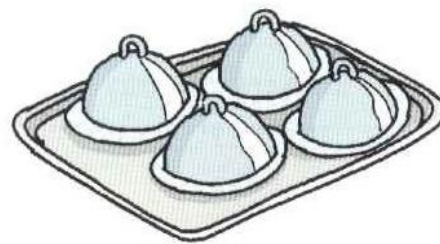
Mary went to the hot kitchen to collect the main course for table 14.



She checked the meals against her food order.



Then she put the food covers on each plate ...



... and arranged them on a tray.



She carried the tray to a tray-stand near table 14.



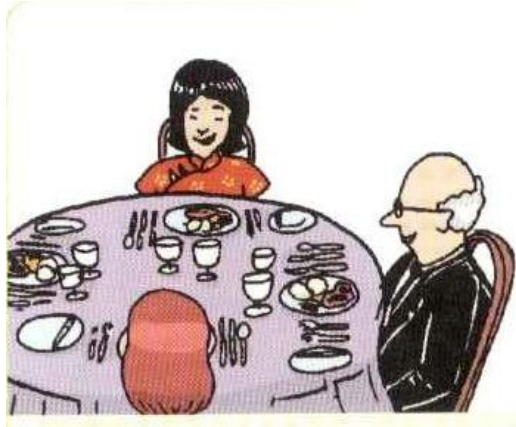
She placed a plate in front of the guest.



... and announced the meal as she took off the food cover.



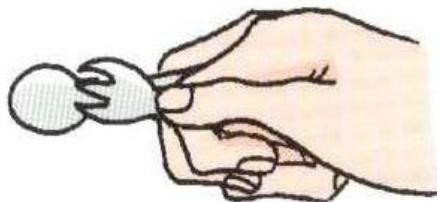
Mary adjusted the plate so that the main portion was directly in front of the guest.



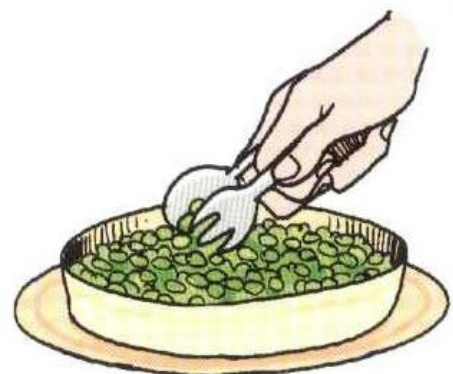
After all the guests were given their meals ...



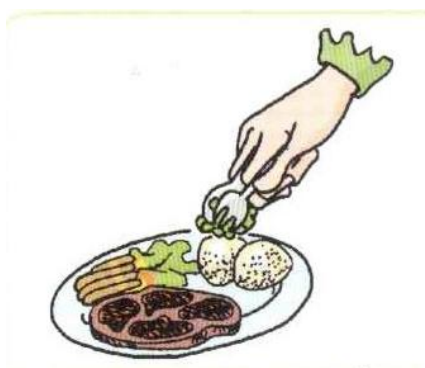
... Mary brought a dish of extra vegetables to the table.



Holding a serving fork and spoon in her right hand ...



... she scooped some vegetables from the dish ...



... and put them to one side



Mary offered freshly ground

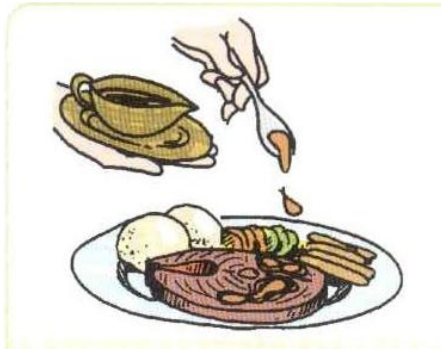


She ground the pepper

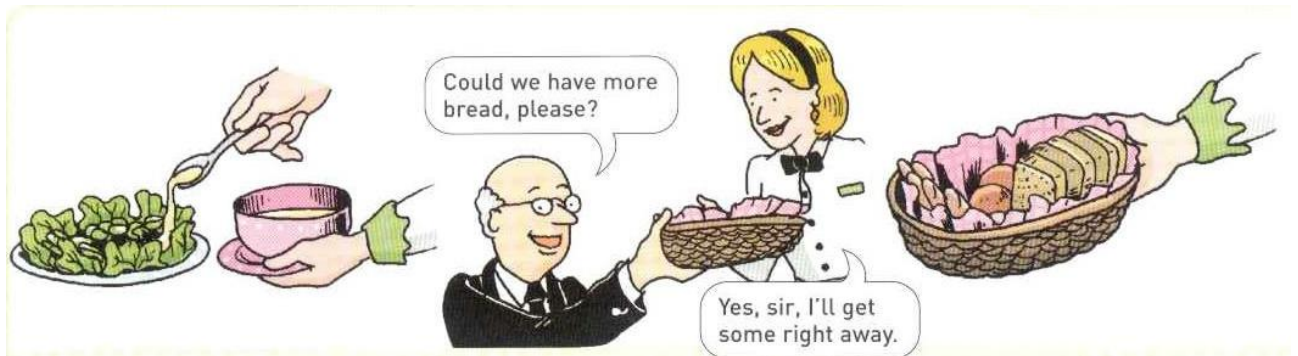
on the guest's plate

pepper to the guests.

mill over the food on the plate.



She gave a guest some sauce for the salmon steak....



... and served the salad dressing to another guest.

A guest asked Mary for more bread.

She brought a full bread basket to the table.



She wished them a good dinner before leaving the table.



About 15 minutes later, Mary went back to the table to check everything.



She continued with other work, but kept an eye on table 14

Hand Positions for Holding Service Spoon and Fork

Hand/Fingers



1. Position the spoon at a 45 degree angle so that the handle is **over** the middle and little fingers, and **under** the fourth finger of your right hand.



2. Now hold the fork between the thumb and index finger, **parallel** to the spoon. The base of the handle should be **under** the thumb, and resting against the palm.



3. Pick up food items from the serving dish between the service spoon and fork, and transfer them to the plate.



The Main Course



main portion

FOR SPECIAL ATTENTION

A *pepper mill* contains whole pepper corns.

Freshly ground pepper is made by twisting the top of the pepper mill which grinds the pepper inside to a powder.

Sauce is a thick liquid served served with food to add flavour. There are many kinds of sauces.

dressing = a type of sauce especially for salad, usually made from oil and vinegar

keep an eye on = look from time to time to see if all is well.

UNIT 7. EXERCISES



1. the main course

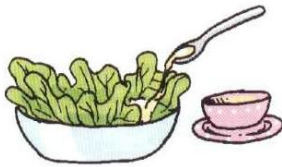


2. _____

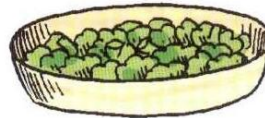


3. _____

1. Mary is serving the main course. Write in the names of some of the things she serves the guests.



4. _____



5. _____



6. _____

2. (A) the sentences below describe Mary's actions when she served the main course. Pick a verb from the box and fill in the blanks in each sentence.

carried took off wished offered placed arranged checked collected put set announced

- (a) She checked the meals against her food order.
- (b) She _____ the tray to the table.
- (c) She _____ the food cover.
- (d) She _____ the meal as she took off the cover.
- (e) She _____ food covers on the plates.
- (f) She _____ the plates on a tray.
- (g) She _____ the tray down on the tray-stand.
- (h) She _____ the main courses for table 14.
- (i) She _____ freshly ground pepper to the guests.
- (j) She _____ the plate in front of the guest.
- (k) She _____ the guests a good dinner.

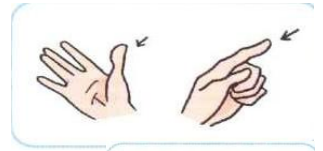
(B) Put the above sentences into the correct order for serving the main course.

The correct order is:

- 1. (h)
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____
- 11. _____

3. Fill in the blanks with the names of the objects in the pictures.

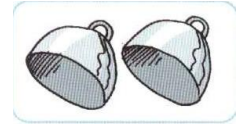
1. She holds the serving fork between her _____ and her _____ finger.



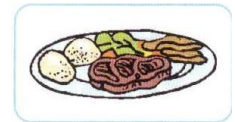
2. She grinds pepper onto the food using a _____



3. She puts food _____ on the plates before bringing them to the table.



4. She adjusts the plate so that the _____ is in front of the guest.



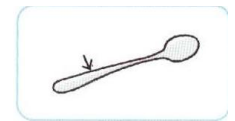
5. She puts the heavy tray down on a _____



6. She scoops some vegetables from the dish with a _____



7. The _____ of the serving spoon is held between the fingers of her right hand.



8. Salad dressing is usually made with oil and _____



4. Which of Mary's statements below are offers to do something for the guests?

Tick them

1. "Is everything all right?"
2. "I'll get you some bread right away."
3. "This is our a la carte menu."
4. "I'll find out if the chef can do that for you, sir."
5. "I'm your waitress this evening."
6. "I'll take your food order in a minute."

5. Watch the video and make notes how to serve food.



UNIT 8. DEALING WITH COMPLAINTS

KEY VOCABULARY

VERBS

accept
apologize
argue
be able to
blame
deal with
explain
find out
have [a hard time]
inform
offer
prepare
replace
satisfy
solve
suggest

NOUNS

agreement

bar
chef
complaint
fact
question
situation
solution

OTHERS

angry
attentively
carefully
medium
over-cooked
possible
satisfied
tough
upset
well-done

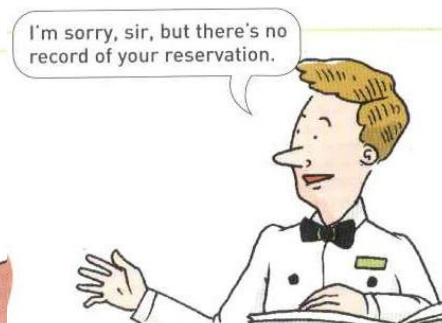
Read the dialogue, pay to attention to the main expressions and phrases



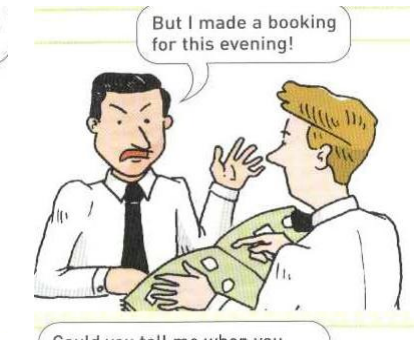
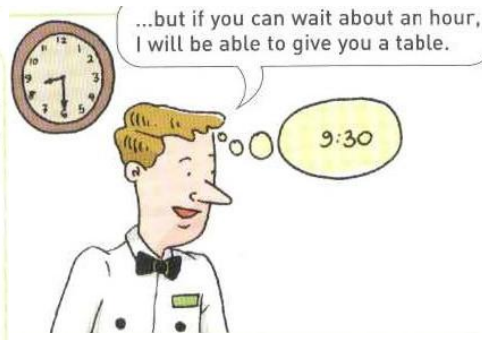
Fred was having a hard time! He
Had to deal with the complaints
From some angry customers



First a party of four came in



Fred apologized when he could
not find their name in the
reservation record



Fred listened carefully for their complaints

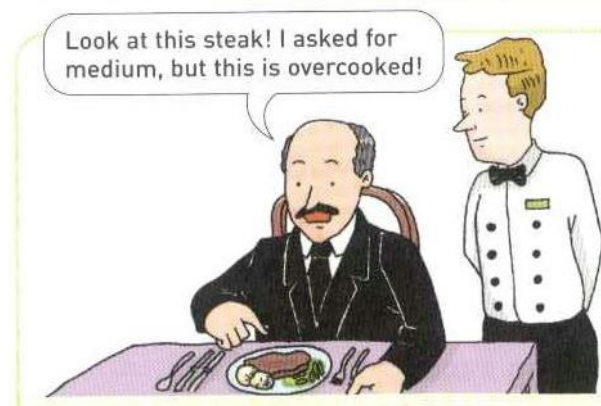
He asked questions to find out the facts

The guest insisted on a table, so Fred explained the situation and offered him a possible solution...



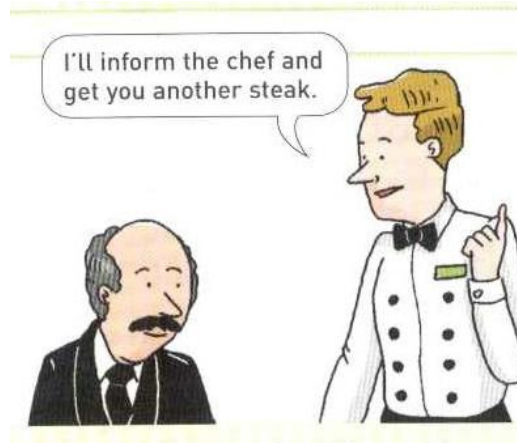
... and place to wait for the table. The guest accepted the solution.

A guest at table 5 also had a problem.

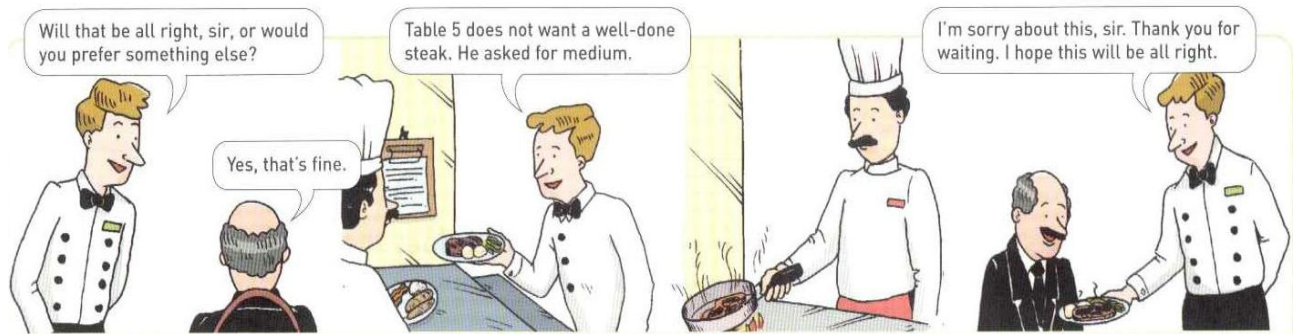


He was not satisfied with his steak. Fred listened attentively.

He apologized to the guest...



... and offered to replace the steak.



He asked for the guest's agreement to the solution.

Fred took the plate to the kitchen and hold the chef the problem.

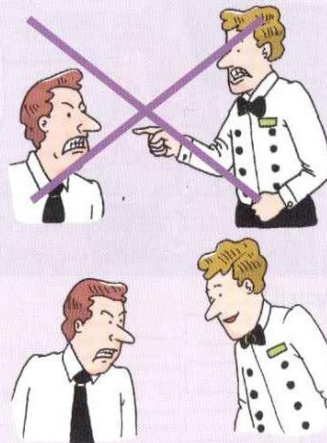
The chef prepared another steak.

Fred took the meat to the table and apologized once again.

Dealing with the Angry Guest

DO NOT!

- Get upset or angry.
- Interrupt the guest.
- Blame others for the problem.
- Blame the guest.
- Argue with the guest.
- Justify the situation.



DO [Follow these steps]

1. Listen attentively. [eye-contact; bend to speaker's level]
2. Apologize.
3. Ask questions to find out the facts.
4. Find a solution.
5. Get the guest's agreement to the solution.
6. Solve the problem.

FOR SPECIAL ATTENTION

have a band time = find yourself in a difficult situation

deal with complaints = try to find a solution to certain problems

interrupt someone = start speaking before the other person can finish what he is saying

not satisfied with = not pleased or happy about something

overcooked = cooked too much

ask for agreement = ask if the person accepts something

blame [someone] = say that someone has done something wrong

justify = give reasons to show that something or somebody is right

argue with someone = express a different opinion from that person in an angry way

UNIT 8. EXERCISES

1. Some of the guests at this restaurant have complaints. How does the waiter offer to solve the problems? Match the number of the guest with each solution below.



- | | | | |
|---|--------------------------|------------------------------------|--------------------------|
| (a) I'll get you another cup." | <input type="checkbox"/> | (d) "I'll change it for you." | <input type="checkbox"/> |
| (b) "Would you like to order something else?" | <input type="checkbox"/> | (e) "I'll get you another steak." | <input type="checkbox"/> |
| (c) "I'll bring it to you right away." | <input type="checkbox"/> | (f) "I'll check it for you again." | <input type="checkbox"/> |

2. In the short dialogues below the waiter is doing one of the following:

- (a) Finding out the facts (b) blaming someone (c) solving a problem
(d) getting the guest's agreement (e) arguing with the guest
(f) interrupting a guest

Say what the waiter is doing in each dialogue.

Waiter: Did you ask for smoking when you made the reservation?
 Guest: Yes, I did.

He is 1. _____ (a) _____

Waiter: We'll move you to smoking as soon as a table is free.
 Guest: Thank you very much.

2. _____

Waiter: Will this be all right, madam?
 Guest: Yes. This is fine, thank you.

3. _____

Guest: I asked for oysters, not mussels.
 Waiter: Oh, the chef made a mistake.

He is 4. _____

Guest: I made a reservation yesterday.
 Waiter: I don't think so because your name is not here.

5. _____

Guest: I did not order...
 Waiter: But I think you ordered it.
 Guest: Can I finish what I want to say?

6. _____

3. Read the two dialogues below carefully.

Dialogue 1
 Guest: I'd like a table for four, please.
 Waitress: Sorry, the restaurant is full. We have no more tables.
 Guest: But I have a reservation.
 Waitress: Name, please.
 Guest: Collins. C-O-L-L-I-N-S.
 Waitress: Your name is not on the reservation list, sir.
 Guest: But I called yesterday.
 Waitress: Sorry, I can't help you. We are fully booked tonight.

Dialogue 2
 Guest: This meat is very tough. I can't even cut it!
 Waitress: That's not possible, sir. We serve the best quality beef from New Zealand.
 Guest: Then maybe it's over-cooked.
 Waitress: I don't think so, sir. We have a very good chef.
 Guest: Look here, I can't eat this steak. What are you going to do about it?
 Waitress: I'm sorry, but we never have complaints about our food.

A) Say whether the following statements about Dialogues 1 and 2 are true or false. Put a T or F in the box in the box next to the statement.

Dialogue 1

- 1. The guest said he made a reservation.
- 2. The restaurant had some empty tables.
- 3. The waiter found out the facts.
- 4. The waiter tried to find a solution to the problem.
- 5. The waiter was polite but not helpful.

Dialogue 2

- 1. The guest was wrong to complain.
- 2. The waiter was polite and correct.
- 3. He apologized to the guest.
- 4. He argued with the guest.
- 5. He did not find a solution to the problem.

B) Work in pairs. Use more paper and rewrite the above dialogues so that the waitress follows the correct steps for dealing with complaints. Role-play the dialogues you have written with your partner.

C) Discuss the following topics and questions with your trainer and colleagues.

1. (a) Describe a complaint from a guest that you had to deal with.
(b) How did you solve the problem?
2. When should you refer the problem to the manager?
3. What should you do if the guest is clearly wrong?

UNIT 9. CLEARING THE TABLES AFTER COURSES

KEY VOCABULARY

VERBS

clear
continue
finish
grip
move
remove
scrape
stack
study
transfer

NOUNS

bread basket
butter dish
clearing station
cutlery

plate
shakers
steward
view

OTHERS

bottom
directly
empty
filled
finally
firmly
first
heaviest
largest
next
unused

Read the dialogue, pay to attention to the main expressions and phrases

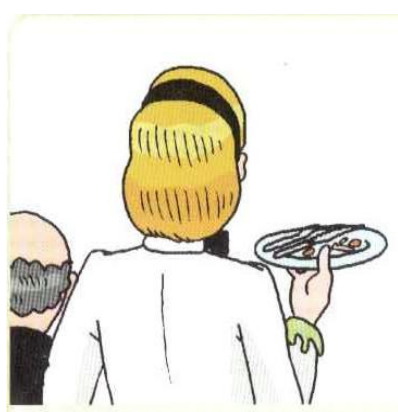


The guests at table 14 had finished their main course.



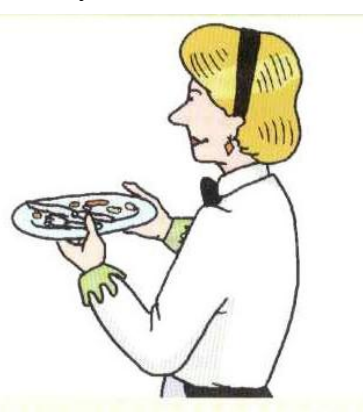
From the guest's right, she first moved the cutlery to the left of his dinner plate.

Mary asked if she could clear the table.

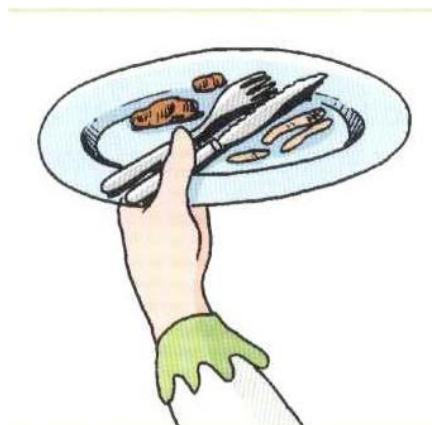


Then she picked up the plate with her right hand ...

She put an empty tray on the tray-stand.



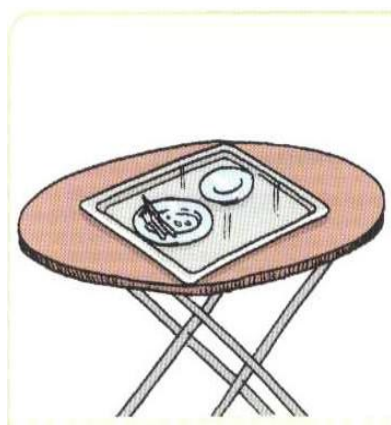
... and transferred it to her left hand.



She gripped the cutlery firmly under her left thumb.



Next, Mary picked up the side plate and any unused cutlery.



She took all these items to the tray on the tray-stand.



She then cleared the empty wine glasses from the place



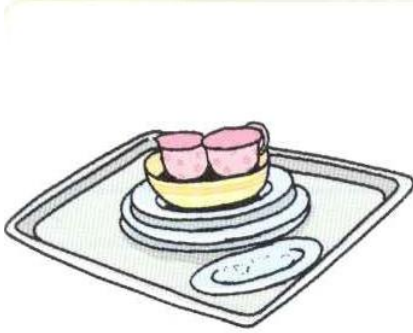
Mary left the water glasses and any filled wine glasses on the table.



She scrapped food left on the plates onto one plate before

When to Clear the Table

- Do not clear the table until all guests have finished eating.
(For tables of eight or more, you may start clearing when most of the guests have finished the course.)
- Make sure the tray-stand is not directly within the guests' view.



... stacking up the dishes on her tray.



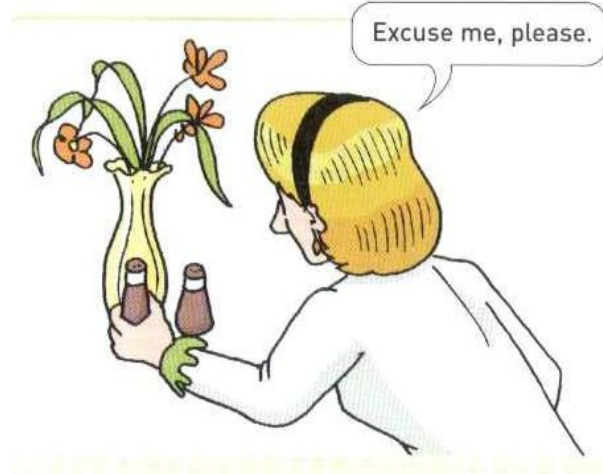
When the tray was full, she took it to the clearing station.



She brought an empty tray back to continue with the clearing.



Finally, she removed the bread basket, butter dish ...



... and the salt and pepper shakers from the centre of the table.



Mary gave the dessert menu to the guests.



She left the table to give the guests some time to study the menu.

SCRAPE off food from plates as quietly as possible.

STACK dishes with the largest and heaviest on the bottom.

The Dessert Menu

Some restaurants have a separate menu for desserts. In others, desserts are included in the à la carte menu.

FOR SPECIAL ATTENTION

clear the table = remove all the dirty and used dishes and cutlery from the table

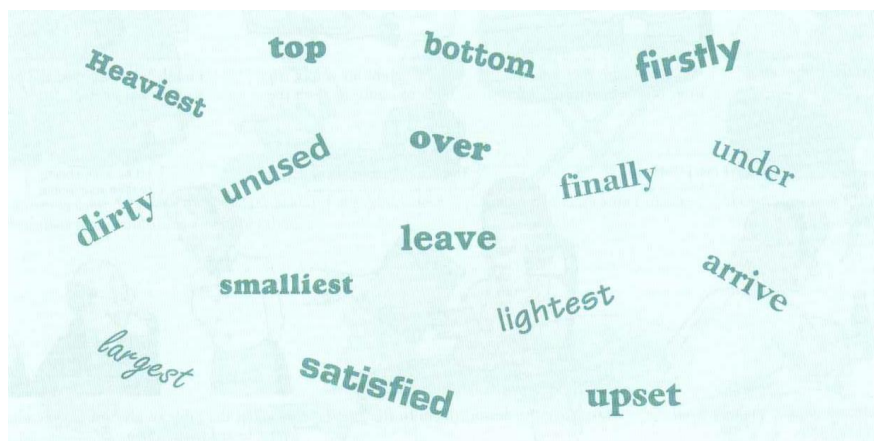
clearing station – dirty dishes, etc. are taken from the tables and left in this area of the restaurant. From here, other staff [stewards], take the dishes away to be washed

Salt and pepper shakers = these are containers for salt and pepper, which are kept on every table during a meal

... **not directly within the guests' view** ... = not be in a position where guests can see clearly what the waiter is doing

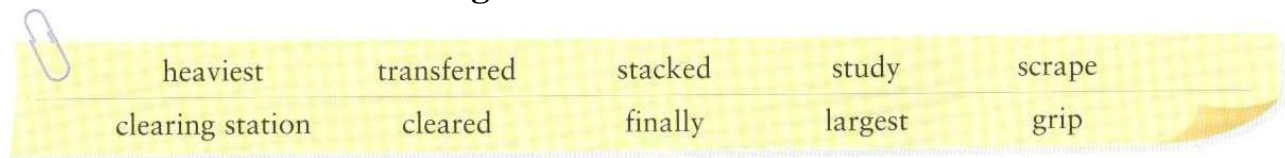
UNIT 9. EXERCISES

1. Find the word pairs that are opposites.



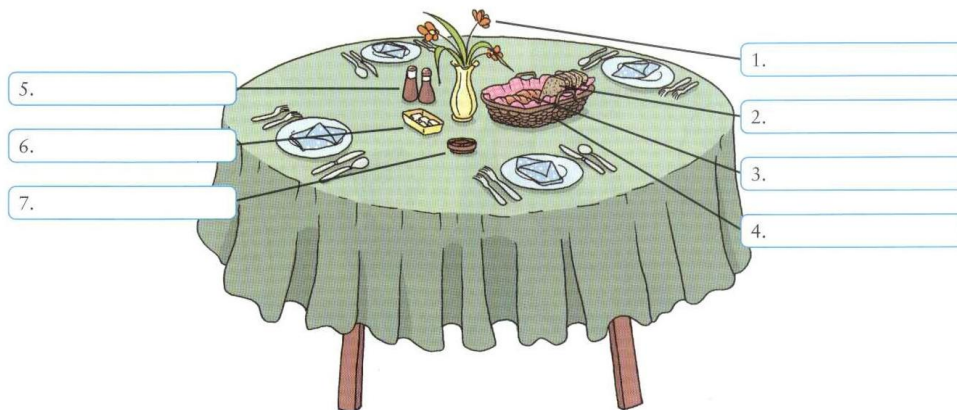
Firstly – finally

2. Replace the underlined words in each sentence with a word from the box that is closest in meaning.



1. When they had finished their meal, the waitress took away all the dirty dishes from the table.
2. The big dishes are usually the ones that weigh the most.
3. Keep a strong hold of the knife and fork so that they do not fall off the plate.
4. She used a fork to push bits of food from the plate before putting it on the tray.
5. After the plates were placed on top of another, they were taken to the kitchen.
6. Guess like to go through all the items on the menu before making their selection.
7. The waiters take the dirty dishes to the special area in the restaurant and leave them there.
8. After everything was cleared, she brought the dessert menu to the table,
9. The biggest sized dishes on the table were the dinner plates.
10. She changed the position of the plate from her right hand to her left hand.

3. Name the items in the centre of this table.



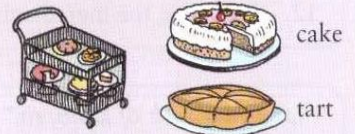
4. Review of expressions

Match the terms with the statements below.

1. recommending something
2. apologizing
3. announcing a dish
4. saying something is not available
5. asking about something
6. offering something
7. asking how the guest wants something cooked
8. repeating an order back to the guest
9. asking for agreement to something
10. describing how a dish is made
11. offering to do something for someone
12. describing the ingredients in a dish

The Dessert Trolley

Some restaurants display non-frozen desserts like cakes and tarts on a dessert trolley. The trolley is brought to the table for guests to make their selection.



- (a) "Your rack of lamb, sir."
- (b) "That's one green salad, one mushroom soup and two sirloin steaks."
- (c) "I'm very sorry, madam, but we're fully booked."
- (d) "You may like the salmon mousse. It's our speciality."
- (e) "I'll ask the chef to prepare your meal with less salt."
- (f) "Which section would you like – smoking or non-smoking?"
- (g) "I'm afraid we've run out of smoked salmon."
- (h) "It's first marinated in herbs, then grilled over charcoal."
- (i) "Moussaka is made from minced lamb, tomato puree and aubergines."
- (j) "Will that be all right, sir?"
- (k) "More coffee for you, madam?"
- (l) "How would you like your steak done?"

UNIT 10. SERVING DESSERT / MAKING COFFEE

SERVING DESSERT

KEY VOCABULARY

VERBS

display
melt
prepare
suggest

NOUNS

cake
dessert

mousse
pantry
sorbet
speciality
tart
trolley

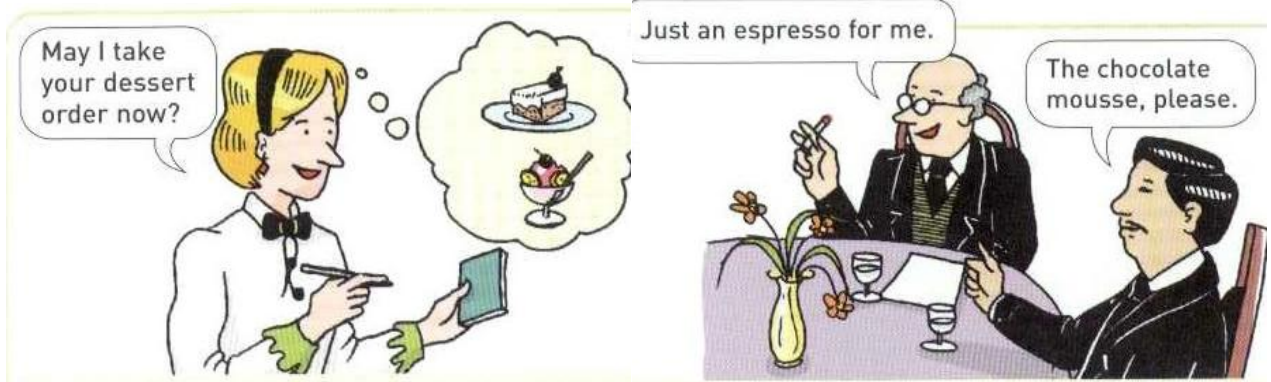
OTHERS

immediately

non-frozen

usual

Read the dialogue, pay to attention to the main expressions and phrases



Mary asked the guests at table 14 if they were ready to order dessert

She wrote down the orders for dessert and coffee on the dessert order form



She suggested the house speciality to one of the guests them

After Mary had taken the whole order, she gave one copy to the kitchen

As soon as the desserts were ready, she put on a tray...



and took them immediately to the table so that the ice-cream orders did not melt

She served the desserts in the usual orders...

...and then went to the to prepare the hot beverages

FOR SPECIAL ATTENTION

house speciality = a food item for which the restaurant is well known

mousse = the main ingredients of this dish are cream and eggs

sorbet = a frozen dessert made of fruit, sugar and water

trolley = a small table on wheels. Also called a **cart**

pantry = a small room where food or food related items are kept

MAKING COFFEE

VERBS

- attach
- dispense
- fill
- froth up
- pour
- press
- sprinkle

NOUNS

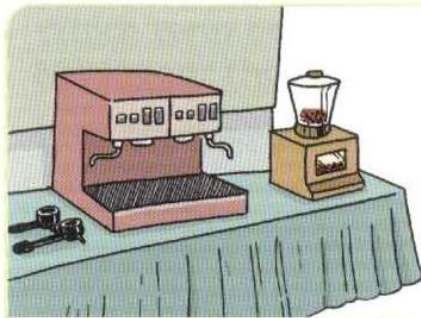
- button
- demitasse
- equipment
- froth

- grinder
- ground coffee
- jug
- nozzle
- saucer
- spout
- steam
- teaspoon

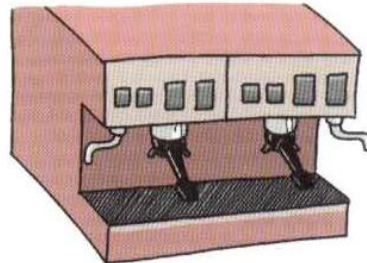
OTHERS

- powdered
- single
- strong
- under

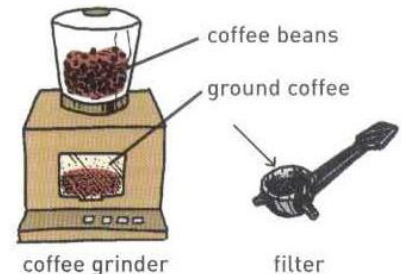
Read the dialogue, pay to attention to main expressions and phrases



The coffee machine and other equipment for making hot drinks are kept in the pantry



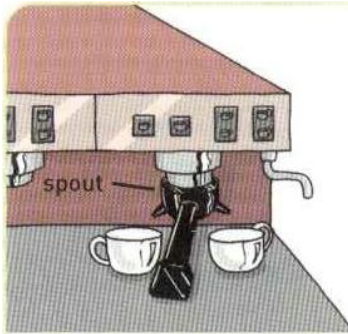
At Chez Max, this machine makes different kinds of coffee



To make two cups of cappuccino, Mary first filled the filter with grounded coffee



Then she attached the filter to the machine...



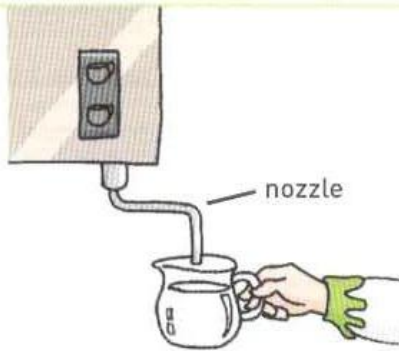
...and put cups under the two spouts on the filter



She pressed the button for two cups of strong coffee



The machine dispensed coffee into the cups



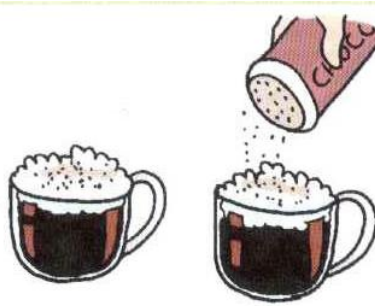
She then put a jug containing cold milk under the nozzle



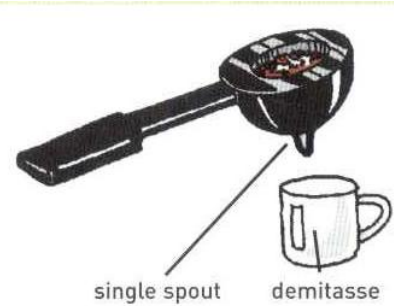
She left the steam froth up the milk



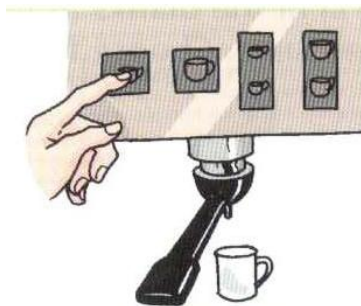
She poured the milk and froth into the cups and...



...sprinkled on some powdered chocolate



To make one cup of espresso, Mary used a single-spout filter and a *demitasse*



She attached the filter to the machine and pressed the correct button



She placed all the cups on the right sized saucers with teaspoons

Coffee machines may be a little different from the one above. The process of making coffee is the same.

FOR SPECIAL ATTENTION

strong (coffee) = coffee that has more flavour or taste

espresso = a strong coffee that is usually drunk without milk

cappuccino = coffee served with milk that is made frothy by steam

froth (milk) = milk that contains many small bubbles

demitasse = a French word meaning a half-sized cup. Espresso coffee is served in a demitasse

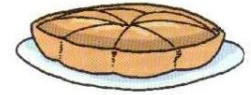
coffee grinder = a machine that grinds coffee beans into a powder

UNIT 10. EXERCISES

1. Name the objects in the pictures below



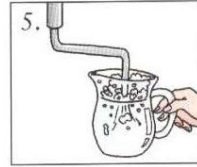
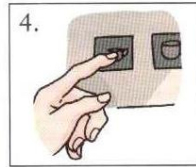
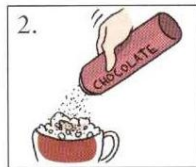
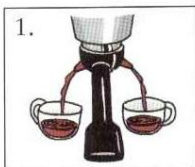
1. _____ 2. _____ 3. _____ 4. _____



5. _____ 6. _____ 7. _____ 8. _____

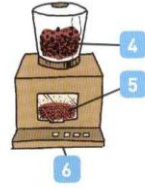
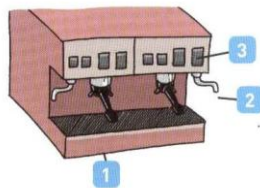
2. Fill in the blanks in the sentences below with words that describe the actions shown in the pictures. Choose from the verbs given on the right.

sprinkling attaching pouring pressing dispensing frothing up



- The machine is _____ coffee into the cups.
- She is _____ the filter to the machine.
- The steam is _____ the milk in the jug.
- She is _____ chocolate over the coffee.
- He is _____ the button on the machine.
- She is _____ the milk into the cup.

3. All the items below are used to make coffee. Write the names of the items



4. Which term best explains the underlined word in each sentence below?

- He asked the waiter for a cup of strong coffee.
 - hard
 - coffee with milk
 - coffee with a lot of flavour/taste
 - heavy
 - turns into liquid
 - stays soft
 - tastes good
- Ice-cream melts quickly after it is served.
 - becomes cool
- The restaurant displays some dishes in the window.
 - shows what they look like
 - tells guests about them
 - describes them
 - puts them in order

4. Take the ice-cream immediately to the table.
 - a) at once
 - b) as soon as possible
 - c) later
 - d) in a few minutes
5. Cakes and tarts are non-frozen desserts.
 - a) not very cold
 - b) sweet and cold
 - c) not kept cold and hard in the freezer
 - d) cool
6. I like desserts
 - a) place with few trees or plants
 - b) chocolate mousse
 - c) cakes or tarts
 - d) a sweet dish eaten at the end of a meal

5. The waiter is taking an order for desserts and coffee. Put the statements of the waiter and the two guests into a dialogue. Role-play the dialogue with a partner.

Waiter

“What sort of coffee would you like, sir?”

“Certainly, madam. What about you, sir?”

“Would you like any desserts?”

“Would you like to try our fruit tarts, sir?”

They are the house specialities.”

“Any coffee for you, madam?”

Waiter: *Would you like any dessert?*

Guest: *Yes, I'd like the apple tart, please.*

Guests 1 and 2

“Just coffee for me.”

“Yes, I'd like the apple tart, please.”

“An espresso, please.”

“No dessert for me, thank you. I've eaten too much.”

“Yes, I'll have a cappuccino.”

UNIT 11. MAKING TEA/SERVING BEVERAGES AFTER MEALS

KEY VOCABULARY

VERBS

brew
bring carry
contain
continue
filter
order

pour
set down
stir
want
warm

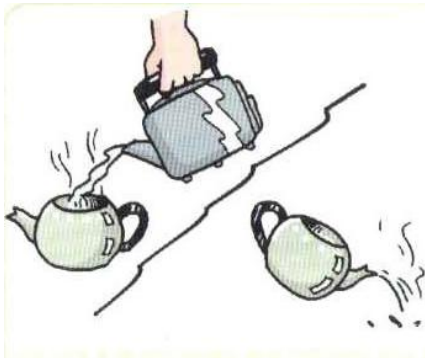
NOUNS

bar

bartender
bowl
brandy
creamer
forearm
liqueur
sachet
snifter
steam
sweetener

teabag
tea-leaves
teapot
OTHERS
boiling
brewed
empty
herbal
instant
prepared

Read the dialogue, pay to attention to the main expressions and phrases



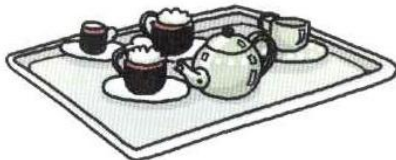
To make a cup of tea, Mary first warmed a teapot



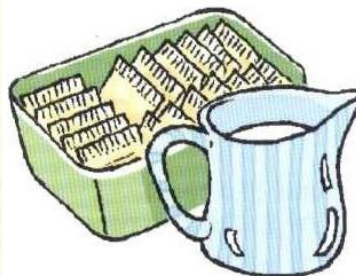
Then she put a teabag into the warm teapot



and filled the pot three-quarters full with boiling water



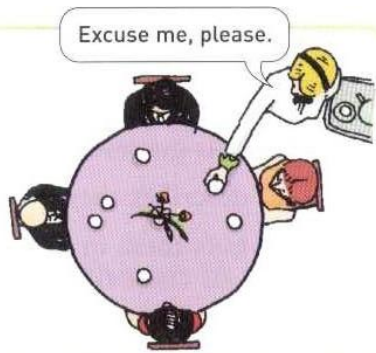
Mary put the prepared coffee, the teapot and an empty cup and saucer on a try



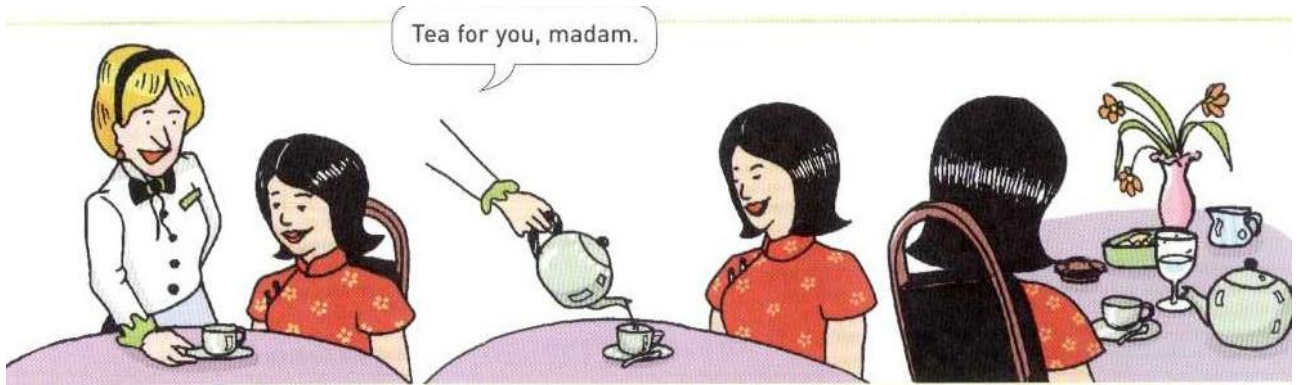
She also put a sugar bowl and a milk jug on the tray



The sugar bowl contained sachets of different kinds of sugar



Mary carried the beverage tray in the waist-carry position to the tray-stand. First, she placed the milk jug and the sugar bowl in the center of the table.



Then she set the empty cup and saucer down in front of the first guest...

and filled the cup three-quarters full of tea.

She left the teapot on the table to the right of the guest.



She served the next two guests their cappuccinos...

...and gave the demitasse of espresso to another guest.

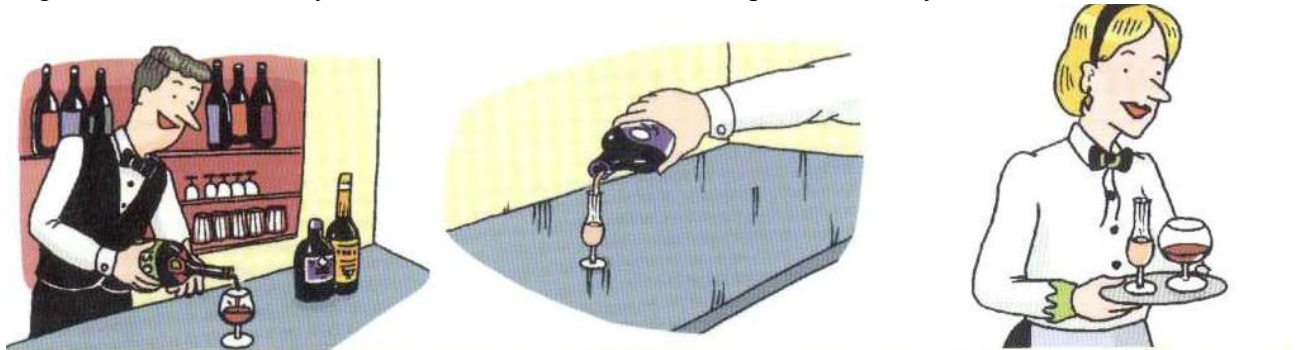
Mary asked if anyone wanted an after-dinner drink.



A guest ordered a brandy...

...and another wanted a liqueur.

Mary took the order to the bar.



The bartender poured some of the cognac into a brandy snifter.

He filled a liqueur glass with Cointreau.

Mary carried the drinks to the table on a small service plate.



She served the guests their drinks.

She checked if the guests needed anything else.

Then she left to continue her work at another table.

FOR SPECIAL ATTENTION

she warmed the teapot = she put a little hot water into the pot to make it warm. When the pot was warm, she poured away the water.

sweetener = a substance that is used instead of sugar to make food and drink sweet

milk jug = creamer

waist-carry position = the beverage tray rests on the forearm and open palm and is carried at waist level

instant coffee = this coffee is made quickly just by stirring in hot milk or water to the coffee powder

brew tea or coffee = leave coffee or teabags/tea leaves in boiling water for a few minutes

brewed coffee = boiling water is added slowly to ground coffee and filtered before the coffee is ready for drinking

Herbal teas are not made from tea-leaves but from leaves of special plants known as herbs, e.g. mint, chamomile etc.

brandy = a strong alcoholic drink made from grapes or other fruit

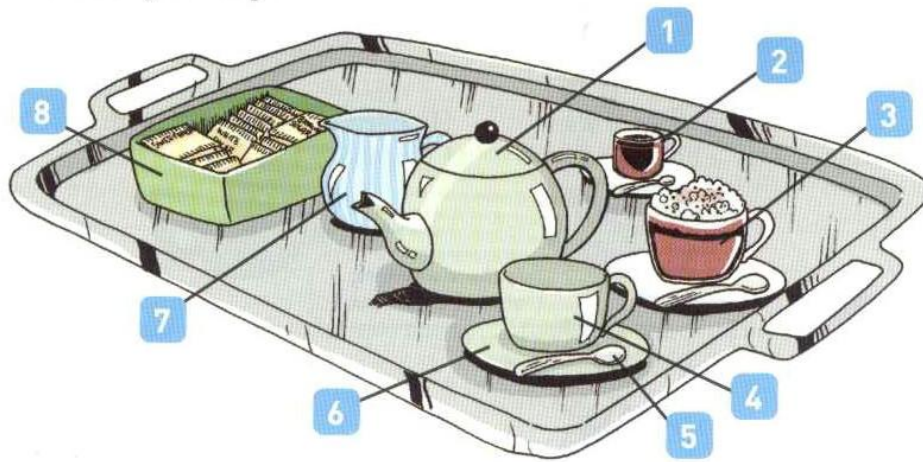
liqueur = a strong, sweet alcoholic drink made from different fruit and usually drunk only after meals

an after-dinner drink is usually a liqueur or a brandy

snifter = a bowl-shaped glass on a stem. Brandy is always served in this type of glass

UNIT 11. EXERCISES

1. Name all the items on Mary`s tray



2. Describe how you make a cup of tea. Fill in the blanks with the words from the box. There is one word for each blank.

<i>tea pot</i>	<i>pour out</i>	<i>boiling</i>	<i>sugar</i>	<i>water</i>	<i>tea-leaves</i>
<i>brew</i>	<i>three-quarters</i>	<i>teabag</i>	<i>putting</i>	<i>warm</i>	<i>teacup</i>

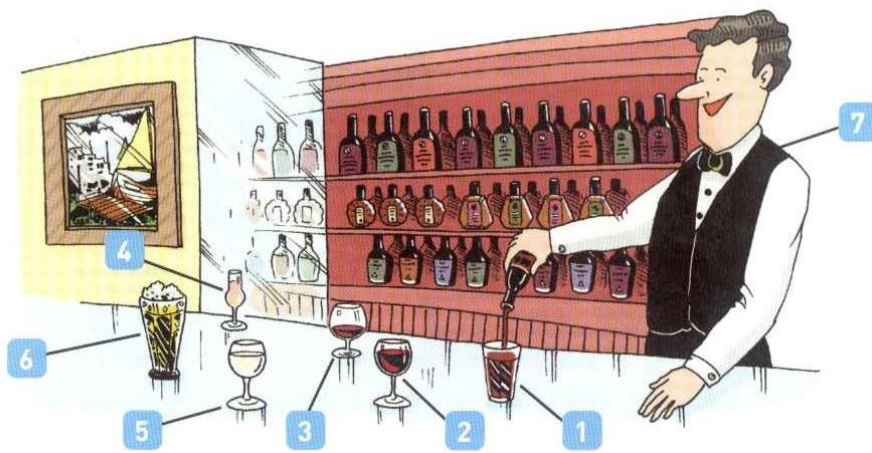
Making a Cup of Tea

First, (1)_____ a small teapot by (2)_____ a little hot water into it. When the (3)_____ is warm, (4)_____ the water. Then put a (5)_____ or two teaspoons of (6)_____ into the warmed teapot. Fill the teapot (7)_____ full with (8)_____ water. Let the tea (9)_____ for a few minutes. Serve the tea in a (10)_____ and saucer, with milk and (11)_____ or a slice of lemon.

3. The sentences on the right are clues to the words on the left. Match the words with their clues.

<ol style="list-style-type: none"> 1. stem 2. instant coffee 3. herbal tea 4. sweetener 5. snifter 6. brewed coffee 7. liqueur 8. brandy 	<ol style="list-style-type: none"> a) This is served in a very small glass. b) This glass is shaped like a bowl. c) You hold this part of a wine glass when you are dinking from it d) Coffee made by slowly dripping hot water through grounded coffee e) This coffee is easy and quick to make f) This is a strong alcoholic drink made from grapes or fruit g) This is made with the leaves of certain plants. h) People sometimes use this in their coffee or tea.
--	--

4. Who is the person at the bar, and what drinks has he just poured? Write your answers.



5. Practice ASKING.

Use the questions forms below and practice asking guests if they want the items on the right

1. Could I get you another cup of coffee?
Would you like another cup of coffee?

another cup of



2. _____

an after dinner drink

e.g.

Could I get you

Would you like

another cup of coffee?

some/more



a



a glass of



anything else

6.
discuss
these

questions with your partner

1. Why do some people use sweetener in their drinks?
2. Why are liqueurs and brandies served in special sized and shaped glasses?

UNIT 12. PRESENTING THE CHEQUE/BILL
KEY VOCABULARY

VERBS
examine
go through

include
pay
present

process
return
sign
verify
wish
NOUNS

bill
cash
cashier
change
check
check-holder
copy

credit card
customer
payment
processing
signature
statement
tip
voucher
OTHERS
closed
correct
included

Read the dialogue, pay to attention to the main expressions and phrases



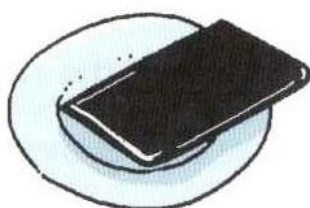
The guests at table 14 asked for their check

Mary went to the cashier and asked for the check for table 14.

She went through the check to see if all items were included and correct.



She put a pen and the check in a check-holder...



...and put the check-holder on a service plate.



At the table, she placed the closed check-holder in front of the host.



Mary stood a little distance away while the guest examined the bill

He wished to pay by credit card



Mary put the credit card in the check-holder...



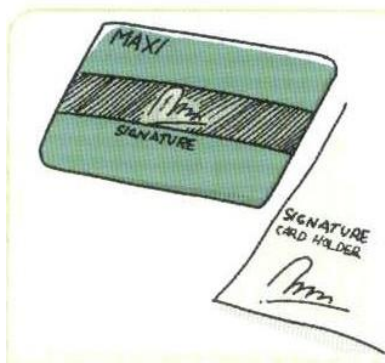
...and gave it to the cashier for processing.



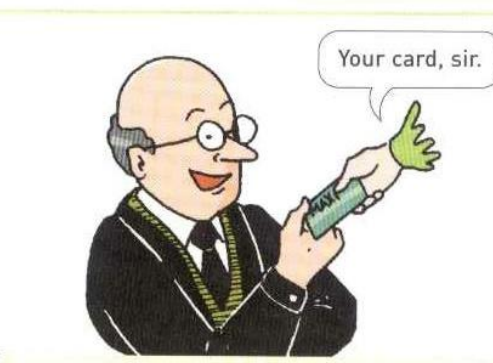
After the card was processed, Mary brought it back to the guest for signing.



Mary verified the guest's signature against the card.



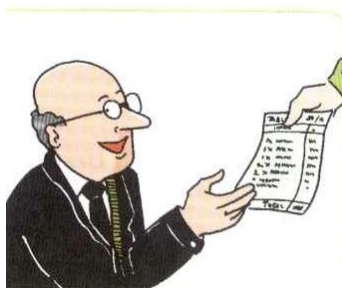
The two signatures looked the same



She then returned the credit card to the guest.



She also gave him the customer's copy of the credit card vouchers..



...and copy of the check.



The guests left a tip on the table.



As they stood up to leave, Mary thanked them.

Goodbye, sir, goodnight, madam.
Hope to see you again soon.



...and said goodbye.

Tips

- Some guests include a tip for the waiter on their credit card payment voucher.
- Others leave a cash tip on the table.

Sample of a Credit Card Voucher

A Cash Payment



A guest places the cash in the check-holder.



Take the cash to the cashier.



Put any change into the check-holder and take it to the guest.

ALPSBANK

GEORGE RESTAURANT
Lot 123, Jln 18/25, Las Vegas
United State of America
4565430034
00000007689324

MAXICARD
1609 1234 7623 7689
JAYA LENO
SALE 06/99
000987 009876
25DEC99 12:45
123456431 3456543

AMOUNT : 250.90

TOTAL : 250.90

Cardmember signature

X

FOR SPECIAL ATTENTION

- a process a credit card** = take a certain actions to make sure the card can be used, etc
- check** = a statement of the money that has to be paid for something. Also called a bill.
- verify something** = make sure something is accurate or true.
- tip** = a special sum of money given to waiters, taxi-drivers etc. for their service
- change** = the money returned to someone when the cost of something is less than the amount given by that person as payment

UNIT 12. EXERCISES

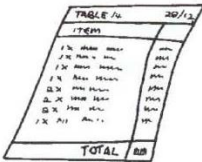
1. Find a word for each picture below.



1. _____

2. _____

3. _____

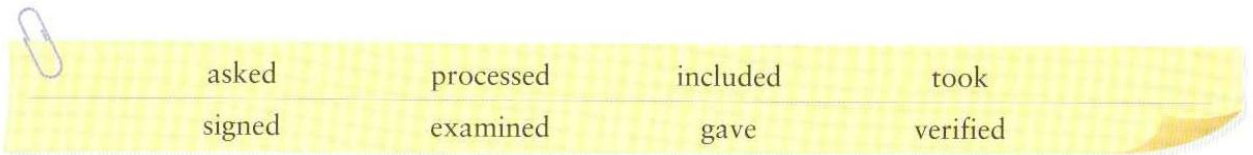


4. _____

5. _____

6. _____

2. Choose a word from the box that describes the action in each picture.



a) He _____ the check.



b) The guest _____ a tip for the waiter.



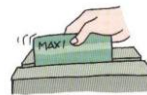
c) He _____ the payment voucher.



d) She _____ the signature.



e) The cashier _____ the credit card.



f) He _____ for his check.



g) He _____ his credit card to the waitress.



h) She _____ the credit card to the cashier.



3. **What is the correct order of the above actions? List the letters of the pictures in order from 1-8.**

e.g. 1 (f)

4. **Say if the following sentences are true or false.**

1. Guests usually do not leave a tip for the waiter if the service is bad.
2. The check –holder is lift open when it is presented to the guest.
3. Mary waited close to the guest while he went through the check.
4. The customer’s copy of the credit card vouchers is given to the guest.
5. Mary looked at the signature on the credit card to see if it was the same as the guest’s signature.
6. The cashier must make sure that credit card be used.
7. The credit card must be returned to the guest.
8. The cashier goes through the bill to make sure that all items ordered by the guests are included.

5. **(a) Match the dialogue balloons of the waitress and the guest.**

Waitress	Guest
<div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> Thank you very much, sir. Thank you, madam. Goodnight. 1 – (E) </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> Can I get you anything else? 2 – () </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> We hope to see you again soon. 3 – () </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> Here’s your card, sir, and your copy of the voucher. 4 – () </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; width: 80%; margin-left: auto; margin-right: auto;"> I hope you enjoyed your dinner. 5 – () </div>	<div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> Yes, we did. It was a very good meal. A </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> No, thank you. We are leaving now. B </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> We’ll certainly come again. C </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; margin-bottom: 10px; width: 80%; margin-left: auto; margin-right: auto;"> Thank you. D </div> <div style="border: 1px solid gray; border-radius: 15px; padding: 10px; width: 80%; margin-left: auto; margin-right: auto;"> Goodnight. E </div>

(b) Write the above dialogue out in the correct order, and role-play it with your partner.

Waitress: Here’s your card, sir, and your copy of the voucher.

Guest:

6. **Watch the video and make notes**



UNIT 13. SETTING THE TABLE KEY VOCABULARY

VERBS

shakers

arrange
brush
hold
place
position
set
set down

NOUNS

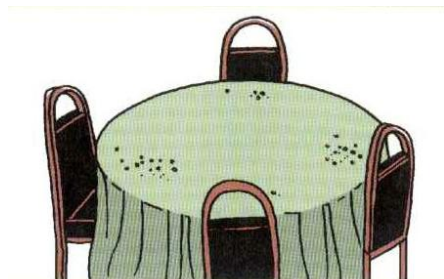
ashtray
butter knife
china
crumb
dessert spoon
edge
fish fork
fish knife
flatware
goblet
napkin
serviette

side plate
silverware
soup spoon
table fork
table knife
tablecloth
tip
vase

OTHERS

bottom
centre
folded
fresh
in line with
left
middle
outer
right
soiled
under

Read the dialogue, pay to attention to the main expressions and phrases



There were some crumbs on the tablecloth.



Mary held a service plate just under the edge of the table



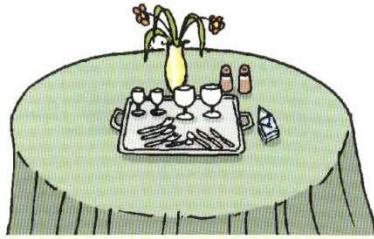
... and with a folded napkin, she brushed the crumbs off the table onto the plate.

Special Purpose Cutlery

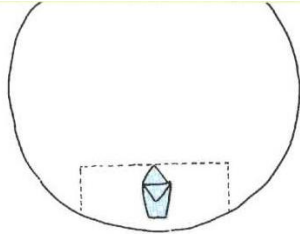
- *oyster fork/steak knife* – these items are brought to the table only if the guest orders oysters or steak
- *fish knife and fork/soup spoon* – these items are removed from the place setting if the guests do not order fish or soup

Place Setting

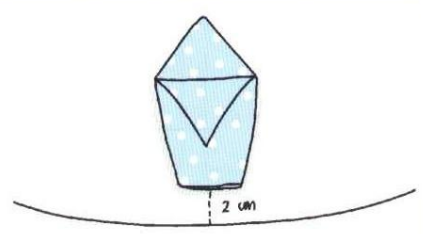
NB: Some items in the place setting may be set in a slightly different position from the above description.



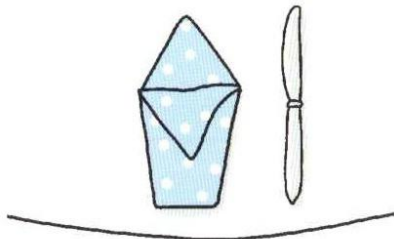
She then put the glasses, flatware, china, and other items she needed in the middle of the table.



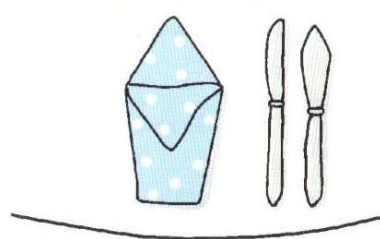
First, Mary placed a napkin in the middle of the place setting ...



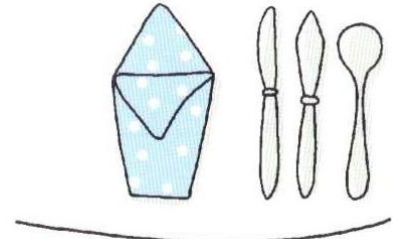
... about 2 cm from the bottom edge of the table.



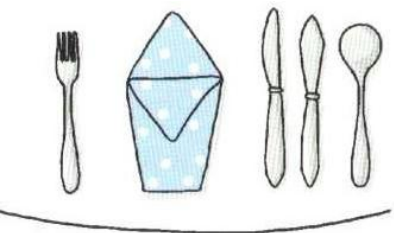
Then she placed the table knife on the right, 4 cm from the napkin.



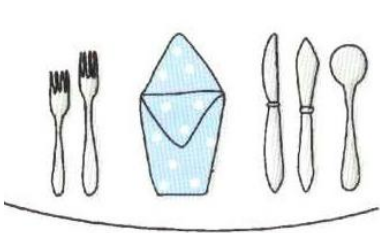
She put a fish knife next to the table knife.



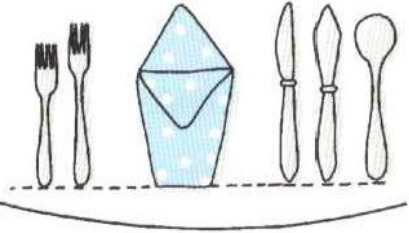
She positioned a soup spoon next to the fish knife.



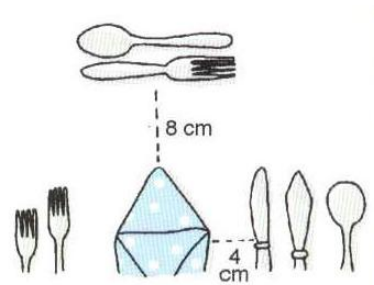
She set a table fork down 4 cm to the left of the napkin ...



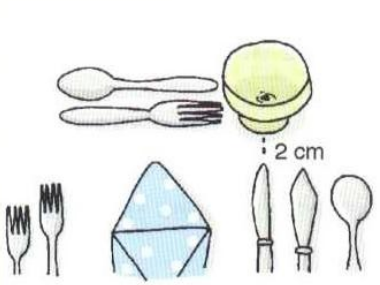
... and placed a fish fork on the outer side of it.



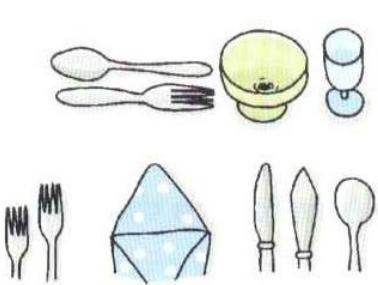
Mary made sure that all the flatware was in line with the napkin.



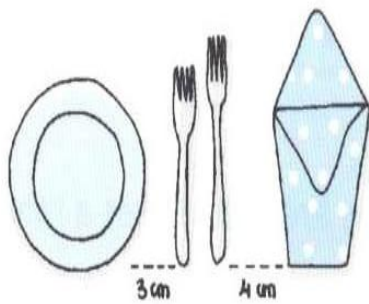
She placed a dessert spoon and fork about 8 cm above the napkin.



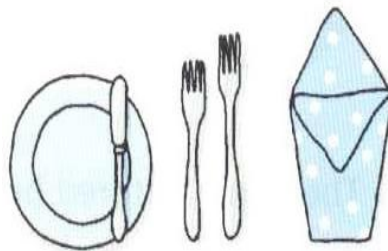
She positioned a water goblet about 2 cm above the tip of the table knife.



Then she placed a wine glass on the right of the water goblet.



Next, Mary put a side plate on the left, about 3 cm from the fish fork.



She placed a butter knife on the right side of the side plate.



She then arranged a small vase of flowers in the centre of the table.



Finally, Mary put an ashtray and the pepper and salt shakers in the middle of the table.



The tablecloth on the next table was soiled ...



... so Mary changed it and put a fresh, clean cloth on the table before setting it.

FOR SPECIAL ATTENTION

setting the table = arranging cutlery etc. on a table so that it is ready for use

set down = put something in the correct place

china [US] = another name of the crockery [cups, plates]

flatware = another name for cutlery. Also called silverware

crumbs = small bits of dry food

in line with = in a straight line with something

butter knife = a short, blunt knife used to spread butter on bread

table knife and fork = the knife and fork used when eating food other than fish or steak

fish knife and fork = the special cutlery used for eating fish

steak knife = a sharp knife with a serrated edge which cuts meat more easily

dessert spoon and fork = the spoon and fork used for eating most desserts

soiled = dirty or stained

oyster fork = a small fork used picking the oyster out its shell

goblet = a drinking glass with a stem and a base

napkin = also called a serviette [UK]

UNIT 13. EXERCISES

1. The items pictured below are used to set a table. Write down their names in the spaces provided.



1. _____ 2. _____ 3. _____ 4. _____ 5. _____



6. _____ 7. _____ 8. _____ 9. _____ 10. _____

2. Set this table for two! Draw the above items in their correct positions on the table below. Include side plates and butter knives.



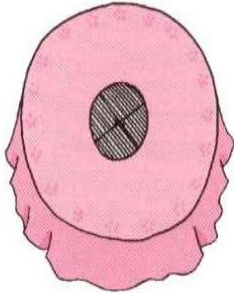
3. Discuss with your partner:

(a) the possible differences in position for some of the items in a place setting e.g. glasses

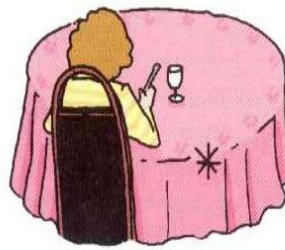
(b) the shape and size of other special purpose flatware, e.g. fruit knife and fork, snail fork etc.

4. Use one of the words in the box to describe each position marked on the pictures below. Do not use the same word more than once.

right in line with top outer above
 middle under centre bottom



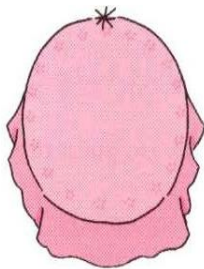
1. the _____ of the table



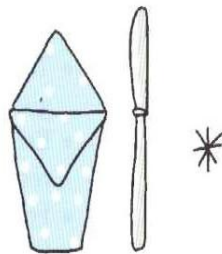
2. on the _____ of the guest



3. _____ the chair



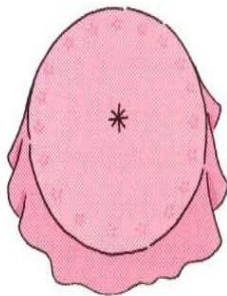
4. the _____ edge of the table



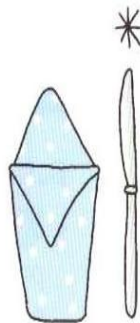
5. the _____ side of the table knife



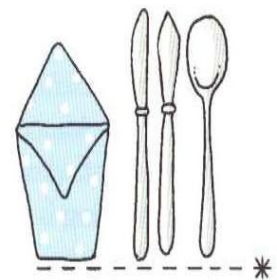
6. the _____ edge of the table



7. the _____ of the table



8. _____ the tip of the knife

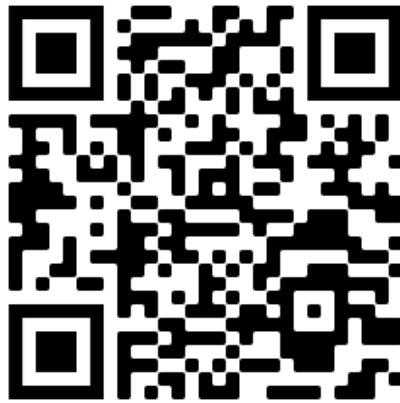


9. _____ the napkin

5. Match the words in column A with their meanings in column B

A		B
1. soiled.....	[]	a. crockery
2. silverware.....	[]	b. glass
3. china.....	[]	c. very small bits of food
4. goblet.....	[]	d. put into place
5. serviette.....	[]	e. the top end of something
6. crumbs.....	[]	f. stained or dirty
7. arrange.....	[]	g. cutlery
8. tip.....	[]	h. napkin

6. Watch the video and make notes how to set a table



7. Learn how to set a table, from a basic table setting, to an informal table setting for a casual dinner party, to a formal place setting for a holiday.



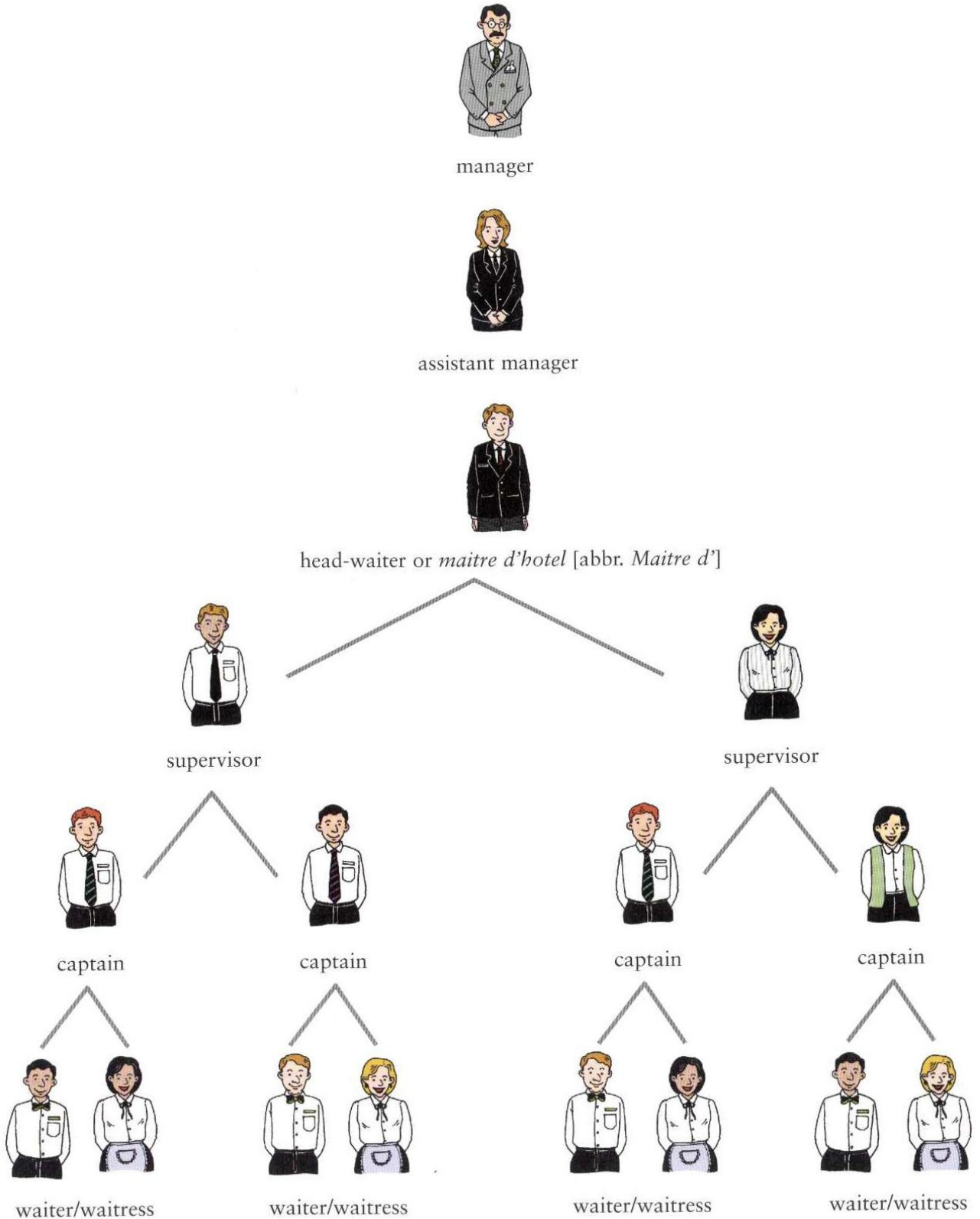
Test yourself



APPENDIX 1.

RESTAURANT STAFF

The number and categories of staff will vary according to the size of the restaurant.



Back of House:

Stewards whose duties include taking away and washing up used dishes etc. from the Service or Clearing Station.

Cleaners who clean, dust and vacuum the restaurant after each meal sitting.

APPENDIX 2.

DUTIES OF RESTAURANT STAFF

Waiter/waitress

Basic duties

- ❖ Greet guests, seat guests, offer friendly and polite help, provide prompt and efficient service

Specific Responsibilities

- ❖ Come to work in time.
- ❖ Know and follow work schedule.
- ❖ Wear uniform and name tag.
- ❖ Carry out duties assigned by the supervisor or manager.
- ❖ Keep assigned station clean.
- ❖ Restock the service station with guest supplies.
- ❖ Keep working area and operating equipment clean and in good condition.
- ❖ Keep informed of all items on the drink list, menu specials, and chef's recommendations.
- ❖ Inform supervisor/host/hostess of new arrivals.
- ❖ Understand and follow the service sequence according to policy and procedures.
- ❖ Offer ice water and complimentary bread, crackers, etc.
- ❖ Carry beverages from the service bar to the service station.
- ❖ Take guests' orders.
- ❖ Make eye-contact and smile when taking guests' orders.
- ❖ Use suggestive selling technique to increase revenue.
- ❖ Serve guest in an efficient, courteous way.
- ❖ Carry food from the kitchen to the service station.
- ❖ Be alert to priority of service for guests.
- ❖ Ask guests if everything is satisfactory (at least once).
- ❖ Offer drink refills in timely fashion.
- ❖ Take away dirty dishes/glasses from the station and return them to kitchen/bar.
- ❖ Be visible and available to guests in assigned service station.
- ❖ Present bill to guest.
- ❖ Present bill with folder and pen.
- ❖ Be sure the bill is correct.
- ❖ Thank guests and say goodbye.
- ❖ Collect tips left on guest tables within service station.
- ❖ Handle guests' needs and complaints.
- ❖ Cooperate with colleagues and other staff members to maintain effective teamwork.
- ❖ Attend staff meeting and/or training for the company.

Bus Person/Busser

Basic Duties

- ❖ Clear tables after guests finish eating, set tables before new guests sit down, deliver plates and utensils to wash station, general cleaning responsibilities.\

Specific Responsibilities

- ❖ Come to work on time.
- ❖ Clear tables of used dishes, glasses, and silverware.
- ❖ Wipe down empty tables.
- ❖ Set tables to prepare for guests.
- ❖ Return dirty dishes to kitchen/wash station.
- ❖ Scrape food remains from plates.
- ❖ Separate utensils.
- ❖ Sort and stack dishes.
- ❖ Take water glasses to guest tables for newly arrived guests.
- ❖ Bring ketchup, sauces, salt, etc. to guest tables upon request.
- ❖ Spread fresh tablecloth on tables before setting.
- ❖ Dust various places around the dining area,
- ❖ Vacuum and/or mop the dining area after closing.
- ❖ Empty trash cans.

Supervisor/Manager

Basic Duties

- ❖ Supervise and support operational team, provide prompt and courteous service to guests under operating policies and procedures.

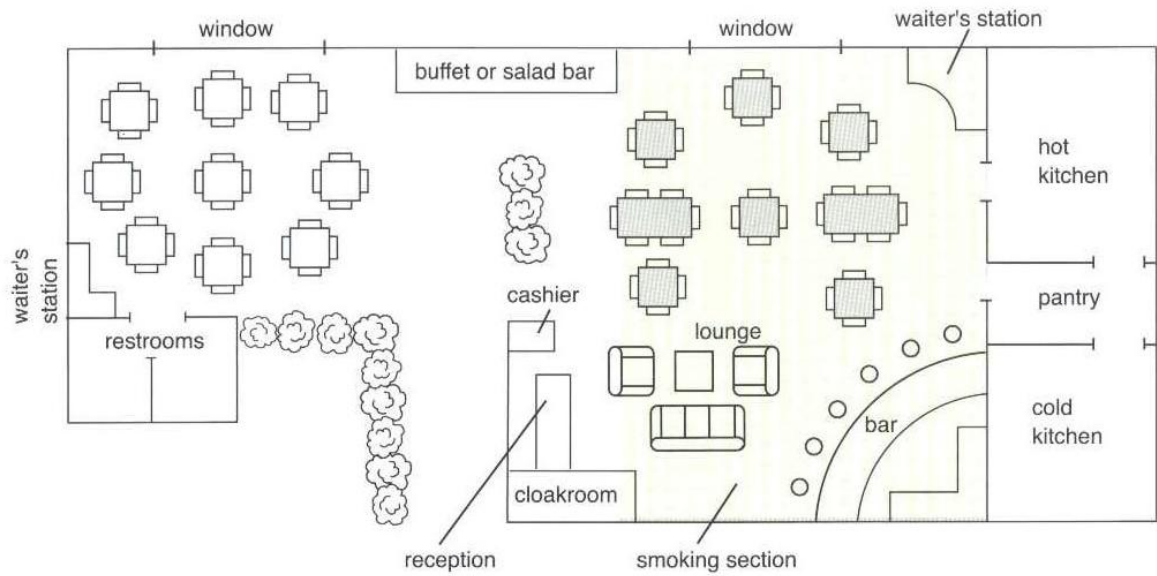
Specific Responsibilities

- ❖ Seek to ensure guest satisfaction and best quality of service.
- ❖ Monitor staff regarding prompt arrival for scheduled shifts.
- ❖ Respond promptly and politely to guest questions, complaints, and requests.
- ❖ Monitor stocks of all equipment, linen, condiments, stationary, and miscellaneous items.
- ❖ Inspect operating equipment to make sure it is clean and in good condition.
- ❖ Perform spot checks of cleanliness of facilities.
- ❖ Supervise and coordinate efficient service of food and beverages for all guests.
- ❖ Ensure the proper, presentable appearance of all staff.
- ❖ Control and analyze the selection, training, and management staff.
- ❖ Control and analyze the quality levels of products and services, i.e. guest satisfaction.
- ❖ Control and analyze merchandising and marketing.
- ❖ Control and analyze promotion and special awards staff.
- ❖ Control and analyze operating costs.
- ❖ Control and analyze sanitations, cleanliness, and hygiene of restaurant and staff.

- ❖ Ensure opening and closing times are adhered to.
- ❖ Maintain reports and log books regarding activities of each shift.
- ❖ Attend briefing and departmental meetings.
- ❖ Control and order necessary guest supplies.
- ❖ Keep informed of all items and prices available in the service areas.
- ❖ Supervise On-the Job-Training of new employees.
- ❖ Monitor the service sequence of staff.
- ❖ Monitor quality and presentation of food and beverages.
- ❖ Coordinate changes or additions to menus and beverage lists.
- ❖ Observe matters related to competition such as prices, new services. etc.
- ❖ Establish and maintain effective employee relations, especially between service and kitchen staff.
- ❖ Develop formal training procedure and employee orientation.
- ❖ Conduct performance appraisals and coaching to ensure appropriate staffing and productivity.

APPENDIX 3.
PLAN OF A RESTAURANT

Restaurants may have some or all of the following features:



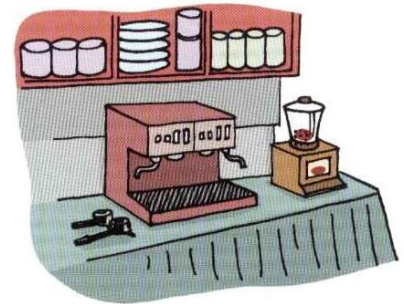
SOME PARTS OF A RESTAURANT



Bar



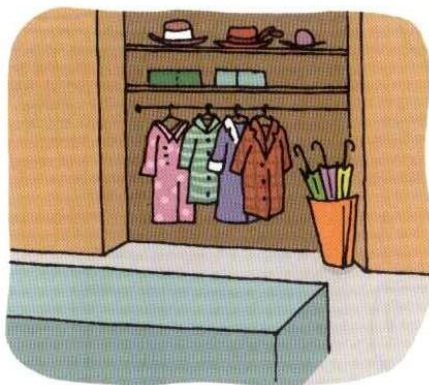
Kitchen (hot)



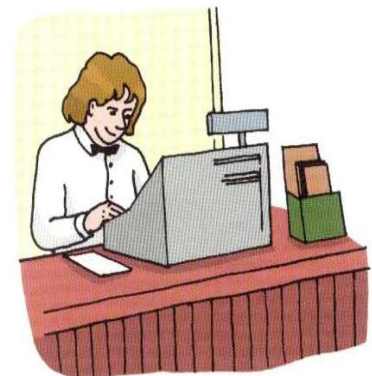
Pantry



Reception desk



Cloakroom



Cashier

APPENDIX 4.

THE EQUIPMENT: CUTLERY/GLASSWARE

CUTLERY Silverware or Flatware

KNIVES



table



fish



steak



butter



fruit



carving



cake slice

FORKS



table



fish



dessert



fruit



oyster



cake



carving



service

SPOONS



table



soup



dessert



tea/coffee



demitasse



ice-cream



sauce



service

GLASSWARE



water
tumbler



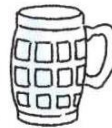
goblet



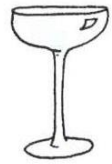
wine



beer



champagne
flute



bowl



liqueur



sherry



brandy



longdrink or highball glass



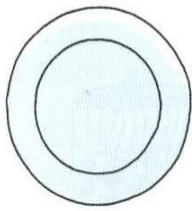
martini



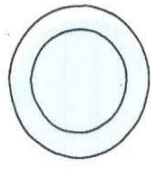
cocktail
tumbler

APPENDIX 5
THE EQUIPMENT: CROCKERY/OTHERS

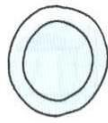
CROCKERY China



dinner plate



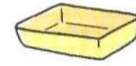
fish/
salad plate



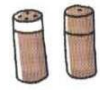
side/
bread plate



soup/
cereal bowl



butter dish



pepper and
salt shakers



tea/coffee cup
and saucer



demitasse
and saucer



teapot



coffeepot



milk jug
or creamer

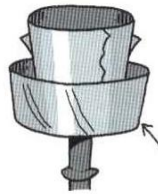


sugar bowl

OTHER These items are commonly used in restaurants.



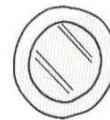
tray stand



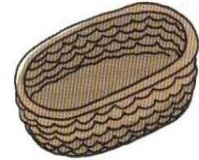
wine-bucket stand



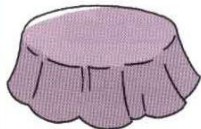
tray



service plate



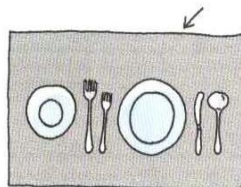
bread basket



tablecloth



napkin or
serviette



placemat



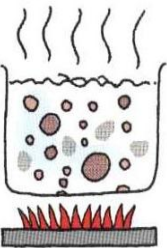
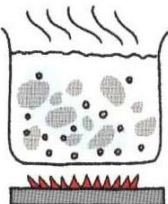
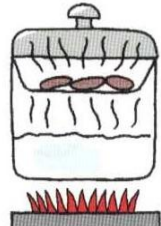
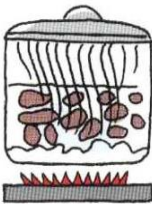
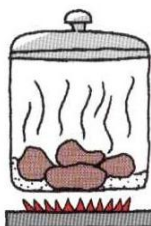
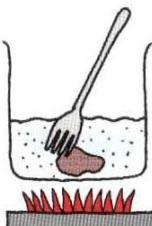
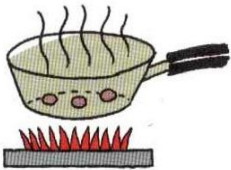
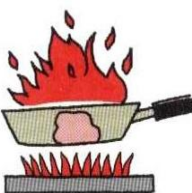
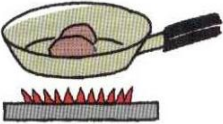
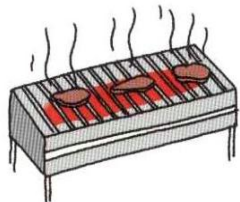

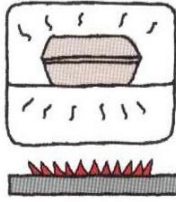
stirrer



coaster

APPENDIX 6.
COOKING METHODS

Restaurants customers often asks how a dish is prepared or cooked. Here are some of the main methods of cooking food.

<p>Boiling</p>  <p>Food is cooked in deep boiling liquid [water, stock, wine etc.] in an open or covered saucepan.</p>	<p>Simmering</p>  <p>Like boiling, but the liquid is kept just below boiling point in an uncovered pot.</p>	<p>Steaming</p>  <p>Food is placed on a container and cooked in the steam from boiling water in a covered pan or steamer.</p>	<p>Stewing</p>  <p>Cooking food in its own juices with a little additional liquid, in a covered pan, at simmering point.</p>
<p>Braising</p>  <p>Pieces of food are first browned in a little fat, then cooked with some liquid in a closed pan.</p>	<p>Deep-frying</p>  <p>Frying pieces of food in a deep pot or fryer with plenty of hot oil or fat.</p>	<p>Sautéing</p>  <p>Cooking small or thin pieces of food in a little very hot oil or fat. The frying pan is shaken constantly to stop the food from burning.</p>	<p>Flambéing</p>  <p>After frying, alcohol is added to the food in the frying pan and set on fire. This gives added flavour to the food.</p>
<p>Pan-frying</p>  <p>Frying food in a little oil or butter using a frying pan over moderate heat.</p>	<p>Broiling/grilling</p>  <p>Cooking food like steak or fish, over or under open heat, e.g. under the oven grill, or on a barbecue or hot plate.</p>	<p>Roasting</p>  <p>Cooking food like meat or poultry with some fat in a hot oven [between 200-240 degrees centigrade].</p>	<p>Baking</p>  <p>Cooking food like cakes, pies, bread etc. in a closed oven at a temperature of between 120-240°C.</p>

APPENDIX 7. FOOD: SEAFOOD/POULTRY

SEAFOOD

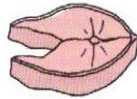
The term seafood covers all fish from the sea or freshwater as well as shellfish.

FISH

Names of some sea and freshwater fish.

Sea or saltwater fish

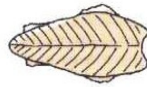
Salmon
Sole [Dover or Lemon]
Sardine
Bass
Cod
Tuna
Plaice
Whiting
Mackerel
Turbot



a fish steak



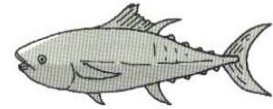
a fish fillet



smoked salmon

Freshwater fish

Carp
Trout, rainbow
Trout, river or brown
Catfish
Eel



tuna



trout



eel

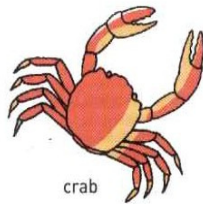


lemon sole

SHELLFISH

The following shellfish are often served in restaurants.

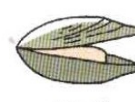
Crab
Mussels
Scallops
Oysters
Shrimp/Prawns
Lobsters



crab



scallop



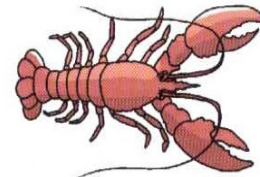
mussel



oyster



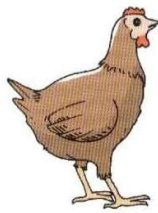
shrimp/prawns



lobsters

POULTRY

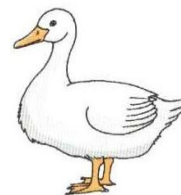
Chicken
Spring chicken
Turkey
Duck
Quail
Pheasant



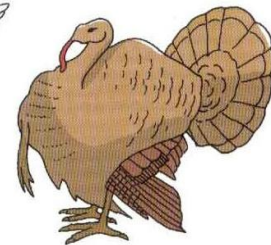
chicken



pheasant



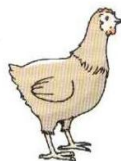
duck



turkey



quail



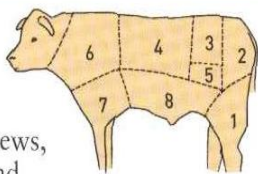
spring chicken

APPENDIX 8. FOOD: MEAT

Meat dishes served in restaurants are prepared from one of the following meats:

BEEF/LAMB/VEAL/PORK/VENISON

BEEF



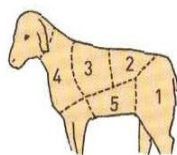
- [1] Lean meat that needs long, slow cooking. Used for stews, casseroles and ground [minced] beef dishes e.g. hamburgers, meatloaf, meat sauce for pasta etc.
- [2] Lean meat with good flavour. Used for grilling [rump steak], braising, or pot roasting.
- [3&4] Steaks such as sirloin, porterhouse, entrecote, rib-eye and t-bone come from this section. Also used for dishes like kebabs, roast beef and beef ribs.
- [5] Lean, boneless meat that is very tender and very expensive. Used for dishes like Chateaubriand, Fillet Mignon, Beef Tournedos, Beef Bourguignon, etc.
- [6] The rib portion of this cut is used for roasting. Chuck or blade steak from this section is used for slow cooking casseroles or stews.
- [7&8] Inexpensive and rather fatty meat. Used for corned beef, pot roasts or slow braising. Meat from the flank is also used for beef roulades or paupiettes [rolls], flank steak, pot roasts.

VEAL



- Veal is the flesh of very young calves. It is an expensive meat that is pale in colour and very tender. As veal is rather dry and bland, it needs sauces, stuffings and seasonings to provide additional flavour. Many fine dining restaurants include veal dishes on their menus.*
- [1] Slices of meat from this section are called by several names, e.g. scallops, escalopes, scallopini, schnitzels or cutlets. These pieces of veal are prepared in many different ways.
 - [2] This section can be boned and rolled for roasts, or cut up into chops for grilling, frying, braising, etc. Crown roasts and veal cutlets are also from this section.
 - [3] The shoulder joint is also often boned, stuffed and rolled for roasts.
 - [4] Breast meat is often used for stewing or braising. It can also be rolled and stuffed for a roast.
 - [5&6] Shanks are used for stewing or braising. Osso Bucco is a popular Italian dish made from this cut.

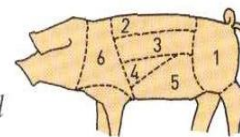
LAMB



Lamb is the flesh of young animals of between 3–12 months old. The term ‘mutton’ is used for the flesh of older sheep.

- [1] A large roasting joint often served in restaurants as Roast Leg of Lamb.
- [2] Loin joints can be roasted whole or boned and rolled. The loin is also cut up into loin chops for grilling, frying or barbecuing.
- [3] This section has the best chops or cutlets for grilling or frying etc. It is also used for the well-known dishes, Crown Roast and Rack of Lamb.
- [4&5] The shoulder and breast meat can be used for kebabs, casseroles, and dishes that require stewing or braising. A boned and rolled shoulder makes a tasty and less expensive roast.

PORK



The most common cuts of pork used in restaurants are from the leg [1], loin [3], and rib [4] sections.

- [1] Excellent for roast pork and ham – two of the best-known pork dishes.
- [3] Meat from this section provides loin chops for grilling, baking or frying, as well as the popular Crown Roast. The pork fillet or tenderloin is also from this section.
- [4] Spare ribs are a popular choice in restaurants. They can be baked, barbecued, grilled or braised.
- [5] Flank or belly pork is used for stews or braised dishes, and especially for curing as bacon.

Venison is the flesh of young male deer. The roasted leg joint, steaks and braised loin or neck chops are some venison dishes served in restaurants.

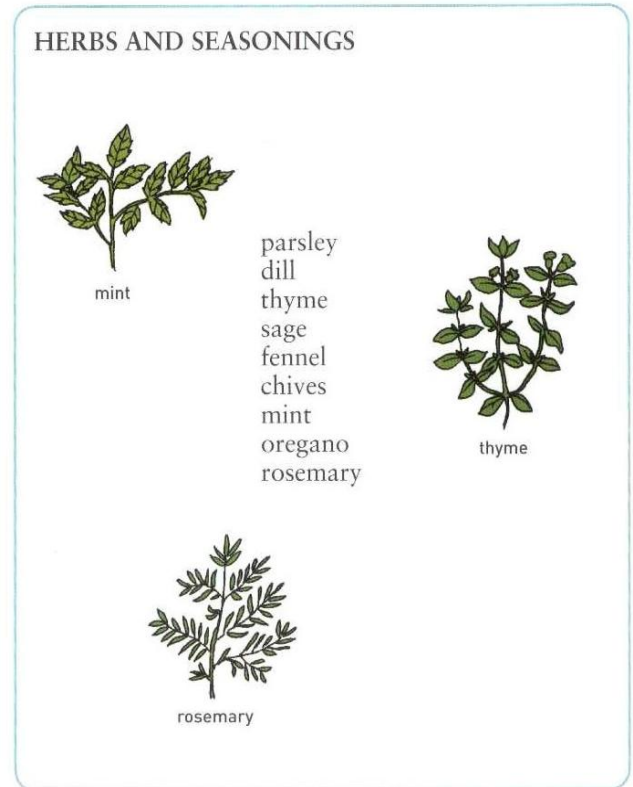
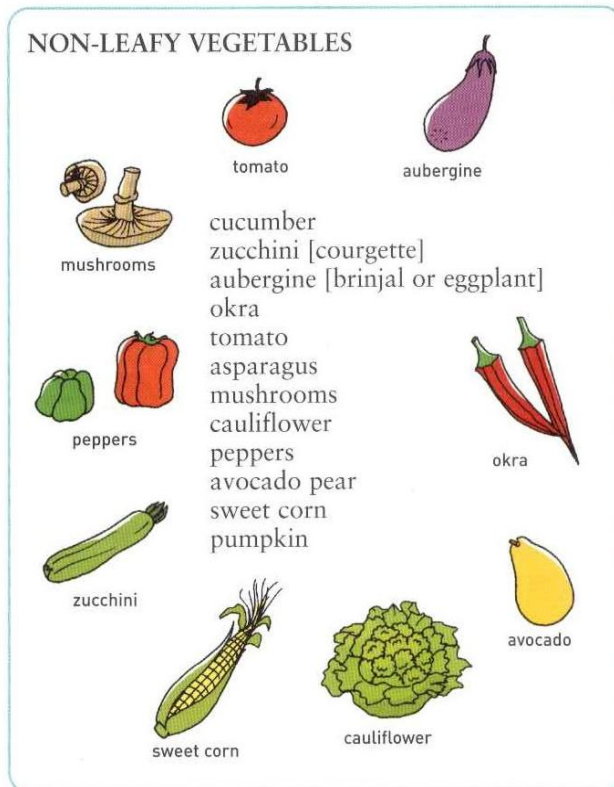
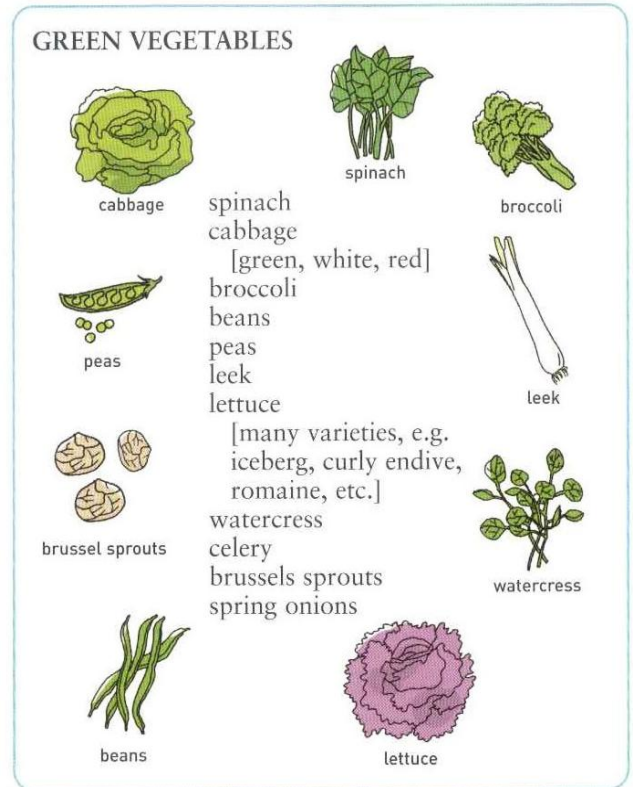
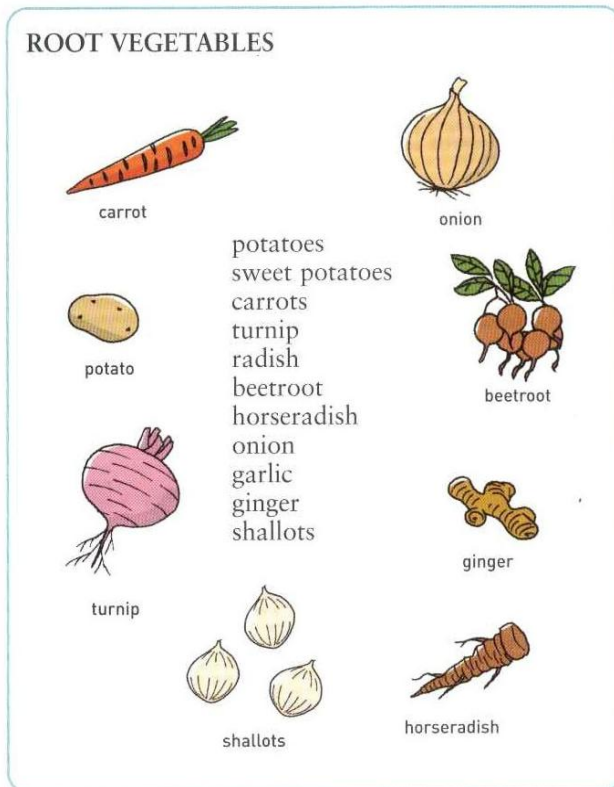
APPENDIX 9.

FOOD: VEGETABLES

The vegetables listed below are among some of the commonly used vegetables in restaurants.

They are grouped under the following categories:

Root vegetables; Green vegetables; Non-leafy vegetables; Herbs and seasoning



**APPENDIX 10.
BEVERAGES: NON-ALCOHOLIC**

HOT DRINKS

COFFEE



Restaurants may serve a variety of coffees from various parts of the world, e.g. Brazil, Columbia, Kenya, Indonesia etc.

There are also many ways of serving coffee. The most well-known of these are:

Espresso – a strong black coffee served in a demitasse or small cup.



Cappuccino – milk which has been frothed up with steam is added to strong black coffee.



Latte – coffee made with hot milk and usually served in a large cup or tall glass 'mug'.

Regular coffee – black coffee to which milk or sugar can be added.

Decaffeinated coffee – coffee that does not contain caffeine, [a stimulant found in tea and coffee].

TEA



Tea is grown in many regions of the world, e.g. Sri Lanka, India, China. It is made by pouring boiling water over tea-leaves or teabags.

Tea is served with milk, sugar or a slice of lemon.



Herbal Teas – tea made by pouring boiling water over the leaves of plants such as Camomile, Mint or other herbs.

Herbal teas are usually served without milk.

HOT CHOCOLATE

Hot Chocolate – a drink made by mixing powdered chocolate with hot milk.



COLD DRINKS

FRUIT/VEGETABLE JUICES

Shown below are some fruit and vegetables that can be freshly squeezed to extract juice.



apple



carrot



guava



grapefruit



honeydew



mango



pineapple



watermelon



tomato



lemon/lime

BOTTLED/CANNED DRINKS

These drinks are sometimes referred to as *soft drinks*. In the USA any carbonated [i.e. with gas bubbles] drink is called a *soda*. Listed below are some well-known soft drinks.

cola (e.g. Pepsi, Coke)

ginger ale

ginger beer

tonic

soda water

bitter lemon

lemonade

mineral water

[either *carbonated/aerated*, or *still*, i.e. without gas bubbles]



APPENDIX 11.

BEVERAGES: ALCOHOLIC

Alcoholic beverages commonly served in restaurant are grouped under the following categories:

Spirits/Wines/Fortified wines/Beer/Cocktails/Liqueurs

WINES

Alcohol made from the fermented juice of black or white grapes. [Wine can also be made from other fruits, but these wines are not drunk with meals.]



There are four types of wine made from grapes.

Red wine – made from black grapes. The colour is obtained from pigment in the grape skin during the fermentation period.

White wine – made from white and black grapes. The skins are removed before fermentation.

Rose – a pale pink wine made from white and black grapes. The skins are removed before fermentation is completed.

Sparkling wine – luxury wines that are filled with bubbles of gas by special production methods. The gas is kept in the bottle by wiring down the cork. The most famous sparkling wine comes from the Champagne region in France.

SPIRITS

Spirits are strong, distilled, alcoholic drinks made from grain [e.g. barley, rye] or other plants. These drinks are often served with mixers such as tonic, soda, bitter lemon etc.

Bourbon
Brandy
Whisky
Gin
Rum
Vodka
Campari



FORTIFIED WINES

Wine that is strengthened by the addition of alcohol, usually brandy.

The most well-known fortified wines are:

Madeira Sherry
Port Vermouth
Marsala

COCKTAILS

These drinks are made by mixing or shaking liquor and/or wine with other ingredients. Cocktails are drunk before a meal.

Here are the names of some popular cocktails:

Black Russian

Black Velvet

Bloody Mary

Daiquiri

Gimlet

Gin Fizz

Manhattan

Margarita

Martini

Mimosa

Rum Punch

Singapore Sling

Tom Collins

Whisky sour



LIQUEURS

Liqueurs are strong, sweet spirits made from many different fruits, grain or plants. They are served after a meal in a small glass.

Some well-known liqueurs are:

Amaretto

Bailey's Irish Cream

Benedictine

Chartreuse

Cherry Brandy

Cointreau

Crème de Cacao

Crème de Menthe

Curacao

Drambuie

Grand Marnier

Khalua

Tia Maria



BEER

An alcoholic drink brewed from malted barley, sugar and hops, then fermented with yeast.

The main types of beer are:

Ale – this has a strong hop flavour and is more bitter than lager beers.

Dark beer – made from malt toasted to a darker colour than normal.

Lager – this beer is light-bodied and light coloured.

Stout – similar to ale but heavier, darker and a little sweeter. Very dark malt is used in the brewing.



Online dictionary



GLOSSARY

à la carte – without a side dish
à la mode – with ice cream
alcohol, liquor – a distilled liquid such as rum or whiskey
all you can eat – customers pay one fee and can eat as much as they wish appetizer
– small snack before a meal
appetizing – looks pleasing to eat
apron – a cloth covering worn over the clothes while cooking
awful (taste) – very bad taste
bar – place in an establishment where people go to get a drink (especially alcoholic drinks)
barbeque – southern style of cooking over a grill
barstool – tall seats that customers use at the bar
bartender – staff member that mixes, pours, and serves alcoholic beverages
beverage – drink
bill, cheque, check – the slip of paper that tells the customer how much to pay
black coffee - coffee without any milk
boil – style of cooking that involves placing food in a deep pot of extremely hot water
book of - mark a day that you cannot work
booster seat - a plastic unit that fits on top of a chair to help small children reach the table
booth/bench - type of seating in which people sit side by side on a cushioned area
booze – alcohol
bottle opener - a device used for opening beer bottles that don't twist off
bread basket - slices of bread and butter served before and with a meal
breaded – rolled and cooked in bread crumbs
buffet – self-serve tables of food that are set out for the customer to pick and choose from
burnt – overcooked to the point of turning black
buspan – rubber tub used for collecting dirty dishes
busboy, busser - a person who helps out in a restaurant (especially clearing and setting tables)
cash - paper money payment
cash out – counting and submitting the payment of all of the customers bills at the end of one's shift
cashier – staff member responsible for collecting customer's money at the front of an establishment
charge - to add a fee
check on - make sure the guests are satisfied
chef – staff member who is professionally trained to prepare food
clear – remove finished or unused items from a table
cocktail – an alcoholic drink with juice
coffee maker – machine that dispenses coffee into a glass container for pouring

coffee round – an offering of coffee and refills around a section of a restaurant

combo, combination – mixture

comment card – a piece of paper that customers are given to record their dining experience

complaint – a problem with service or food

condiments – types of sauces that are added for flavouring (i.e. mustard)

cook – prepare and heat food until it is ready to serve

corkscrew – tool for removing the cork from the top of a wine bottle.

counter - flat area often used for placing dishes on or preparing food

coupon - a slip of paper that offers the customers a discounted rate complimentary – free of charge

creamer – small plastic container of cream for coffee

credit card – a plastic card that allows people to pay for something water

customer, guest – person who goes to an establishment to be served

customer service – treatment of guests

cutlery, silverware, utensils – tools for eating with (fork, knife, spoon)

cut of – stop serving a customer any more alcohol

debit – use bank card to pay directly from bank account

deep fried – cooked in a large pot of oil

defrost, thaw – remove frozen food from the freezer to prepare

delicious – very good taste

delivery – food brought to the home

designated driver – person in a party who agrees not to consume alcohol in order to drive everyone home safely

dessert – sweet treat after a meal

dessert tray – a plate of all of the desserts that customers can view and order from

dirty dishes – plates that customers are finished with

discount – at a cheaper cost

dishpit – area in the restaurant where the dirty dishes are placed.

dishwasher – the staff member/machine that washes the dirty dishes

doggie bag – unfinished food that is packed up for the customer to take home

double – two shots of alcohol in one drink

draft – beer from a keg that pours out of a tap

dressing – liquid topping for salads

dry – no sauce

entrée, main course – the largest part of a meal (after appetizer, before dessert)

fast-food – an eatery that offers quick inexpensive food

fine dining – a very expensive eating establishment

float – small amount of cash used to make change at the beginning of a server or bartender's shift

free refills – beverages that can be filled again without any cost

fry – cook over an element in oil

garnish – food that is added to a plate for appearance or colour(i.e. parsley or fruit)
glassware – group of drinking glasses
gloves (plastic) – covering for the hands to prevent the spread of germs gratuity/tip
– extra money given as a thank you for service
greet – say hello and welcome customers to the establishment
grill – cooking over iron slats that allow for oil and fat to drop down
hairnet – a covering worn on the head while preparing food
happy hour – short amount of time when alcoholic drinks are on sale
highball – alcohol served with soda
highchair – a tall chair with a plastic tray designed for a baby
hold – leave off/without
homemade – made from a recipe
host, hostess – staff member in charge of greeting and seating customers in a
restaurant
Ingredients – all of the different foods that are combined in a recipe
kettle – pot for boiling water for tea
last call – the last chance for a person to get an alcoholic drink before the
establishment closes
lemon, lime wedge – a small segment of lemon or lime put on the rim of a glass
lineup – a number of people waiting for something
liqueur – alcohol that has a syrupy/sweet taste
make change – give customers money back from a payment
manager – person in charge of a section of a restaurant
melt – warm to soften (i.e. cheese/butter)
menu – a booklet of all of the food that can be ordered
microwave – a small appliance that heats and cooks food quickly
mild – not spicy I'd like a half dozen mild chicken wings.
nightclub – establishment where adults go to dance and drink alcoholic beverages
non alcoholic beverage – a drink that resembles a certain drink without the alcohol
notepad – paper that a server uses to write down orders
on the rocks – on ice
on the side – request for a food item to NOT be put on top of another food item
order – make a request to a server
over charge – give a customer a bill that is too high (by mistake)
pack up – put in a take-out container for the customer to bring home
party – group of people at or waiting for a table
patio – outdoor seating
paycheque – money given to the staff every week or two
pitcher, jug – a container with a spout to pour water, beer, or other beverages outof
portion – a separate amount of food
pour – dispense liquid from a container
prepare – get food ready

pub – establishment that specializes in casual food and alcoholic beverages

punch clock and punch card – a machine that staff members place a card into when they begin and finish a work shift

punch in, out – put a card in the punch clock to mark the time you start and end a shift

punch something in – enter an order into a computer system

rare - cooked meat that is pink inside

recipe - list of ingredients and instructions for preparing a certain type of food

regulars – people who come into an establishment often

Reservation – a request to have a table saved for a certain amount of people

Restrooms – place for people to use a toilet and wash hands

roll-up – a set of cutlery wrapped in a napkin

Rush – a large amount of customers arriving at the same time

Rush – prepare quickly for a certain reason

Sauce – liquid flavouring added to food

Schedule – a notice of the time and date each staff member has to work in a certain period of time

Seasoning – dry flavouring added to food

self-serve – the customers bring their own food items to the table and do not pay for service

senior's discount – a reduced price for people over a certain age (i.e. over 65)

separate cheques – a different bill for each member/group sitting at a table

Serve – look after a customer, bring items to a customer

Set – get a table ready with items such as cutlery and glassware

Shot – one ounce of alcohol served in a small glass (shot glass)

Shooter – an ounce of alcohol and juice combined

side dish – choice of food that goes with a main meal

Sour – acid or fermented taste

sous chef – staff member who works under and assists the main chef

Specials – items that were prepared particularly for a certain day and are usually at a reduced price

Specialty – food item that a restaurant is popular for

Spicy – hot flavour

Stay – to eat in the restaurant

stir, mix – spin round and round with a spoon

Straw – long hollow plastic stick for drinking out of

straight up – alcoholic drink without any mix or ice

Substitute – replace one item for another

Supervisor – staff member in charge of watching over things and dealing with problems

Sweet – taste with a lot of sugar

take-out – food that is packed up and eaten at home

two-minute check – a visit to a table approximately two minutes after the food has been served to check for satisfaction

Terminal – computer system for punching in food orders

Till – drawer of a cash register that money is kept in

to go - to take out of the restaurant

Toppings – food items that go on top of other food items to add flavour

Uniform – clothing that staff members have to wear

waiter, waitress – staff member in charge of taking orders and serving food and beverages

waiting list – list of groups who want a table to eat at

warm up – heat food to an enjoyable temperature for eating

well- done – cooked for longer than average

wine list – a menu of all of the wine you can order from the glass, litre, or bottle

Winery – a place where wine is made, tasted, and sold

wine tasting – sampling different types of wine

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