



# English for Restaurant Workers

SECOND EDITION

Renee Talalla



# English for Restaurant Workers

SECOND EDITION

Renee Talalla

## English for Restaurant Workers SECOND EDITION

**Renee Talalla**

© 2008 Compass Publishing  
First published by Asia-Pacific Press Holdings Ltd. in 2000  
under the title of *Main Course*

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form, or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior permission in writing from the publisher.

Acquisitions Editor: Casey Malarcher  
Managing Editor: Vinodini Murugesan  
Cover/Interior Design: Dammora Inc.

Email: [info@compasspub.com](mailto:info@compasspub.com)  
<http://www.compasspub.com>

ISBN: 978-1-59966-150-6

10 9 8 7 6 5 4 3 2 1  
12 11 10 09 08



# CONTENTS

---

Notes to the User	4
About this Book	5
Restaurant Staff	6
Plan of a Restaurant	7
The Equipment: Cutlery/Glassware	8
The Equipment: Crockery/Other	9
Cooking Methods	10
Food: Seafood/Poultry	11
Food: Meat	12
Food: Vegetables	13
Beverages: Non-alcoholic	14
Beverages: Alcoholic	15
<b>Unit 1</b> Taking Reservations by Telephone	16
<b>Unit 2</b> Receiving and Seating Guests	20
<b>Unit 3</b> Taking a Beverage Order	24
<b>Unit 3a</b> Clearing Unused Place Settings	25
<b>Unit 4</b> Taking Food Orders	28
<b>Unit 5</b> Placing Food Orders with the Kitchen / Adjusting Place Settings	32
<b>Unit 5a</b> Refilling Water Glasses / Lighting Cigarettes / Changing Ashtrays	33
<b>Unit 6</b> Serving Wine	36
<b>Unit 7</b> Serving the First Course / Refilling Wine Glasses	40
<b>Unit 8</b> Serving the Main Course	44
<b>Unit 9</b> Dealing with Complaints	48
<b>Unit 10</b> Clearing the Table after Courses	52
<b>Unit 11</b> Serving Dessert / Making Coffee	56
<b>Unit 12</b> Making Tea / Serving Beverages after Meals	60
<b>Unit 13</b> Presenting the Check/Bill	64
<b>Unit 14</b> Polishing and Handling Glassware/Cutlery	68
<b>Unit 15</b> Setting the Table	72
Appendix 1: Duties of Restaurant Staff	76
Appendix 2: Glossary	78
Answer Key	90
Dialogues	94

## To the Student

If you are using this book on your own:

- Read through a Unit quickly. Use the pictures to help you guess the meanings of words you do not know.
- After the first reading, study the **Key Vocabulary** list with the help of the **Glossary** at the back of the book. Check the explanations of certain words and phrases in the **For Special Attention** box.
- Now go through the Unit again to make sure you understand all the vocabulary. Cover the captions under the pictures and try to describe the pictures using the vocabulary you have just learned.
- Try to memorize the **order** in which each task is done.
- Memorize the **expressions** given for each task. It is important to know the correct pronunciation and intonation of these expressions. Listen to the accompanying recording, or ask English speaking friends and colleagues to help you with this.
- Finally, do the **Exercises** in the Unit without referring to the previous pages. Check your answers in the **Answer Key** at the back of the book.
- Role-play the **dialogues** in the Exercise pages with an English-speaking friend if possible.

*Note: Although you probably normally use a bilingual dictionary for words you do not understand, try to use the glossary at the back of the book, as a first step towards using an English only dictionary.*

## To the Teacher / Trainer

This book can be used as the basic resource material for a training course for restaurant service attendants, or as a supplement to existing training material. The main **advantages** of this book are that:

- the basic **vocabulary** needed by the trainee is given in the book, and also listed in the Glossary.
- lexical items are better **understood** by trainees with only a basic level of proficiency in English, because job-specific words and actions are clearly and graphically depicted in the picture frames.
- the Picture Process layout of each task should enable the trainee to better **remember** the order in which each task is performed.
- the **role-plays** contained in the exercise pages of the units **reinforce** the use of common **expressions** that recur constantly in restaurant work.

### SUGGESTED USE OF THE BOOK

Trainers / teachers have the option of using the book in one or all of the ways listed below:

- as a **course book** or main text for a training course for restaurants service attendants.
- to **equip** trainees with **job-specific vocabulary** before or during a training session.
- to **reinforce** training sessions with the written exercises and role-plays from each Unit.
- as a take-home **reminder** of a training session.
- as a preliminary **introduction** before the training session for any aspect of restaurant work.

### AUTHOR'S NOTE

The material in this book cannot cover every aspect of restaurant work or all the variables of interaction or communication that arise in actual situations in restaurants. Trainers may need to expand on the material in each Unit to cover additional tasks and situations. With knowledge and acquisition of basic vocabulary, trainees should be able to role-play further situations that commonly occur in the course of their job.

Language trainers may need to deal with any structural difficulties that arise as this is outside the scope of this book.

Trainers need to pay particular attention to the trainees' **pronunciation** and **intonation** when using the functional expressions in the book. Use of the accompanying recording, and tape recording the trainees themselves during role-plays, would help them hear and improve their spoken language.

As far as possible, the material in the book follows the standard practice of service in international western-food restaurants. Trainers may need to make changes and adjustments to reflect the practice of the establishments they serve.

# About this Book

## Objectives

To provide front line personnel in restaurants with:

- The job-related *vocabulary and language* needed for work in this field.
- The basic *skills* needed to perform the various tasks in restaurant work.

## The User

The book is designed for use by:

- The *trainee waiter or waitress* [high elementary level English upwards], who needs the specific vocabulary and commonly used expressions for their job.
- Any English speaking, *entry-level restaurant employee* who needs an easy-to-follow guide to the various tasks in restaurant work.
- The restaurant *trainer or language instructor*, whose job can be supplemented and facilitated by the material in this book.

## The Material

The material in this book reflects as far as possible the standard practice of international western food restaurants. Users may need to make some minor adjustments to fit the practice and regulations of the establishments they serve.

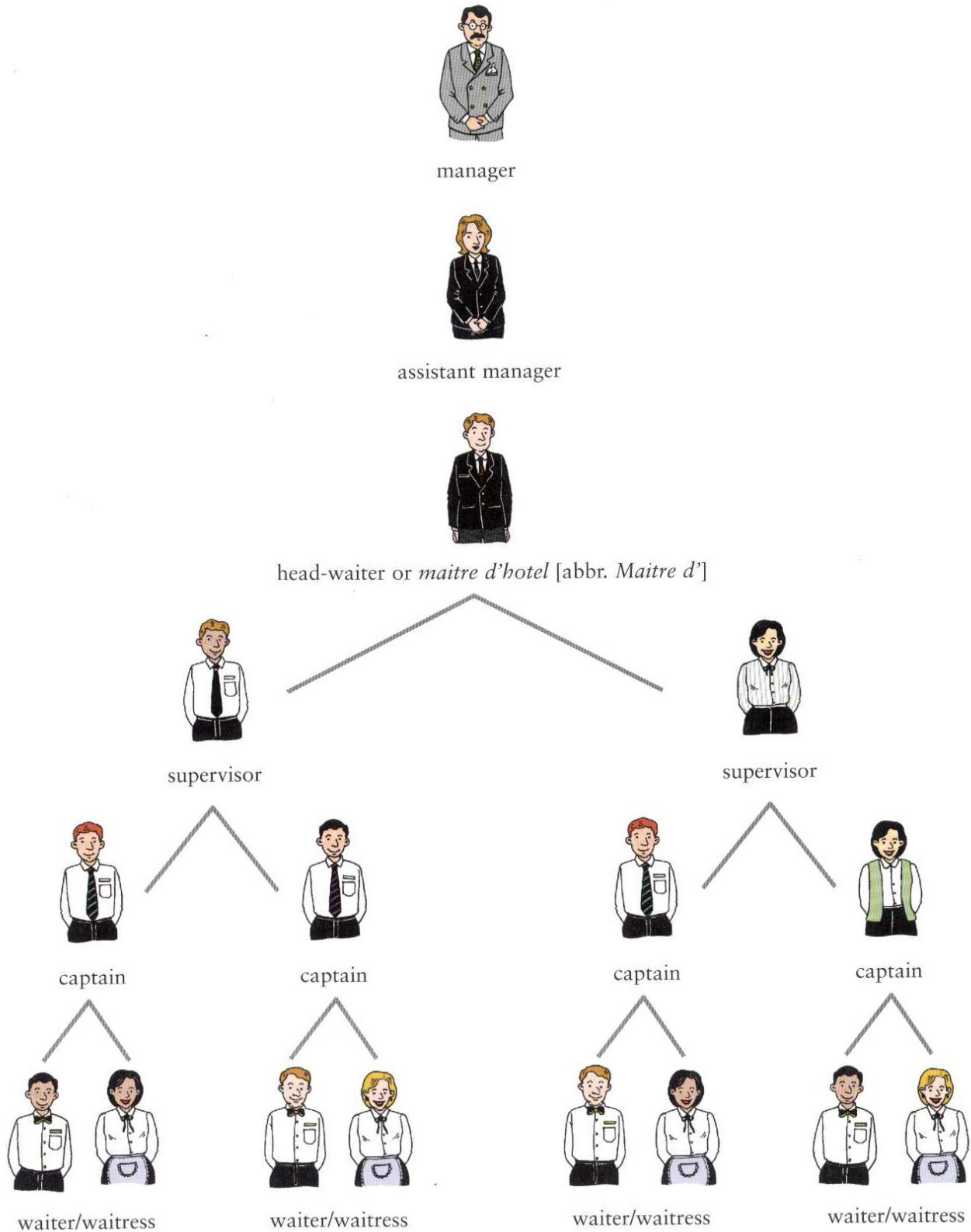
- The main **tasks** in restaurant work are treated in fifteen separate units. Each unit shows a clear step-by-step depiction of a particular task in a **picture process** format. Captions below each picture frame contain the vocabulary needed for that task.
- Speech balloons in the picture frames give basic functional **expressions** for that particular task.
- **Key Vocabulary** boxes at the end of each Unit list all the important and useful words for the given task.
- **For Special Attention** boxes in each Unit explain idioms and certain words and phrases more fully.
- Other common functional expressions for each task are given in the **More Expressions** boxes.
- The **Glossary** at the back of the book is a list of basic food and service related lexical items. It can serve as a useful guide, for both students and trainers, to the target vocabulary needed at this level.
- A **recording** of the main text, the additional expressions and the dialogues from the exercises pages are available separately.

## Organisation

- Each unit is a four-page spread.
  - The first two facing pages depict a particular restaurant task in pictures with captions below. Key vocabulary and expressions for the task are given in boxes on these pages.
  - The following two facing pages consist of exercises, word puzzles, role-plays etc., which incorporate the target vocabulary and expressions covered in the unit.
- The volume also contains
  - an answer key to the exercises.
  - a glossary of basic job-related words and phrases.

# Restaurant Staff

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

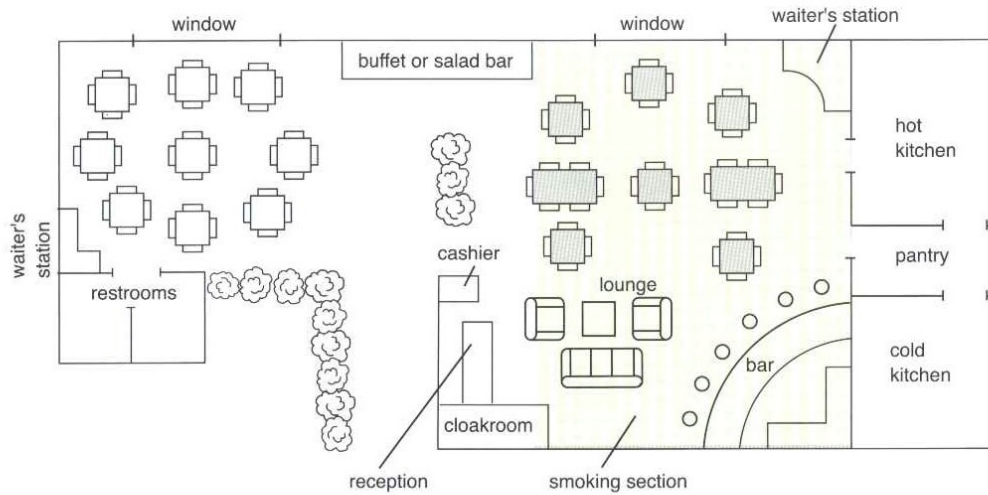


## Back of House:

**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.

# Plan of a Restaurant

Restaurants may have some or all of the following features:



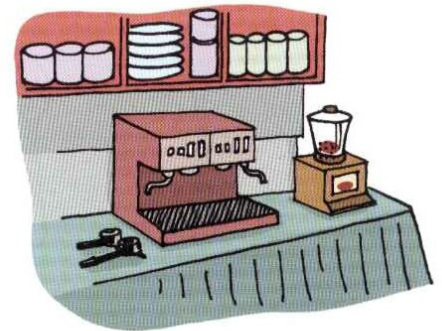
## SOME PARTS OF A RESTAURANT



Bar



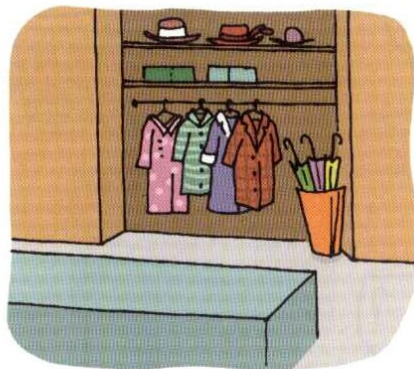
Kitchen (hot)



Pantry



Reception desk



Cloakroom



Cashier



# 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



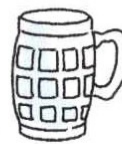
goblet



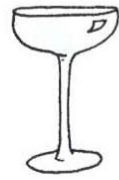
wine



beer



champagne  
flute



bowl



liqueur



sherry



brandy



longdrink or hiball glass



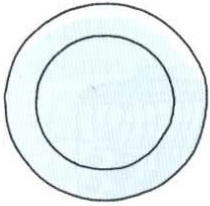
cocktail  
martini



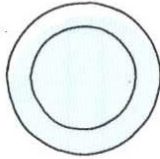
tumbler

# The Equipment: Crockery/Other

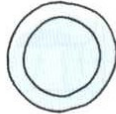
## CROCKERY China



dinner plate



fish/  
salad plate



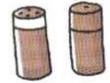
side/  
bread plate



soup/  
cereal bowl



butter dish



pepper and  
salt shakers



tea/coffee cup  
and saucer



demitasse  
and saucer



teapot



coffeepot



milk jug  
or creamer

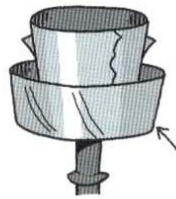


sugar bowl

## OTHER These items are commonly used in restaurants.



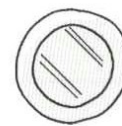
tray stand



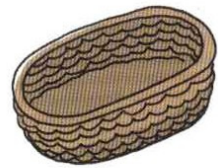
wine-bucket stand



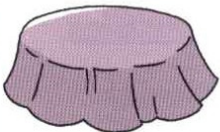
tray



service plate



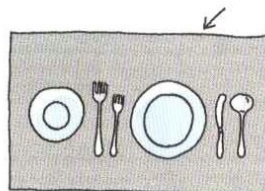
bread basket



tablecloth



napkin or  
serviette



placemat



stirrer

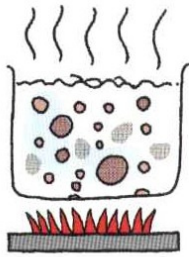


coaster

# Cooking Methods

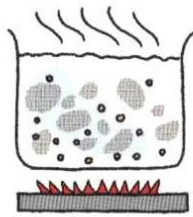
Restaurant customers often ask how a dish is prepared or cooked. Here are some of the main methods of cooking food.

## Boiling



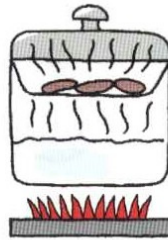
Food is cooked in deep boiling liquid [water, stock, wine etc.] in an open or covered saucepan.

## Simmering



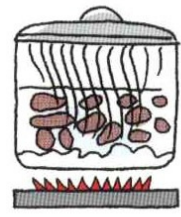
Like boiling, but the liquid is kept just below boiling point in an uncovered pot.

## Steaming



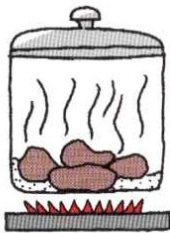
Food is placed on a container and cooked in the steam from boiling water in a covered pan or steamer.

## Stewing



Cooking food in its own juices with a little additional liquid, in a covered pan, at simmering point.

## Braising



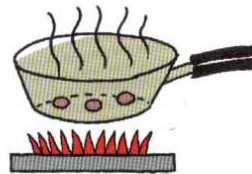
Pieces of food are first browned in a little fat, then cooked with some liquid in a closed pan.

## Deep-frying



Frying pieces of food in a deep pot or fryer with plenty of hot oil or fat.

## Sautéing



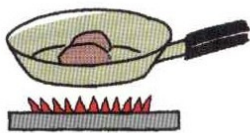
Cooking small or thin pieces of food in a little very hot oil or fat. The frying pan is shaken constantly to stop the food from burning.

## Flambéing



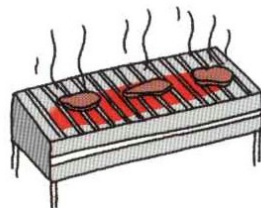
After frying, alcohol is added to the food in the frying pan and set on fire. This gives added flavour to the food.

## Pan-frying



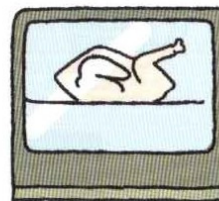
Frying food in a little oil or butter using a frying pan over moderate heat.

## Broiling/grilling



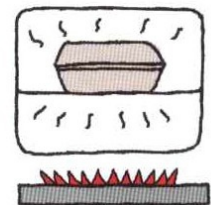
Cooking food like steak or fish, over or under open heat, e.g. under the oven grill, or on a barbecue or hot plate.

## Roasting



Cooking food like meat or poultry with some fat in a hot oven [between 200-240 degrees centigrade].

## Baking



Cooking food like cakes, pies, bread etc. in a closed oven at a temperature of between 120-240°C.

# Food: Seafood/Poultry

## SEAFOOD

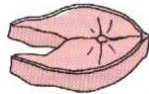
The term seafood covers all fish from the sea or freshwater as well as shellfish.

### FISH

Names of some sea and freshwater fish.

#### Sea or saltwater fish

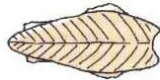
Salmon  
Sole [Dover or Lemon]  
Sardine  
Bass  
Cod  
Tuna  
Plaice  
Whiting  
Mackerel  
Turbot



a fish steak



a fish fillet



smoked salmon

#### Freshwater fish

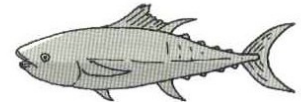
Carp  
Trout, rainbow  
Trout, river or brown  
Catfish  
Eel



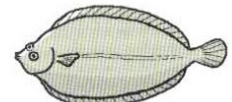
trout



eel



tuna

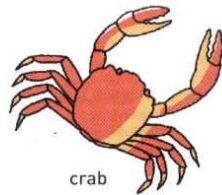


lemon sole

### SHELLFISH

The following shellfish are often served in restaurants.

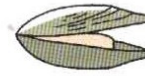
Crab  
Mussels  
Scallops  
Oysters  
Shrimp/Prawns  
Lobsters



crab



scallop



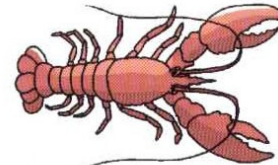
mussel



oyster



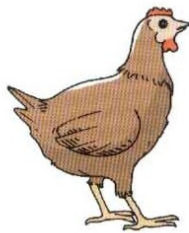
shrimp/prawns



lobsters

## POULTRY

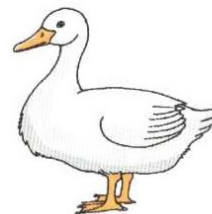
Chicken  
Spring chicken  
Turkey  
Duck  
Quail  
Pheasant



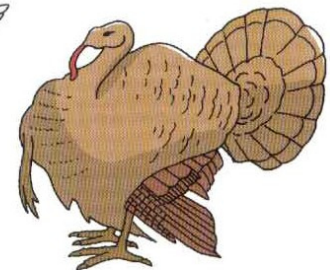
chicken



pheasant



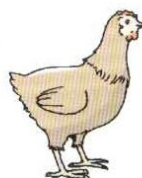
duck



turkey



quail



spring chicken

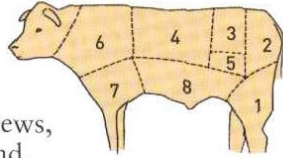
# Food: Meat

Meat dishes served in restaurants are prepared from one of the following meats: BEEF/LAMB/VEAL/PORK/VENISON

The diagrams below are simplified to show only the major commercial cuts.

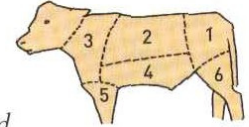
Names of these cuts and joints vary from country to country.

## 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.

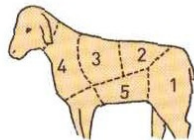
## VEAL



- 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

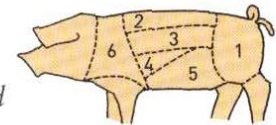
*Lamb is the flesh of young animals of between 3–12 months old. The term 'mutton' is used for the flesh of older sheep.*



- [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

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.

# 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 seasonings

## ROOT VEGETABLES



carrot



onion



potato

potatoes  
sweet potatoes  
carrots  
turnip  
radish  
beetroot  
horseradish  
onion  
garlic  
ginger  
shallots



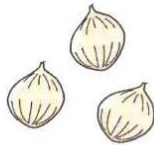
beetroot



turnip



ginger



shallots



horseradish

## GREEN VEGETABLES



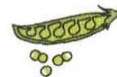
cabbage



spinach



broccoli

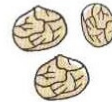


peas

spinach  
cabbage  
[green, white, red]  
broccoli  
beans  
peas  
leek  
lettuce



leek



brussel sprouts

[many varieties, e.g.  
iceberg, curly endive,  
romaine, etc.]  
watercress  
celery  
brussels sprouts  
spring onions



watercress



beans



lettuce

## NON-LEAFY VEGETABLES



mushrooms



tomato



aubergine

cucumber  
zucchini [courgette]  
aubergine [brinjal or eggplant]  
okra  
tomato  
asparagus  
mushrooms  
cauliflower  
peppers  
avocado pear  
sweet corn  
pumpkin



peppers



okra



zucchini



avocado



sweet corn



cauliflower

## HERBS AND SEASONINGS



mint

parsley  
dill  
thyme  
sage  
fennel  
chives  
mint  
oregano  
rosemary



thyme



rosemary

# 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.

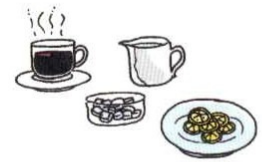
**Decaffeinated coffee** – coffee that does not contain caffeine, [a stimulant found in tea and coffee].

### 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]



# Beverages: Alcoholic

Alcoholic beverages commonly served in restaurants 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  
Port  
Marsala

Sherry  
Vermouth

## 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.





# Taking Reservations by Telephone



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



...and identified the restaurant and himself.



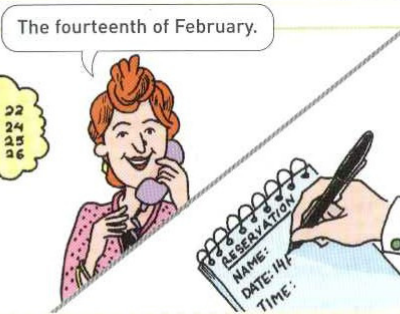
He offered to assist the caller.



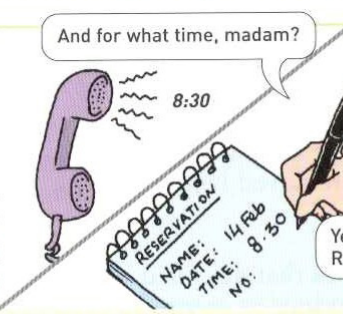
The caller wished to make a dinner reservation. Fred got out the reservation notepad.



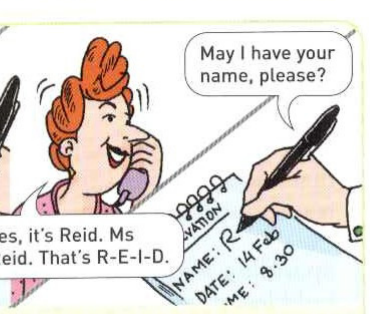
He asked her for the date of the reservation...



...and wrote down the details as she spoke.



He found out the time of the reservation.



Fred asked the caller for her name. She spelled it out for him.



Fred asked Ms Reid for the number of people in her party.



The caller had a special request – a window table.



Fred checked the floor chart.



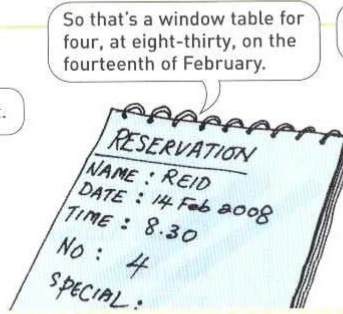
He apologized because the non-smoking section was booked out that night.



He offered her an alternative, and asked for her agreement.



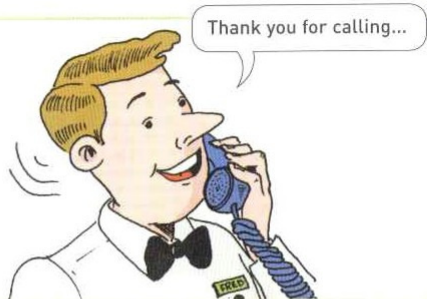
Ms Reid accepted the offer.



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



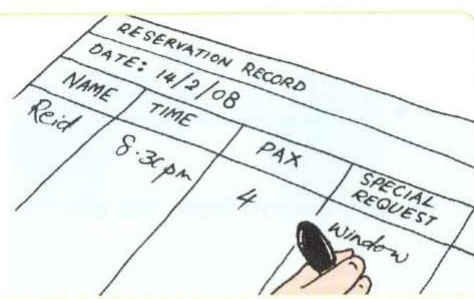
He asked Ms Reid for a contact number and wrote it down on the notepad.



Before ending the conversation, Fred thanked the caller...



...and said goodbye.



Finally Fred copied all the information on the notepad into the restaurant reservation record.

### Addressing Guests

Whenever possible use:  
**SIR/MADAM**  
 or  
**MR/MRS/MS/TITLE**  
 + name  
 when you speak to guests.

### Speaking about TIME



At eight o'clock  
 At eight



At a quarter past eight  
 At eight fifteen



At eight thirty  
 At half past eight



At a quarter to eight  
 At seven forty-five

### Speaking about DATES

Written: 1 Jan 1/1 1.1.2008  
 Spoken: *January first*  
*The first of January*

Written: 31 Dec 31/12 12.31.2008  
 Spoken: *December thirty-first*  
*The thirty-first of December*

Written: 14 Feb 14/2 2.14.2008  
 Spoken: *February fourteenth*  
*The fourteenth of February*

### Key Vocabulary

#### VERBS

accept  
 address  
 answer  
 apologize  
 ask [for]  
 assist  
 care for  
 [something]  
 check  
 copy  
 end  
 find [out]  
 get out  
 [something]  
 greet  
 identify  
 make  
 [a reservation]  
 offer  
 reserve  
 spell  
 take  
 [a reservation]  
 write

#### NOUNS

agreement  
 alternative  
 caller  
 contact number  
 date  
 details  
 floor chart  
 head-waiter  
 information  
 notepad  
 number  
 party  
 record  
 request  
 reservation  
 section  
 title  
 window  
 waiter

#### OTHERS

booked out  
 instead  
 non-smoking  
 smoking  
 special

### For Special Attention

- *make a reservation* = the caller makes a reservation.
- *take a reservation* = the 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 reservations.
- a *booking* = a reservation
- *booked out/fully booked* = the restaurant is full and can't take any more reservations
- a *special request* = the caller asks for something more, e.g. a window table, or a birthday cake etc.
- *identify yourself* = say who you are
- a *party* = a group
- *offered her an alternative* = gave her another choice or possibility

NB: Some women prefer to use the title **MS**, instead of **MRS** or **MISS**.

### More Expressions

#### Picture

- 3 "How can I help you, sir?"
- 5 "For which day?"
- 7 "What time is the reservation for?"  
"At what time?"
- 8 "Could I have your name, please?"  
"Under what name?"
- 9 "For how many people?"
- 11 "I'll check if we have a table."
- 16 "Could you give me a contact number, please?"
- 18 "We look forward to seeing you on the fourteenth."



# UNIT 1 Exercises

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

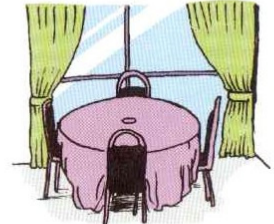
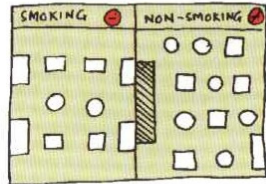
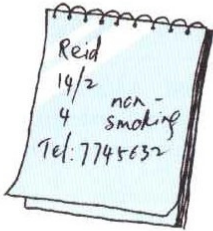
notepad      floor chart      caller      date      window table  
 reservation record      waiter      non-smoking sign



waiter

DATE: 14.2.2008			
NAME	TIME	PAX	SPEC REQ
Reid	8:30pm	4	Wine smok

MONDAY  
7<sup>th</sup> 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 ..... [ e ]
2. reserve ..... [ ]
3. a group ..... [ ]
4. a request ..... [ ]
5. fully booked ..... [ ]
6. apologize ..... [ ]
7. accept ..... [ ]
8. identify yourself ..... [ ]

- a. give your name
- b. no more seats/tables
- c. say sorry
- d. say yes to an offer
- e. help
- f. book
- g. a party
- 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 \_\_\_\_\_

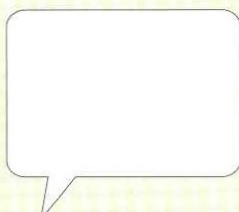
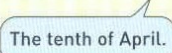
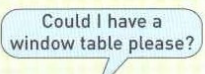
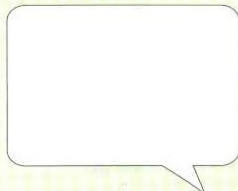
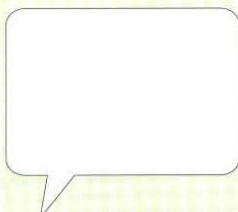
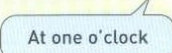
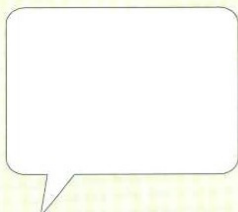
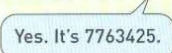
5. Write down a spoken form of these dates.

April 5                      23 May                      12<sup>th</sup> Dec                      2.6.2008                      31/12  
the fifth of April \_\_\_\_\_

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

- |   |   |   |
|---|---|---|
| 1. Identifying yourself                 | [ <input checked="" type="checkbox"/> ] | 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.

<p>1.</p>   <p>The tenth of April.</p>	<p>2.</p>  <p>Could I have a window table please?</p> 	<p>3.</p>   <p>At one o'clock</p>	<p>4.</p>   <p>Yes. It's 7763425.</p>
--	--	---	---

8. Discuss the following questions with your trainer or partner.

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

# Receiving and Seating Guests



Good evening. Welcome to Chez Max. Do you have a reservation, sir?

Yes. The name's Nicols.

Ah yes, Mr Nicols, a table for four in smoking?

Yes, that's right.

I'll show you to your table, sir. This way, please.

Fred greeted the people at the reception desk and asked 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.



Will this be all right, Mr Nicols?

Allow me, madam.

Excuse me, madam.

Yes, this is fine, thank you.

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...



Excuse me, madam.

Your waiter will be with you shortly. I hope you have a good dinner.

...folded it into a triangular shape...

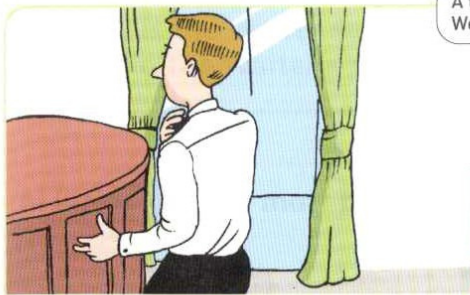
...and placed it on the guest's lap.

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

## Leading Guests to the Table

- Walk about two paces ahead of the guests.
- Point in the direction of the table with palm open and arm extended.

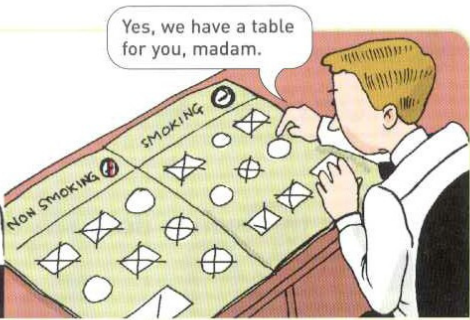




He then returned to the reservation desk.



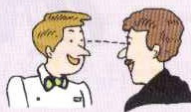
The next guests to arrive did not have a reservation.



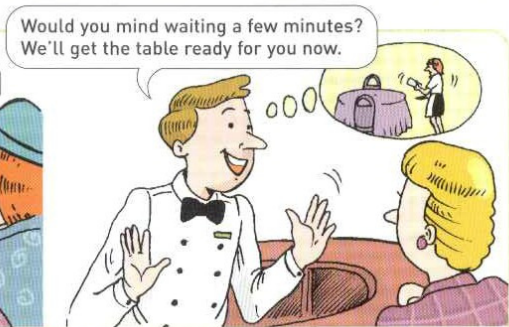
He checked the floor chart and found a table for them.

### Talking to guests

- Speak clearly. Smile and make eye-contact.
- Do not focus only on one guest when speaking to a group.



Fred offered to keep their coats in the cloakroom.



He asked them to wait while the table was being prepared.

### Key Vocabulary

#### VERBS

allow  
arrive  
attend  
check  
focus  
fold  
get (something 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  
details  
direction  
eye-contact  
floor chart  
lap  
napkin  
palm  
party  
position  
shape

#### OTHERS

ahead  
clearly  
closest  
extended  
reserved  
satisfied  
shortly

### For Special Attention

- *details* = small items of information
- *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
- *a table of four* = there are four people at the table
- *cloakroom* = a place where coats, hats, umbrellas, parcels 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 

NB: The smoking and non-smoking sections of a restaurant are usually referred to as '*smoking*' or '*non-smoking*'.

### More Expressions

#### Picture

- 1 "Have you got a reservation, sir?"
- 3 "Let me show you to your table."  
"Could you follow me, please?"
- 5 "Let me help you, madam."
- 13 "Yes. There is a table available"
- 14 "Would you like to leave your coats here?"
- 15 "I hope you don't mind waiting a few minutes."  
"Could you please wait a few minutes?"



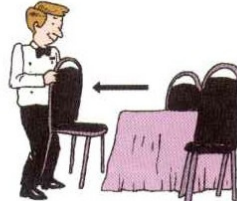
# UNIT 2 Exercises

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



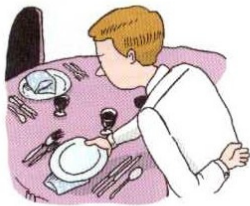
1. He is \_\_\_\_\_ them to the table.



2. He is \_\_\_\_\_ the chair.



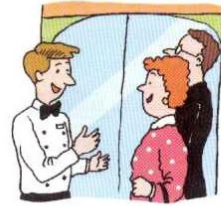
3. He is \_\_\_\_\_ the guest.



4. He is \_\_\_\_\_ the plate.



5. He is \_\_\_\_\_ the napkin.



6. He is \_\_\_\_\_ the guests.

2. Solve the word puzzle with the help of the clues below. Choose from the words on the right. Be careful! You only need eight of the fifteen words.

- You sit on this.
- A shape with three sides.
- A distance of about half a metre, or one step.
- Small items of information.
- The inside surface of your hand.
- A group of people.
- A piece of cloth or paper used while eating.
- A mother often holds her baby on this while sitting.

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

- party
- direction
- number
- fingers
- time
- lap
- napkin
- table
- chair
- pace
- palm
- triangle
- date
- leg
- details

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

- He missed the bus because there were too many people in front of him. [ Eg. ahead ]
- The customers were very pleased with the good service in that restaurant. [ \_\_\_\_\_ ]
- He is easy to understand because he speaks slowly and carefully. [ \_\_\_\_\_ ]
- The waiter took their drinks order a few minutes after they sat down. [ \_\_\_\_\_ ]
- He smiled and looked directly at the pretty girl in the room. [ \_\_\_\_\_ ]
- 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.

[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 a 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. Role-play the above dialogue with your partner. Don't forget to exchange roles.

7. Discuss the questions below with your trainer or 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?



## Taking a Beverage Order

Good evening. My name's Mary. I'll be serving your table this evening.



Mary, the waitress for table 14, introduced herself.

Here's our menu, sir.



She gave each guest the à la carte menu.

Would you like to order a drink before dinner?



She asked if the guests wanted an aperitif.

Certainly, madam. And for you, madam?

That's one gin and tonic, one dry sherry, and two beers.

Yes, that's right.

Order for table 14.

A dry sherry, please.



She took their orders in a clockwise direction...



...and wrote the details down on the beverage order form.



Mary repeated the whole order to make sure it was correct.



She gave one copy of the order to the bartender.

Your gin and tonic, madam.



When the drinks were ready, Mary arranged them on a tray. She also put some coasters and stirrers on the tray.



She took the drinks to the table, and served the lady on the right of the host first.



Mary placed the lady's drink on a coaster, near the wine glass.

## Key Vocabulary

## VERBS

arrange  
give  
introduce  
place  
put  
repeat  
serve  
take [an order]

gin  
host  
menu  
order  
sherry  
stirrer  
tonic  
waitress


## OTHERS

anti-clockwise  
clockwise  
correct  
on the right  
ready

## NOUNS

à la carte  
aperitif  
bartender  
beverage  
coaster  
drink

## For Special Attention

- *beverage* is the general term for any type of drink.
- *aperitif* = French word used in English meaning an alcoholic drink before meals
- *à la carte menu* = menu where items are priced separately. The guest may pick and choose any item from this menu. [*à la carte* is a French term.]
- *clockwise* = move in the same direction as the hands of a clock 
- *anti-clockwise* – the opposite direction to the above
- *coaster* = a small mat that is put under a glass to protect the table
- *host/hostess* = the person who invites others to a function or meal

## More Expressions

## Picture

- 1 "I'm your waitress this evening."
- 2 "This is our à la carte menu, sir."
- 3 "May I take your drinks order now?"
- 4 "What about you, madam?"
- 6 "I'll repeat your order – that's one gin tonic... etc."
- 10 "A gin and tonic for you, madam."

# Clearing Unused Place Settings

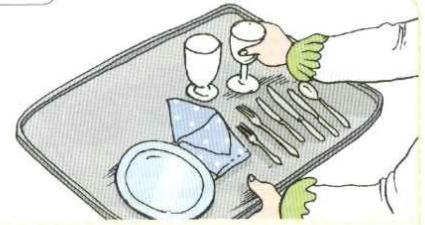


There were two extra place settings or covers on table 14.

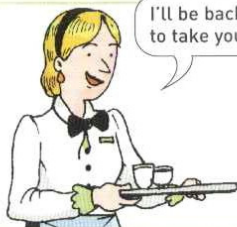


Excuse me. I'll take these away.

Holding an empty tray in her left hand, Mary picked up each item of the unused settings...

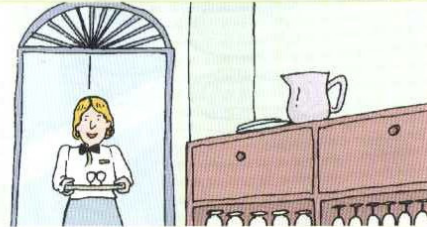


...and put it on her tray.



I'll be back shortly to take your order.

She informed the guests that she would be back soon to take their food order.

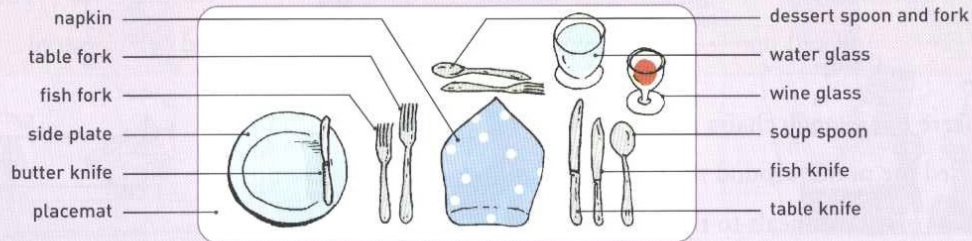


Mary took the unused cutlery and crockery to the waiter's station.



She put each item back in its correct place at the waiter's station.

## A Place Setting



### Key Vocabulary

#### VERBS

hold  
inform  
pick [up]  
put [back]  
set  
take [an order]  
take [away]

#### NOUNS

a set of [something]  
cover  
crockery  
cutlery  
flatware  
food order  
item

placemat  
place settings  
side plate  
silverware  
station  
tray

#### OTHERS

correct  
empty  
extra  
unused

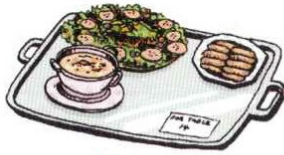
### For Special Attention

- *set a table* = arrange knives, forks etc. on the table for a meal
- *a set* = a group of similar things e.g. cutlery, a tea set
- *place settings* = a restaurant table is set according to the number of places [chairs] there are at the table.
- *unused* = not in use
- *extra* = more than needed
- *The waiter's station* is an area in the restaurant where items needed at the table are kept.
- *a food order* = the food items that guests would like to have
- *cutlery* = knives, forks, and spoons used for eating and serving food. [US] *flatware, silverware.*
- *crockery* = plates, cups, dishes etc. made from clay

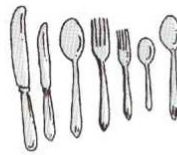


# UNIT 3 Exercises

1. Give one word to describe each group of items pictured below.



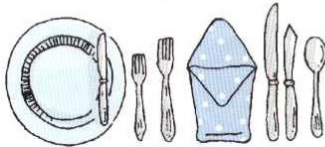
1. a food order



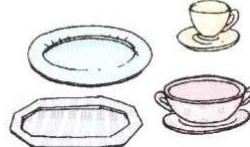
2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_

2. Find a word in the box that is *opposite* in meaning to the underlined words in the sentences below. Take care! There are more words in the box than you need.

take away      give      inform      extra      correct      empty  
 picked up      clockwise      arrange      unused      serve

e.g. There were not enough chairs at that table. [ extra ]

1. They passed the notice around the table in an anti-clockwise direction. [ \_\_\_\_\_ ]

2. The waiters bring the meals to the table. [ \_\_\_\_\_ ]

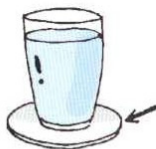
3. It was hard to find the books because they were in the wrong place. [ \_\_\_\_\_ ]

4. The waitress put down the tray of cutlery before she set the table. [ \_\_\_\_\_ ]

5. On a busy night all the trays are in use by the waiters. [ \_\_\_\_\_ ]

6. During the weekend the restaurant is usually full. [ \_\_\_\_\_ ]

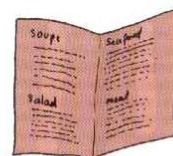
3. Name the object or person in the pictures below.



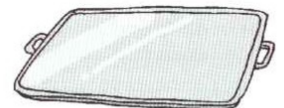
1. \_\_\_\_\_



2. \_\_\_\_\_



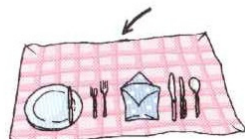
3. \_\_\_\_\_



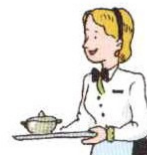
4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



7. \_\_\_\_\_

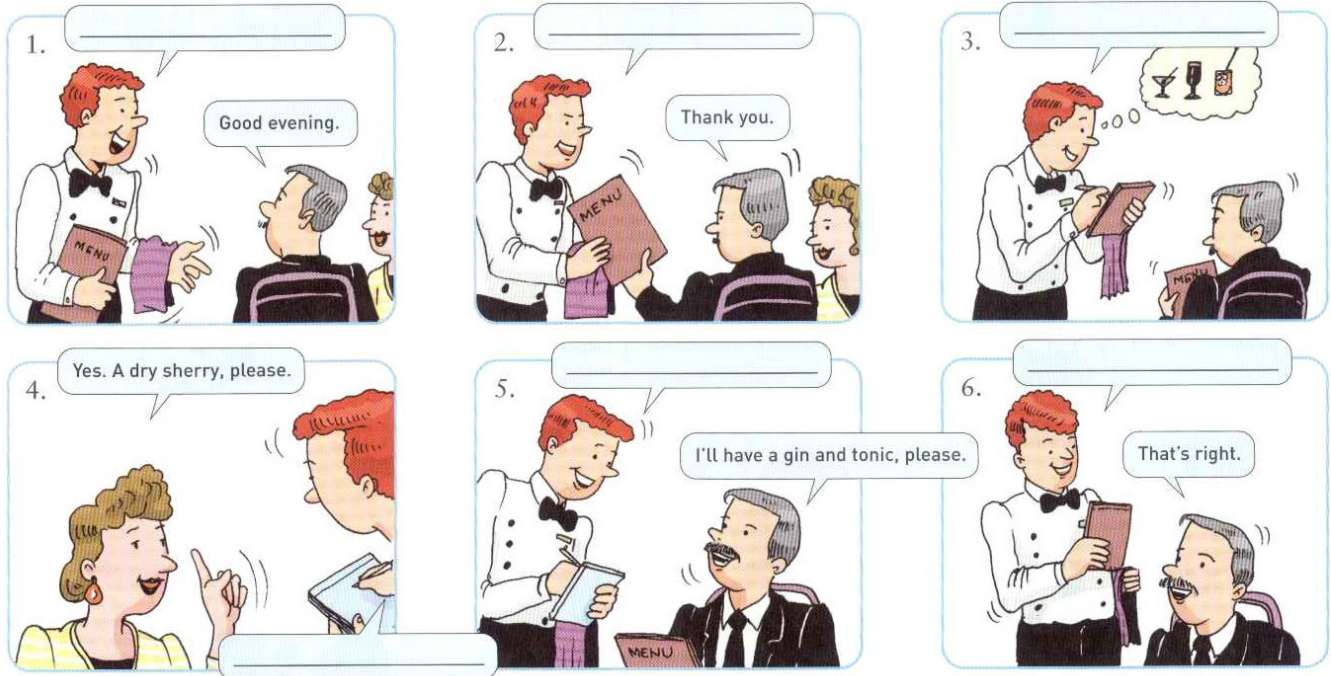


8. \_\_\_\_\_

**4. Match the terms on the left with the statements on the right.**

- |  |       |   |
|--|-------|---|
| 1. Introducing yourself.                   | [ f ] | a. "Would you like to order an aperitif?" |
| 2. Repeating an order.                     | [ ]   | b. "Order for table 14."                  |
| 3. Giving out the menu.                    | [ ]   | c. "I'll be back to take your order."     |
| 4. Asking the guests if they want a drink. | [ ]   | d. "This is our à la carte menu."         |
| 5. Informing the guests about your action. | [ ]   | e. "That's one sherry and three gins."    |
| 6. Giving the drinks order to the bar.     | [ ]   | f. "My name is Sarah."                    |

**5. What is the waiter saying in these pictures? Complete the dialogue below.**



1. Waiter: \_\_\_\_\_  
 Guest: Good evening.
2. Waiter: \_\_\_\_\_  
 Guest: Thank you.
3. Waiter: \_\_\_\_\_
4. Guest: Yes. A dry sherry, please.  
 Waiter: \_\_\_\_\_
5. Waiter: \_\_\_\_\_  
 Guest: I'll have a gin and tonic, please.
6. Waiter: \_\_\_\_\_  
 Guest: That's right.

**6. Role-play the above dialogue with a partner.**

# Taking Food Orders

May I take your food order now?

The fresh Cape Cod oysters and the Norwegian salmon are our specialities this week.

oysters

salmon

The oysters to start, and the salmon to follow, please.

Yes, madam.

Mary asked the guests at 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.

How would you like your steak, sir? Well-done, medium or rare?

Medium, please.

How are Filets de Sole à la Meuniere prepared?

The sole fillets are sautéed in sweet butter and flavoured with a little lemon juice.

Mary, is Couscous a vegetable?

No, sir, it's a type of grain made from wheat.

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.

I'll have the asparagus as a starter.

I'm very sorry, sir, but we've run out of asparagus...

Would you like to try the cucumber mousse instead? It's light and very tasty.

All right. That sounds good.

Would anyone like to order extra vegetables or salad with their main course?

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

...and recommended an alternative that was equally light.

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

May I repeat your order: that's 2 cucumber mousse, 1 oysters, 1 mussel salad...



Is that correct?



Yes, that's right.

Thank you. I'll be back soon with your meal.



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

Then she asked the guests for confirmation 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		
	<b>1st Course</b>	seat numbers	
1x	oysters	[1]	
1x	mussel salad	[2]	
2x	cucumber mousse	[3] [4]	
	<b>Main Course</b>		
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.

### Key Vocabulary

#### VERBS

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

#### NOUNS

alternative  
appetizer  
asparagus  
cereal  
confirmation  
dish  
entrée  
fillet  
flavour  
food order form  
ingredient  
main course  
meal

mousse

oyster  
salad  
salmon  
sole  
specialities  
starter  
steak  
vegetable  
wheat

#### OTHERS

available  
equally  
fresh  
light  
medium  
rare  
tasty  
tender  
well-done  
whole

### 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 biggest 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 meat is cooked. Meat is rare when it is cooked a very short time.
- **"How would you like your steak done?"** – is one way of asking how you like your steak cooked.
- **light** [food] = food that is easy to digest. Usually a small quantity.

### More Expressions

#### Picture

- 1 "Are you ready to order now?"  
"Would you like to order now?"
- 2 "We have two specialities this week.  
They are..."  
"The specialities for this week are \_\_\_ and \_\_\_."
- 4 "How would you like your steak done?"  
"How do you want your steak cooked?"
- 7 "I'm sorry, sir, but there is no more asparagus."  
"I'm afraid we are out of asparagus, sir."
- 8 "I would recommend the cucumber mousse instead."  
"You may like to try the cucumber mousse instead."
- 9 "Would you like any extra vegetables or salad?"
- 10 "I'll repeat the order..."



# UNIT 4 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

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

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

- |                      |              |                           |
|----------------------|--------------|---------------------------|
| A                    |              | B                         |
| 1. rare [steak]..... | [ <u>c</u> ] | 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 choice 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 in the space below. Role-play and practise the dialogue with a partner.

Taking a Food Order

Correct Order

1. h
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

Waiter: Are you ready to order now, madam?

Guest: Yes, I am.

Guest: \_\_\_\_\_

Waiter: \_\_\_\_\_

Waiter: \_\_\_\_\_

Guest: \_\_\_\_\_

Waiter: \_\_\_\_\_

Guest: \_\_\_\_\_

Waiter: \_\_\_\_\_

Guest: \_\_\_\_\_

Guest: \_\_\_\_\_

Waiter: \_\_\_\_\_

Guest: \_\_\_\_\_

Waiter: \_\_\_\_\_

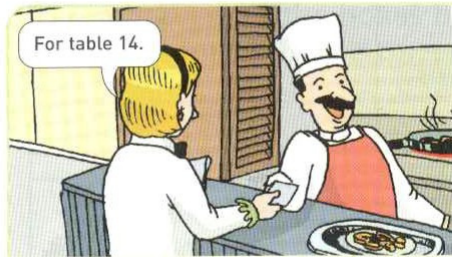
Waiter: \_\_\_\_\_

Guest: \_\_\_\_\_



# Placing Food Orders with the Kitchen

There are usually three copies of the Food Order.



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



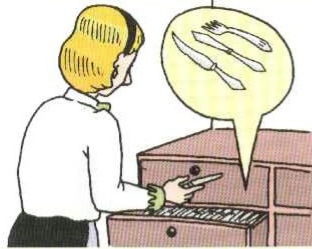
...where the hot food is prepared.



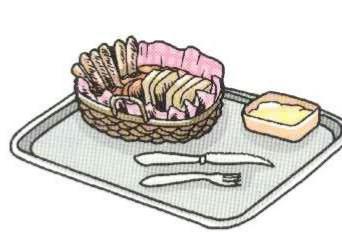
She left the second copy with the cold kitchen for the salads and other cold dishes.



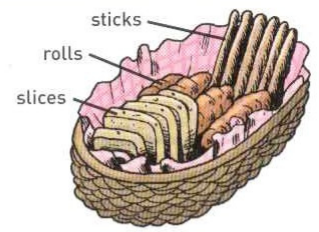
She kept the last copy for herself.



Mary collected the special knives and forks for steak and fish.



She also put a full bread basket and a butter dish on her tray.



The bread 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.

## 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

## 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





Mary brought a water jug to the table...



...and topped up the half empty water glasses.



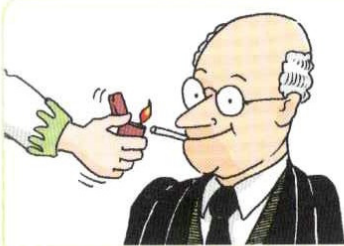
She kept one arm behind her back as she worked.



A guest was going to smoke a cigarette.



Mary took a lighter out of her apron pocket...



...and lit the cigarette for him.



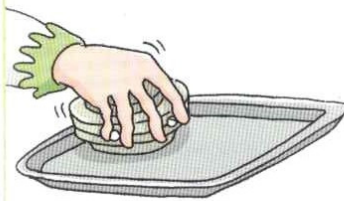
She noticed that the ashtray had more than two cigarette butts in it...



...so she brought a clean ashtray on a tray to the table.



Holding the tray in her left hand, she placed the clean ashtray over the used one...



...and lifted both ashtrays onto her tray.



She then put the clean ashtray back on the table.

## Restaurant Etiquette

- Stand to the right of guests when removing or placing anything in front of them.
- Say, "Excuse me" if you have to reach across a guest.
- Keep your left arm behind your back while performing any task with your right hand.

### Key Vocabulary

#### VERBS

bring  
change  
hold  
keep  
lift  
light  
notice  
perform  
reach across  
refill

remove  
top up

#### NOUNS

apron  
arm  
ashtray  
back  
butt  
etiquette  
jug

lighter  
pitcher  
pocket

#### OTHERS

behind  
clean  
full  
half-empty  
onto  
over

to the right  
used

### For Special Attention

- *water jug* = [US] a pitcher of water
- *top up* = fill up a partly empty container
- *cigarette butt* = the short piece that is left of a cigarette after it has been smoked
- *etiquette* = the rules that tell you the correct and polite way to do things
- *stand to the right of someone* = stand on a person's right hand side
- *reach across someone* = stretch your arm in front of the person



# UNIT 5 Exercises

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

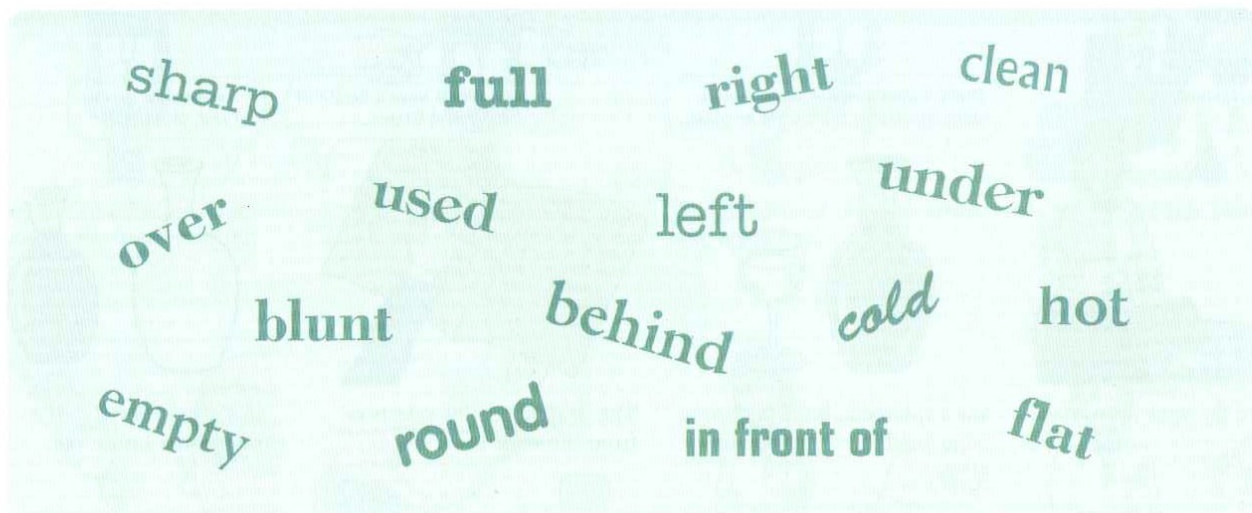
- (A) Choose an action word (verb) from the right that tells you what each worker is doing. Write in the verb next to the waiter's number below.
- (B) Make sentences with these verbs.



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

- 1. collecting  
He is collecting glasses from the waiter's station.
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_
- 6. \_\_\_\_\_
- 7. \_\_\_\_\_
- 8. \_\_\_\_\_
- 9. \_\_\_\_\_
- 10. \_\_\_\_\_

2. Find the word pairs that are opposites.

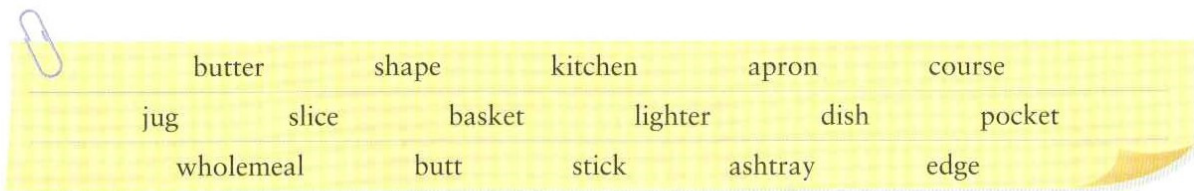


\_\_\_\_\_ *right/left* \_\_\_\_\_  
 \_\_\_\_\_

3. Solve the word puzzle with the help of the following clues. Choose from the words below. Take care! You only need ten of the sixteen words.

1. Food is prepared in this place.
2. You wear this over your clothes to keep them clean.
3. This is made from milk. You can spread it on bread.
4. A part of your clothes. You can keep things in this.
5. A container for liquid e.g. milk, water, juice.
6. This produces a small light.
7. The end piece of a cigarette.
8. This type of bread is light brown in colour.
9. You use this when you smoke a cigarette.
10. A thin, flat piece of something.

1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									



4. Discuss these questions with your trainer or partner.

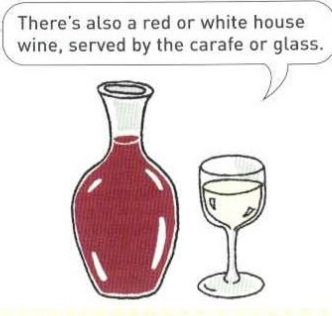
1. Why do most restaurants have separate kitchens for preparing hot and cold food?
2. What are some examples of good restaurant etiquette?

# Serving Wine



This is our wine list, sir.

Mary gave the wine list to the host.



There's also a red or white house wine, served by the carafe or glass.

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...



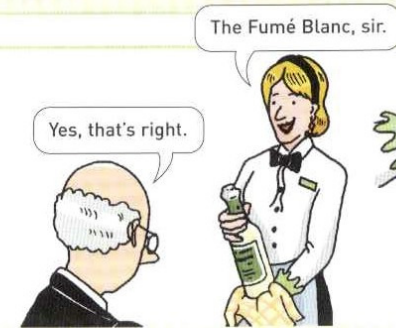
...and placed the wine bucket on the stand.



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



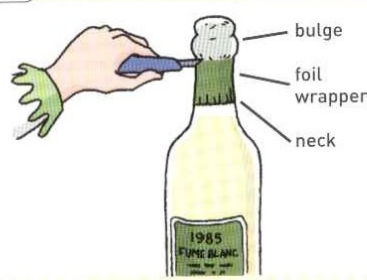
...with the base held on a folded napkin in the palm of her left hand.



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.



She removed the foil and...



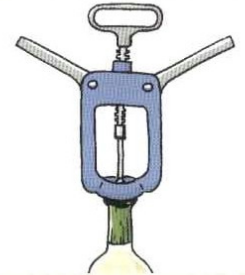
...wiped the top of the bottle with the napkin.



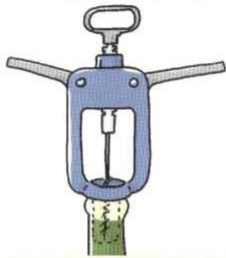
Mary then pierced the cork with the spiral screw of the wine bottle opener.



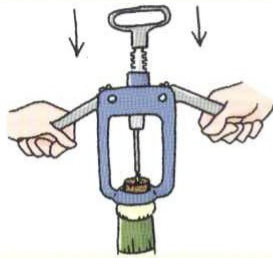
She held the bottle steady and turned the opener clockwise.



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...

### 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.



...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.

### 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

### 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 selected 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 flavour. Wine can sometimes turn bad in the unopened bottle.



# UNIT 6 Exercises

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

wipe      cut      pierce      remove      unscrew  
 \_\_\_\_\_  
 press down      show      turn clockwise



a. \_\_\_\_\_



b. \_\_\_\_\_



c. \_\_\_\_\_



d. \_\_\_\_\_



e. \_\_\_\_\_



f. \_\_\_\_\_



g. \_\_\_\_\_



h. \_\_\_\_\_

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

The correct order is:

1. g      2. \_\_\_\_\_      3. \_\_\_\_\_      4. \_\_\_\_\_  
 5. \_\_\_\_\_      6. \_\_\_\_\_      7. \_\_\_\_\_      8. \_\_\_\_\_

3. 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

1. carafe
2. bowl
3. bottle
4. glass

### (B) Parts of a Wine Bottle Opener

1. levers
2. spiral screw
3. label
4. cork

### (C) Measurements

1. a quarter
2. three-quarters
3. top
4. one-third

3. Name the parts of a wine bottle.



1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

4. Circle the best word for each sentence 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 before you serve the other guests.
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 / hold the bottle label to the host.
10. You wipe / remove the top of the bottle with a napkin.

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

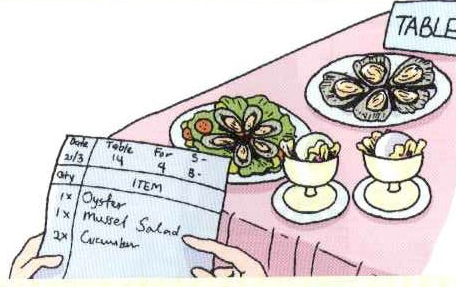
1. Why is the wine bottle cork left beside the host?
2. Why does the waiter give the bottle a quarter turn after he fills a glass?
3. Why is the host's glass only filled to one-third at first?



# Serving the First Course / Refilling Wine Glasses



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



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



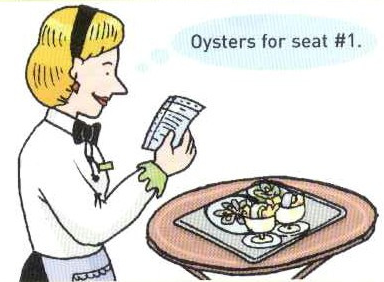
She then put the plates on a tray...



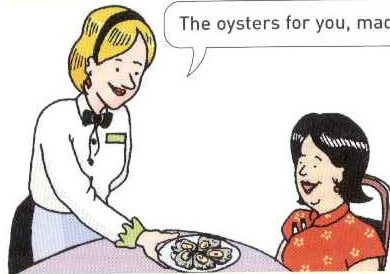
...and carried the tray to the table using the shoulder carry position.



She set the tray down on a tray-stand near table 14...



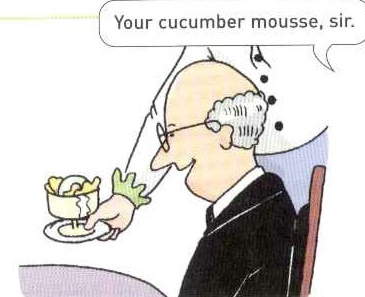
...and double-checked the food order, before serving the first guest.



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

Fig. 1 Pull the tray so that it projects 15 cm from the edge of the table or tray-stand.



Fig. 2 Slide your left hand under the tray so that your palm is under the heaviest part of the tray.

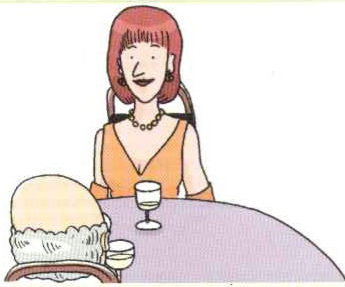


Fig. 3 Bend your knees and lift the tray off the table.



Fig. 4 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...

Would you care for another bottle, sir?



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

No, thank you.



She put the bottle back into the wine bucket.

### Order of Service

#### When to Start Serving

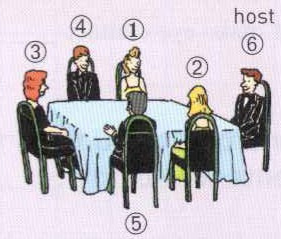
Make sure *all* the dishes for the course are ready before you start serving.

#### 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

### 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

### For Special Attention

- The *first course* of a meal is sometimes called a *starter*, an *appetizer* or an *entrée*.  
NB: In American-style restaurants the *main* course is often called the *Entrée*.
- *shoulder carry position* = food trays are usually carried in this position. Beverage trays are carried at waist level.
- *host/hostess* = the person [male or female] who invites others to a meal or function
- *indicate* = to let someone know something by a sign. Guests often indicate they do not want more wine by covering the glass with their hand.
- *announce* = to say out loud
- *double check* = check a second time
- *top up* = fill a glass or container that is not completely empty



# UNIT 7 Exercises

1. Choose a preposition from the box to complete the verbs below each picture. Some prepositions are used more than once.

[This exercise includes verbs from previous units.]



up of down out away with from



(a) set up the stand



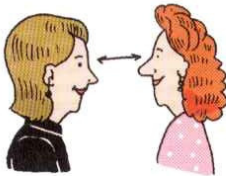
(b) put \_\_\_\_\_ the tray



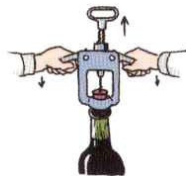
(c) run \_\_\_\_\_ oysters



(d) take \_\_\_\_\_ the ashtray



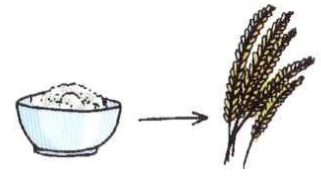
(e) make eye-contact \_\_\_\_\_



(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.

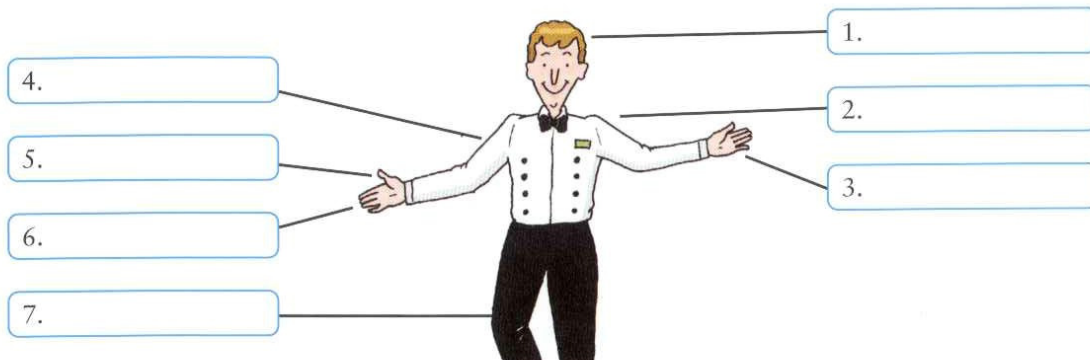
2. The waitress looked a second time at her food order to make sure it was correct.

3. She called out the name of the meal as she served it to the guest.

4. The guest covered her glass 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.

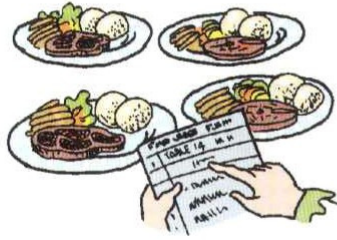




# Serving the Main Course



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



She checked the meals against her food order.



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



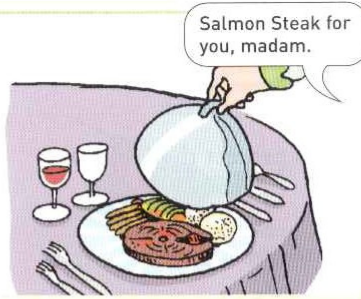
...and arranged them on a tray.



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



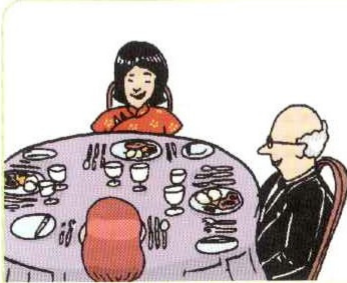
She placed a plate in front of the guest...



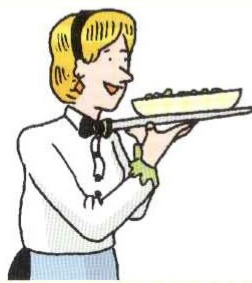
...and announced the meal as she took off the food cover.



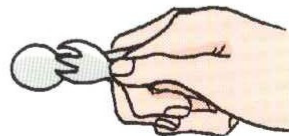
Mary adjusted the plate so that the main portion was directly in front of the guest.



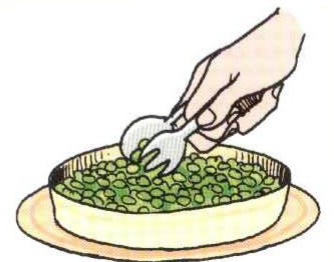
After all the guests were given their meals...



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



Holding a serving fork and spoon in her right hand... [see below]



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

## 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.

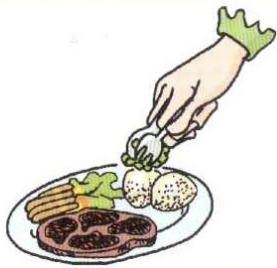


2. Now hold the fork between the thumb and index finger, **parallel** to the spoon. The base of the handle should be **under** the thumb, and resting against the palm.



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





...and put them to one side on the guest's plate.

Some pepper for you, madam?

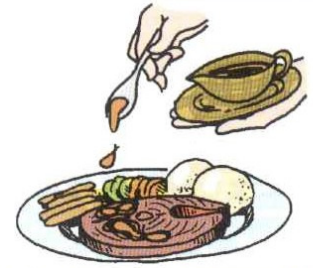


Yes, please.

Mary offered freshly ground pepper to the guests.



She ground the pepper mill over the food on the plate.



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



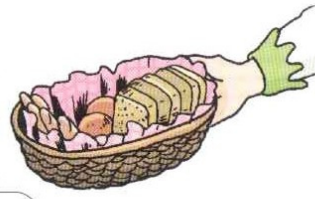
...and served the salad dressing to another guest.

Could we have more bread, please?



Yes, sir, I'll get some right away.

A guest asked Mary for more bread.



She brought a full bread basket to the table.

Enjoy your meal.



She wished them a good dinner before leaving the table.

Is everything all right?



Very good, thank you.



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.

## The Main Course



main portion

### Key Vocabulary

#### VERBS

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

#### NOUNS

base  
cover  
dressing  
handle  
index finger  
meal  
oil  
pepper mill  
plate  
portion  
sauce  
thumb  
tray-stand  
vinegar

#### OTHERS

extra  
freshly  
ground  
main  
parallel  
ready

### 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 with food to add flavour. There are many kinds of sauces.
- *dressing* = a type of sauce especially for salads, usually made from oil and vinegar
- *keep an eye on* = look from time to time to see if all is well

### More Expressions

#### Picture

18 I'll bring you some now.  
I'll be back with some in a minute.

NB: I'll + verb... is an offer to do something for someone.  
e.g. I'll get you another cup.  
I'll check the  
Reservation Record.



# UNIT 8 Exercises

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



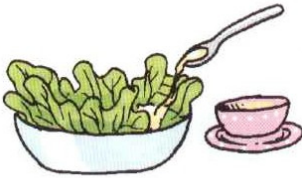
1. the main course



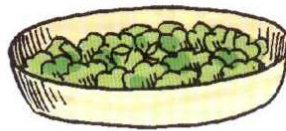
2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_

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

- (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.

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

(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.

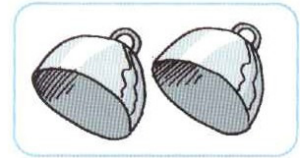
1. She holds the serving fork between her \_\_\_\_\_ and her \_\_\_\_\_ finger.



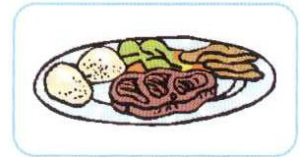
2. She grinds pepper onto the food using a \_\_\_\_\_.



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



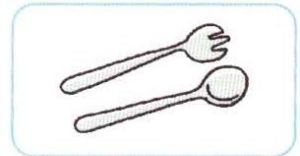
4. She adjusts the plate so that the \_\_\_\_\_ is in front of the guest.



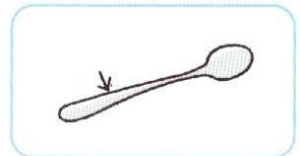
5. She puts the heavy tray down on a \_\_\_\_\_.



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? Mark those statements with a ✓.

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



# Dealing with Complaints



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 to their complaint.

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

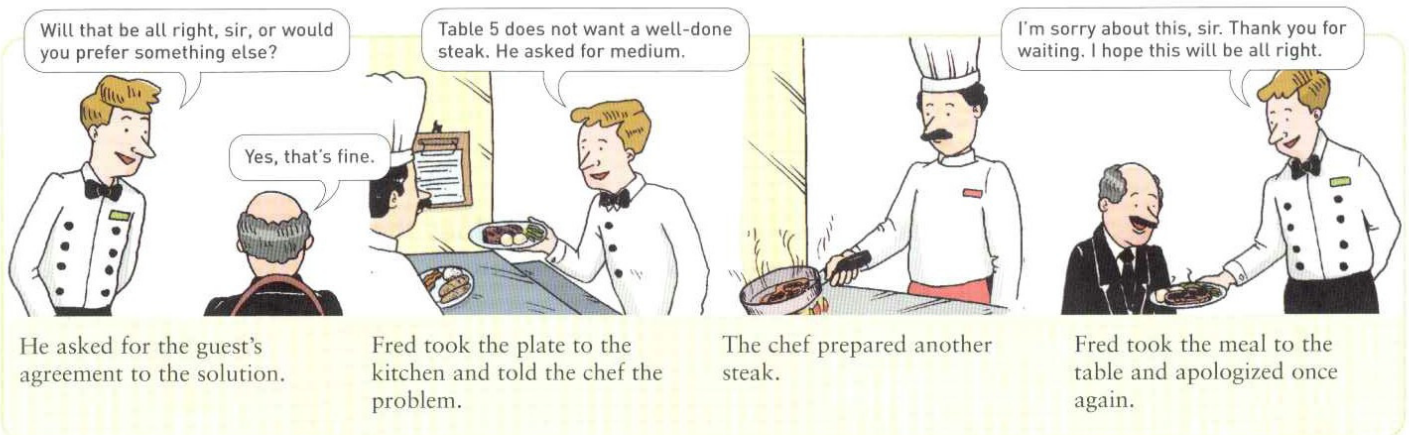
A guest at table 5 also had a problem.



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

He apologized to the guest...

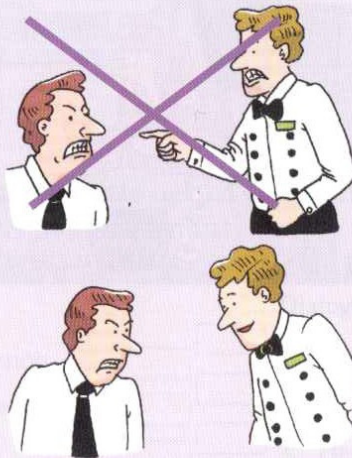
...and offered to replace the steak.



## 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.

## Key Vocabulary

### VERBS

accept  
apologize  
argue  
be able to  
blame  
deal with  
explain  
find out  
have [a hard time]  
inform  
insist  
interrupt  
justify  
listen  
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

## For Special Attention

- *have a hard 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

## More Expressions

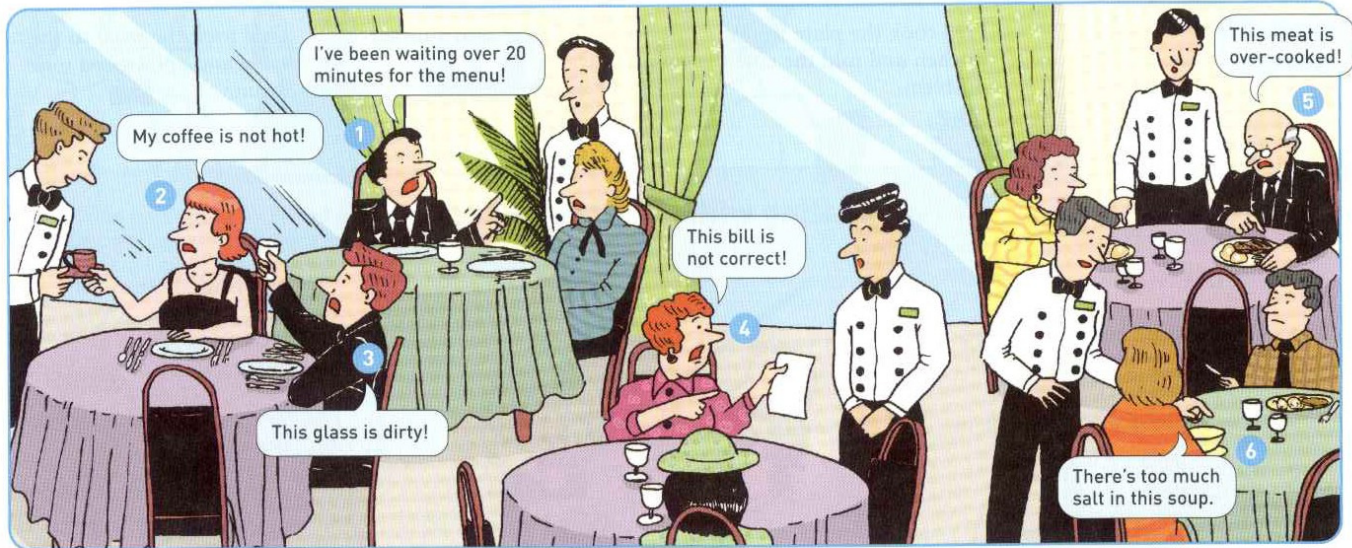
### Picture

- 3 "I'm sorry, sir, but your name is not in the reservation record."
- 5 "Do you remember when you made the reservation?"
- 6 "I'm afraid all our tables are full at the moment."
- 8 "Would you like to have a drink at the bar, sir?"
- 12 "Could I get you another steak or would you like something else?"
- 16 "I'm very sorry you had this problem. I hope this steak will be all right."



## UNIT 9 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."

(b) "Would you like to order something else?"

(c) "I'll bring it to you right away."

(d) "I'll change it for you."

(e) "I'll get you another steak."

(f) "I'll check it for you again."

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 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.

### 4. 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?



The guests at table 14 had finished their main course.



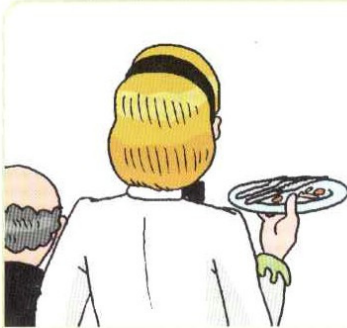
Mary asked if she could clear the table.



She put an empty tray on the tray-stand.



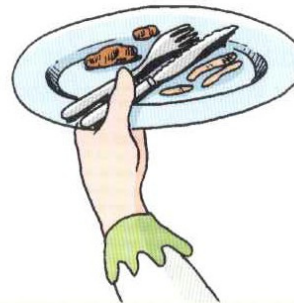
From the guest's right, she first moved the cutlery to the left of his dinner plate.



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



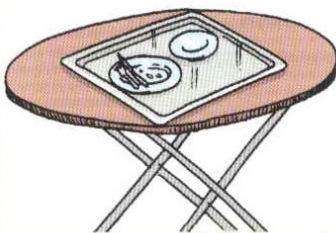
...and transferred it to her left hand.



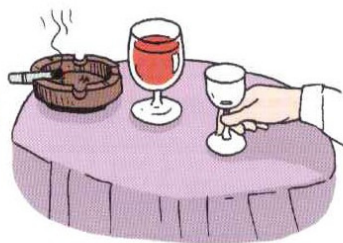
She gripped the cutlery firmly under her left thumb.



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 settings.



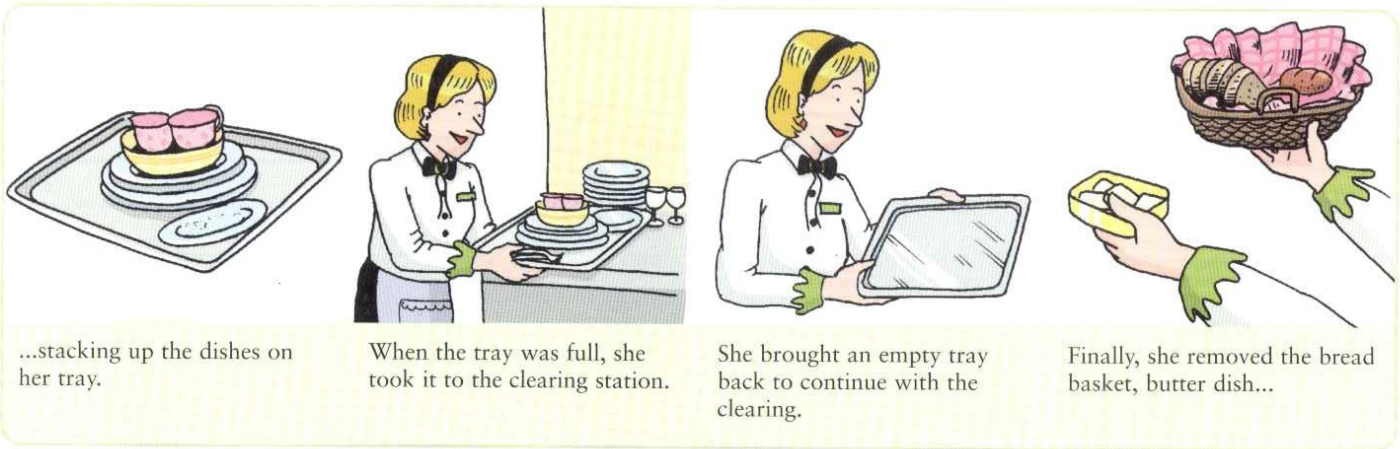
Mary left the water glasses and any filled wine glasses on the table.



She scraped 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.

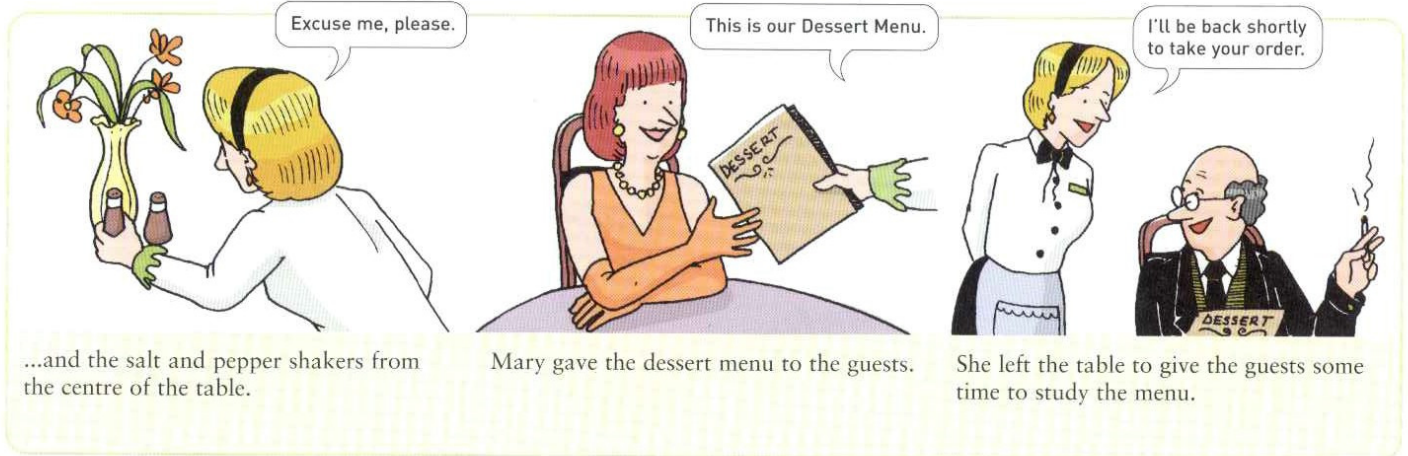


...stacking up the dishes on her tray.

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.



### 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  
then  
unused

### For Special Attention

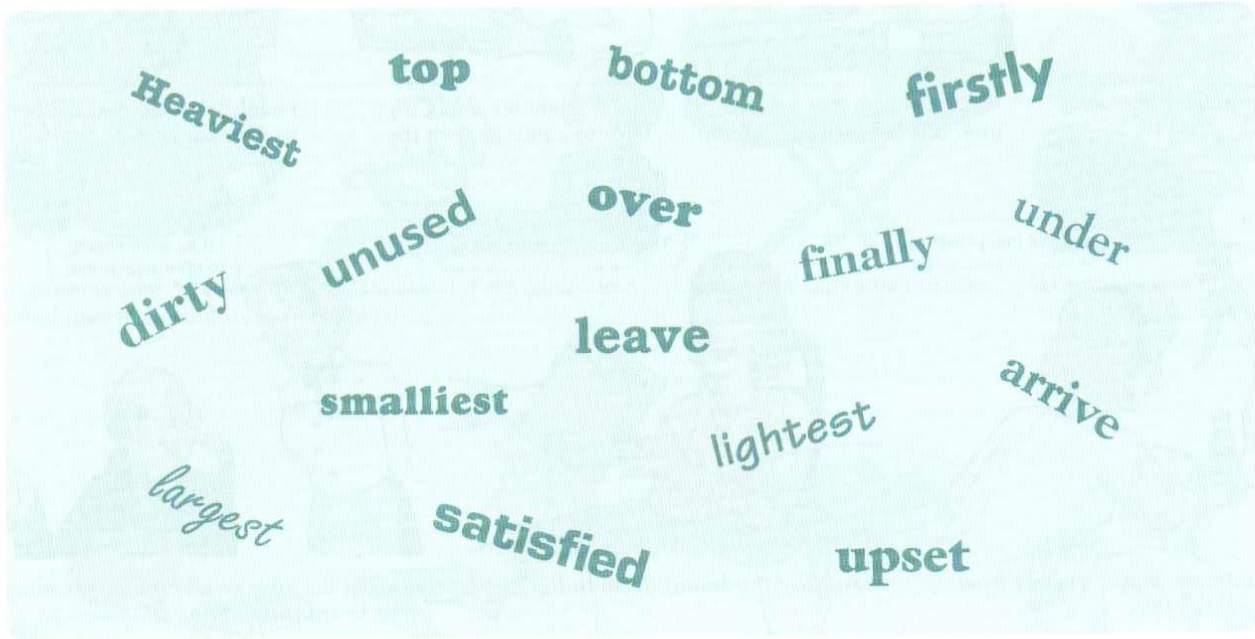
- *clear the table* = remove all the dirty and used dishes and cutlery from the table
- *clearing station* – dirty dishes, etc. are taken from the tables and left in this area of the restaurant. From here, other staff [*stewards*], take the dishes away to be washed.
- *salt and pepper shakers* = these 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 10 Exercises

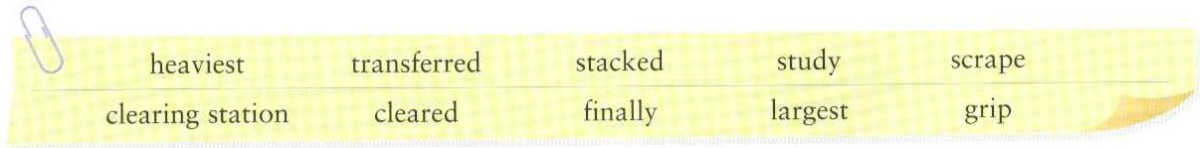
NB: Vocabulary items from previous units may be included in the following exercises.

## 1. Find the word pairs that are opposites.



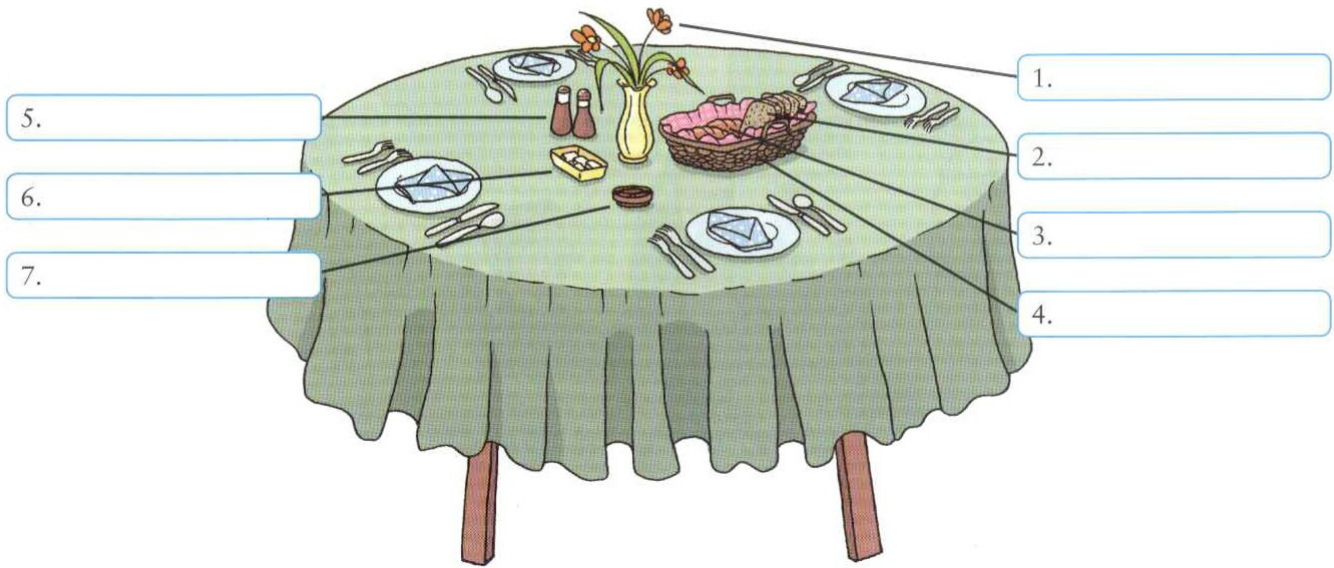
firstly/finally \_\_\_\_\_  
\_\_\_\_\_

## 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 one another, they were taken to the kitchen. \_\_\_\_\_
6. Guests 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! (Units 1–10)

Match the terms with the statements below.

- |  |                                |
|--|--------------------------------|
| 1. recommending something                      | <input type="text" value="d"/> |
| 2. apologizing                                 | <input type="text"/>           |
| 3. announcing a dish                           | <input type="text"/>           |
| 4. saying something is not available           | <input type="text"/>           |
| 5. asking about something                      | <input type="text"/>           |
| 6. offering something                          | <input type="text"/>           |
| 7. asking how the guest wants something cooked | <input type="text"/>           |
| 8. repeating an order back to the guest        | <input type="text"/>           |
| 9. asking for agreement to something           | <input type="text"/>           |
| 10. describing how a dish is made              | <input type="text"/>           |
| 11. offering to do something for someone       | <input type="text"/>           |
| 12. describing the ingredients in a dish       | <input type="text"/>           |

- (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?"



# Serving Dessert / Making Coffee

## Serving Dessert

May I take your dessert order now?



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

Just an espresso for me.

The chocolate mousse, please.



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

What about you, madam? Our home-made ice-creams are very good.

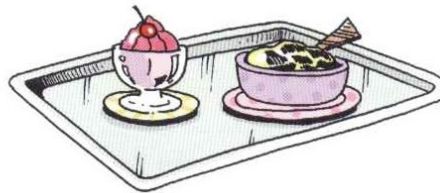
Okay, I'll try the lychee sorbet.



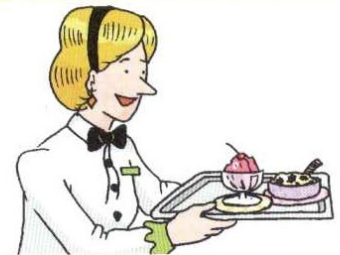
She suggested the house speciality to one of the guests.



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

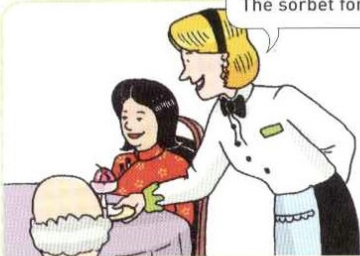


As soon as the desserts were ready, she put them on a tray...



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

The sorbet for you, madam.



She served the desserts in the usual order...

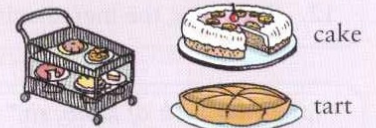
Enjoy your desserts. I'll be back with the coffee.



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

### 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.



### Key Vocabulary

**VERBS**

display  
melt  
prepare  
suggest

pantry  
sorbet  
speciality  
tart  
trolley

**NOUNS**

cake  
dessert  
mousse

**OTHERS**

immediately  
non-frozen  
usual

### For Special Attention

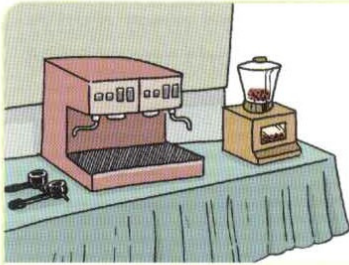
- *house speciality* = a food item for which the restaurant is well-known
- *mousse* – the main ingredients of this dish are cream and eggs
- *sorbet* = a frozen dessert made of fruits, sugar and water
- *trolley* = a small table on wheels. Also called a *cart*.
- *pantry* = a small room where food or food related items are kept

### More Expressions

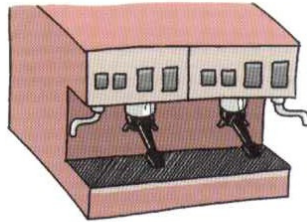
**Picture**

- 1 "Are you ready to order dessert now?"
- 3 "I recommend our home-made ice-creams."  
"Would you like to try our home-made ice-creams?"
- 7 "Your lychee sorbet, madam."

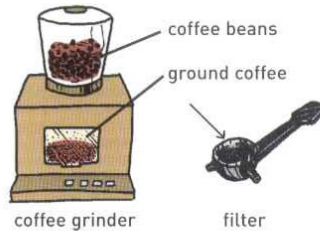
# Making Coffee



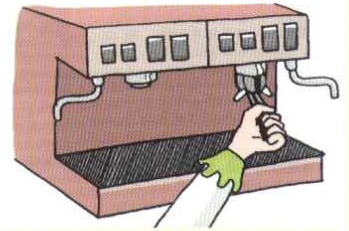
The coffee machine and other equipment for making hot drinks are kept in the pantry.



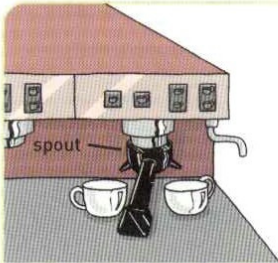
At Chez Max, this machine makes different kinds of coffee.



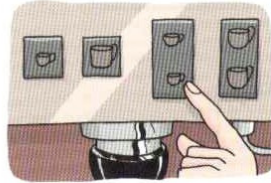
To make two cups of cappuccino, Mary first filled the filter with ground coffee.



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.



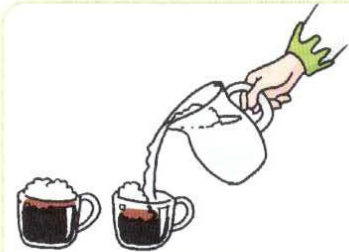
The machine dispensed coffee into the cups.



She then put a jug containing cold milk under the nozzle.



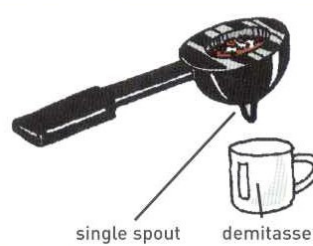
She let the steam froth up the milk.



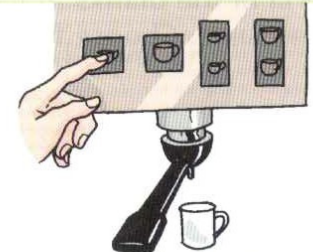
She poured the milk and froth into the cups and...



...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.

## Key Vocabulary

### VERBS

attach  
dispense  
fill  
froth up  
pour  
press  
sprinkle

ground coffee  
jug  
nozzle  
saucer  
spout  
steam  
teaspoon

### OTHERS

powdered  
single  
strong  
under

### NOUNS

button  
demitasse  
equipment  
filter  
froth  
grinder

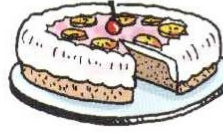
## For Special Attention

- **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

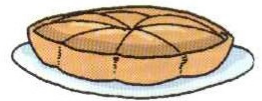


# UNIT 11 Exercises

1. Name the objects in the pictures below.



1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_

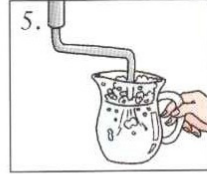
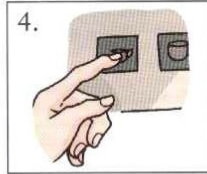
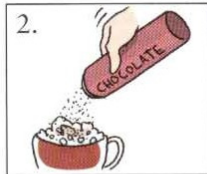
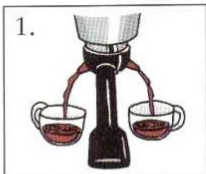


5. \_\_\_\_\_ 6. \_\_\_\_\_ 7. \_\_\_\_\_ 8. \_\_\_\_\_

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.

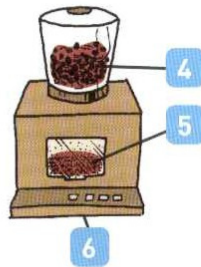
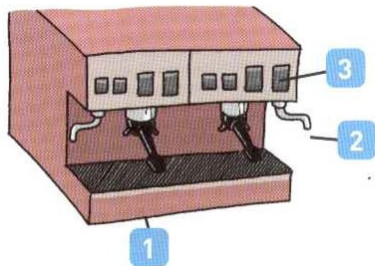


sprinkling    attaching    pouring    pressing    dispensing    frothing up



1. The machine is \_\_\_\_\_ coffee into the cups.    2. She is \_\_\_\_\_ chocolate over the coffee.  
3. She is \_\_\_\_\_ the filter to the machine.    4. He is \_\_\_\_\_ the button on the machine.  
5. The steam is \_\_\_\_\_ the milk in the jug.    6. She is \_\_\_\_\_ the milk into the cup.

3. All the items below are used to make coffee. Write the name of the item in the space provided.



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

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

Mark your choice with a ✓.

1. He asked the waiter for a cup of strong coffee.
  - (a) hard
  - (b) coffee with milk
  - (c) coffee with a lot of flavour/taste
  - (d) heavy
2. Take the ice-cream immediately to the table.
  - (a) at once
  - (b) as soon as possible
  - (c) later
  - (d) in a few minutes
3. Ice-cream melts quickly after it is served.
  - (a) becomes cool
  - (b) turns into liquid
  - (c) stays soft
  - (d) tastes good
4. 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
5. That restaurant displays some dishes in the window.
  - (a) shows what they look like
  - (b) tells guests about them
  - (c) describes them
  - (d) puts them in order
6. I like desserts.
  - (a) places 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 dessert and coffee. Put the statements of the waiter and the two guests into a dialogue. Role-play the dialogue with a partner.

Waiter: *Would you like any desserts?* \_\_\_\_\_

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."

**Waiter**

"What sort of coffee would you like, sir?"

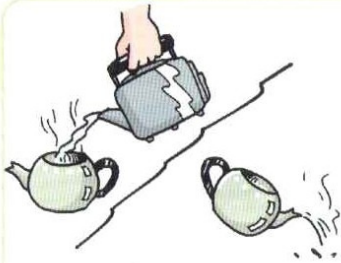
"Certainly, madam. What about you, sir?"

"Would you like any desserts?"

"Would you like to try our fruit tarts, sir?"

They are the house specialities."

"Any coffee for you, madam?"



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



Then she put a teabag into the warm teapot...



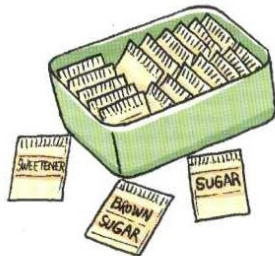
...and filled the pot three-quarters full with boiling water.



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



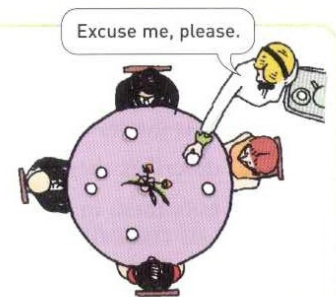
She also put a sugar bowl and a milk jug on the tray.



The sugar bowl contained sachets of different kinds of sugar.



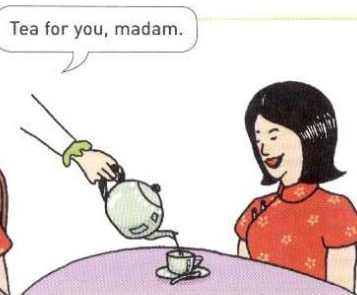
Mary carried the beverage tray in the waist-carry position to the tray-stand.



First, she placed the milk jug and sugar bowl in the centre of the table.



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



Tea for you, madam.

...and filled the cup three-quarters full of tea.



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



Your Cappuccino, madam.

She served the next two guests their cappuccinos...



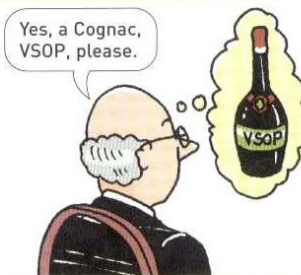
Espresso, sir.

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



Would you like any liqueurs or brandy?

Mary asked if anyone wanted an after-dinner drink.



Yes, a Cognac, VSOP, please.

A guest ordered a brandy...



A Cointreau, please.

...and another wanted a liqueur.

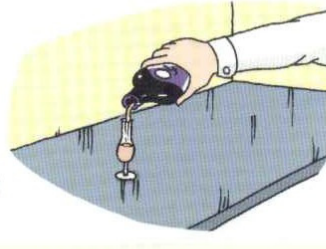
Order for table 14.



Mary took the order to the bar.



The bartender poured some cognac into a brandy snifter.



He filled a liqueur glass with Cointreau.



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

Cognac, sir.



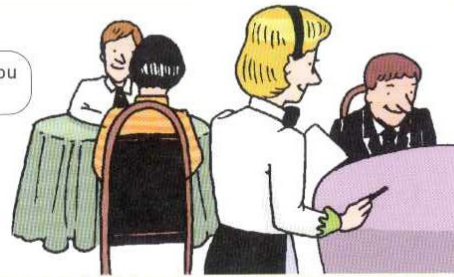
She served the guests their drinks.

Is there anything else I can get you?



She checked if the guests needed anything else.

No. Thank you very much.



Then she left to continue her work at another table.

### Some Hot Beverages

#### COFFEES

Instant coffee/Brewed coffee/Café Mocha/Café Latte/Cappuccino/Espresso

#### OTHER

Tea/Herbal teas/Hot Chocolate/Milk

### Key Vocabulary

#### VERBS

brew  
bring  
carry  
contain  
continue  
filter  
order  
pour  
set [down]  
stir  
want  
warm

forearm  
liqueur  
sachet  
snifter  
stem  
sweetener  
teabag  
tea-leaves  
teapot

#### OTHERS

boiling  
brewed  
empty  
herbal  
instant  
prepared

#### NOUNS

bar  
bartender  
bowl  
brandy  
creamer

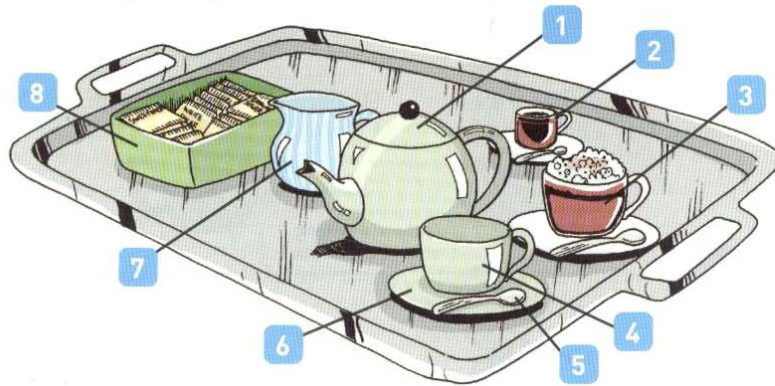
### For Special Attention

- *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* = [US] 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, camomile etc.
- *brandy* = a strong alcoholic drink made from grapes or other fruits
- *liqueur* = a strong, sweet alcoholic drink made from different fruits and usually drunk only after meals
- *An after-dinner drink* is usually either a liqueur or a brandy.
- *snifter* = a bowl-shaped glass on a stem. Brandy is always served in this type of glass.



# UNIT 12 Exercises

1. Name all the items on Mary's tray.



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

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

teapot    pour out    boiling    sugar    water    tea-leaves  
 brew    three-quarters    teabag    putting    warm    teacup

### 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.

A

B

- |                            |  |
|----------------------------|--|
| 1. stem..... [ c ]         | a. This is served in a very small glass.                             |
| 2. instant coffee..... [ ] | b. This glass is shaped like a bowl.                                 |
| 3. herbal tea..... [ ]     | c. You hold this part of a wine glass when you are drinking from it. |
| 4. sweetener..... [ ]      | d. Coffee made by slowly dripping hot water through ground coffee.   |
| 5. snifter..... [ ]        | e. This coffee is quick and easy to make.                            |
| 6. brewed coffee..... [ ]  | f. This is a strong alcoholic drink made from grapes or fruit.       |
| 7. liqueur..... [ ]        | g. This is made with the leaves of certain plants.                   |
| 8. brandy..... [ ]         | 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 in the spaces provided.



1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_  
5. \_\_\_\_\_ 6. \_\_\_\_\_ 7. \_\_\_\_\_

5. Practise ASKING.

Use the question forms below and practise asking guests if they want the items on the right.

e.g.

Could I get you

another cup of coffee?

another cup of



Would you like

1. \_\_\_\_\_ ?  
\_\_\_\_\_ ?  
2. \_\_\_\_\_ ?  
\_\_\_\_\_ ?  
3. \_\_\_\_\_ ?  
\_\_\_\_\_ ?  
4. \_\_\_\_\_ ?  
\_\_\_\_\_ ?  
5. \_\_\_\_\_ ?  
\_\_\_\_\_ ?

an after dinner drink

some/more



a



a glass of



anything else

6. Discuss these questions with your trainer.

- Why do some people use a sweetener in their drinks?
- Why are liqueurs and brandies served in special sized and shaped glasses?

7. Learn the names of some well-known liqueurs and brandies.



Could we have the check, please?

Yes, sir. I'll get it for you right away.

Check for table 14, please.

TABLE 14 2PM  
ITEMS  
1.00  
2.00  
3.00  
4.00  
5.00  
6.00  
7.00  
8.00  
9.00  
10.00  
TOTAL

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...

Excuse me. Your check, sir.

Do you take Maxicard?

Yes, we do, sir.

...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.

Please sign here, sir.

Mary put his 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.

MAXI SIGNATURE SIGNATURE CARD HOLDER

Your card, sir.

This is your copy, sir.

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 a copy of the check.



The guests left a tip on the table.



Thank you for dining with us...

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.

### 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.

### Sample of a Credit Card Voucher

<b>ALPSBANK</b>	
GEORGE RESTAURANT	
Lot 123, Jln 18/25, Las Vegas	
United State of America	
	4565430034
	000000007689324
-----	
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	
<b>X</b>	

### Key Vocabulary

#### VERBS

examine  
go [through]  
include  
pay  
present  
process  
return  
sign  
verify  
wish

change  
check  
check-holder  
copy  
credit card  
customer  
payment  
processing  
signature  
statement  
tip  
voucher

#### NOUNS

bill  
cash  
cashier

#### OTHERS

closed  
correct  
included

### For Special Attention

- *process a credit card* = take 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

### More Expressions

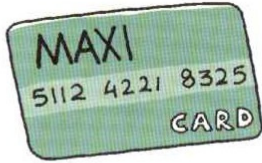
#### Picture

- 11 "Could you sign here, please?"  
14 "Here's your card, sir."  
18 "Thank you. I hope you enjoyed your dinner."  
19 "I hope we'll see you again soon."



# UNIT 13 Exercises

1. Find a word for each picture below.



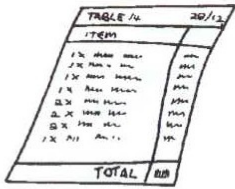
1. \_\_\_\_\_



2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_

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

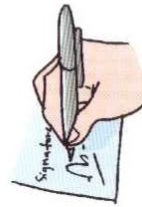
asked                      processed                      included                      took  
signed                      examined                      gave                      verified



(a) He \_\_\_\_\_ the check.



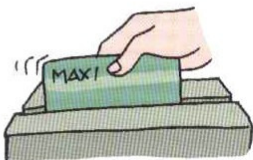
(b) The guest \_\_\_\_\_ a tip for the waiter.



(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.

1. (f)    2. \_\_\_\_\_    3. \_\_\_\_\_    4. \_\_\_\_\_    5. \_\_\_\_\_    6. \_\_\_\_\_    7. \_\_\_\_\_    8. \_\_\_\_\_

**4. Say if the following sentences are true or false.  
Write T or F in the answer box after each sentence.**

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

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

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

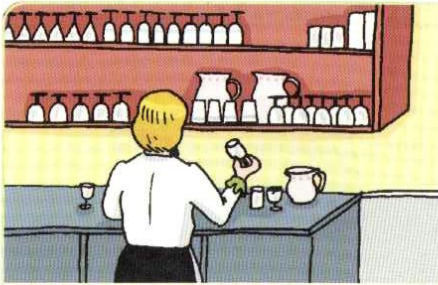
\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

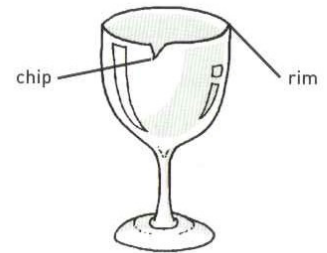
\_\_\_\_\_



Mary went to the pantry to get some glasses for the table.



She noticed a crack on one glass.



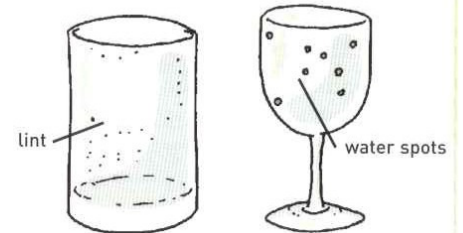
The rim of another glass was chipped.



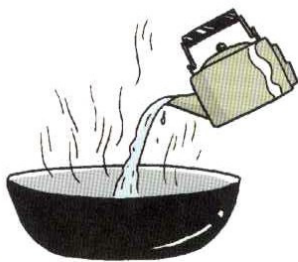
She put these glasses into the discard bin.



Another glass with a lipstick stain on it needed to be washed again.



Some glasses had lint or water spots on them.



To polish these glasses, Mary filled a basin with very hot water.



Then she held a stained glass over the steam.



The steam moistened the glass.



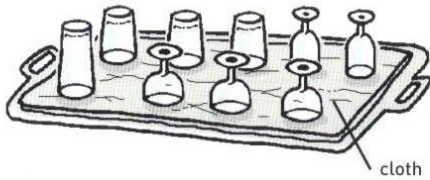
She placed the wet glass on a clean cloth in one hand...



...and inserted the edge of the cloth into the glass with the other hand.



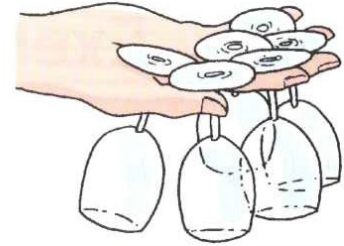
She rotated the glass until it was polished and sparkling.



Mary put the spotless glasses face down on a lined service tray.



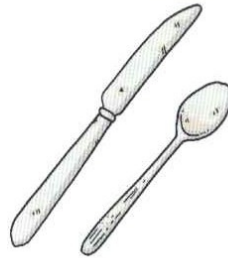
She positioned the stems of some wine glasses between her fingers so that...



...the base of each glass overlapped the next...



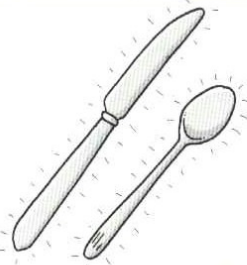
...and took them to the table.



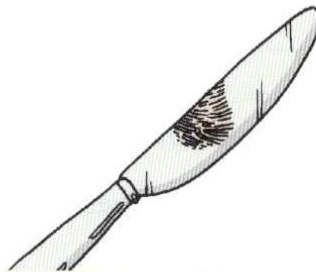
Mary noticed that some cutlery looked dull.



She got a clean cloth, and polished it...



...until it was bright and shiny.



She saw a finger-print smudge on a knife...



...so she wiped off the mark with the polishing cloth.

### Key Vocabulary

#### VERBS

discard  
handle  
hold  
insert  
moisten  
need  
notice  
overlap  
polish  
position  
rotate  
wash

#### NOUNS

base  
basin  
bin  
bottom  
chip  
cloth  
crack  
edge  
glassware  
lint  
lipstick  
mark  
pantry

rim

smudge  
stain  
steam  
stem  
water spot

#### OTHERS

between  
bright  
broken  
chipped  
clean  
cracked

dull

face-down  
lined  
polished  
shiny  
smudged  
sparkling  
spotless  
stained

### For Special Attention

- **chipped** [glass or crockery] – a glass or plate etc. which has a small piece broken off from its edge or rim
- **cracked** [glass etc.] – a glass etc. that shows a line along which it has broken. The item is still in one piece.
- **broken** [glass etc.] – the item is damaged and in pieces
- **lint** = dust-like bits of fabric that cloth sometimes leaves on glasses
- **water spot** = a stain that water sometimes makes when it dries on a surface
- **lipstick stain** = a stain on a glass made when someone wearing lipstick drinks from the glass
- **discard bin** – a container for broken, chipped or cracked items
- **lined service tray** = a tray that has a clean cloth on it
- **face down** = upside down
- **rotate** = turn something in a circular direction



## UNIT 14 Exercises

1. Find all the words in the box that tell you what is wrong with glassware or cutlery.

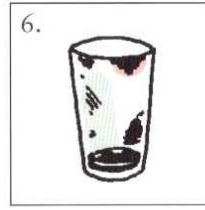
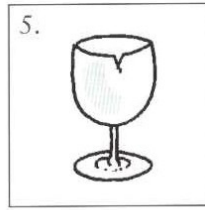
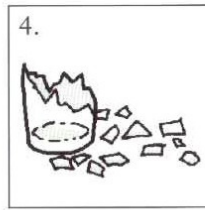
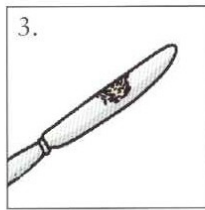
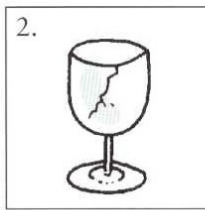
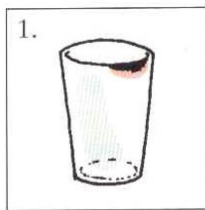


heavy	stained	broken	strong	loud	dirty
rude	cracked	long	large	chipped	smudged

\_\_\_\_\_

\_\_\_\_\_

2. Match the words you have chosen above with the pictures below.



1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

4. \_\_\_\_\_ 5. \_\_\_\_\_ 6. \_\_\_\_\_

3. Put a ✓ next to the words that describe glassware or cutlery which is ready to be used.

- |             |              |
|-------------|--------------|
| 1. spotless | 6. shiny     |
| 2. bright   | 7. sharp     |
| 3. soft     | 8. sparkling |
| 4. polished | 9. round     |
| 5. smooth   | 10. pleasant |

4. Choose the right word from the list on the right and fill in the blanks below.





notice	rotate	inserted	face down	lined	overlapped
--------	--------	----------	-----------	-------	------------

- He \_\_\_\_\_ a fork into the meat to see if the meat was cooked.
- She positioned some wine glasses between her fingers so that the base of each glass \_\_\_\_\_ the next.
- To polish a glass, you must hold the glass on a cloth and \_\_\_\_\_ it against the cloth.
- The tray was \_\_\_\_\_ with a cloth to protect the glasses.
- Glasses are placed \_\_\_\_\_ on a tray to protect them from dust.
- When the head-waiter passed the table he \_\_\_\_\_ that the guests did not have a menu.



5. Pick a word from the box for each blank in the passage below.



smudges	rim	lipstick stain	polishing	fingerprint	hold	chip
lint	moistened	polish	handle	water-spots	steam	base
between	dull	basin	discard bin	face-down	washed	



The restaurant manager was very angry! When he inspected the tables, he found a glass which had a

1.  on it. That glass had to be 2.  again.

Another glass had many 3.  on it, and two other glasses had


4.  on them. He made a waiter 5.  these

glasses over a 6.  of hot water. The 7.  from



the water 8.  the glasses. Then the waiter had to 9. 

the glasses until they were spotless and sparkling. The manager became really angry when he saw a glass that had a


10.  on its 11. . He told one of the waiters to put this



glass into the 12. . He also saw some cutlery that was 13. \_\_\_\_\_

 and needed 14. . He instructed the waiters to 15. \_\_\_\_\_

 cutlery carefully so that there would be no 16.  17. \_\_\_\_\_

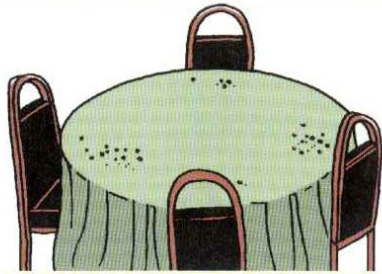
 on it. The manager also reminded the waiters to hold a wine glass by its 18. \_\_\_\_\_

 or stem when placing it on the table. The glasses are carried to the tables 19. \_\_\_\_\_

 on a tray or with their stems positioned 20.  the waiter's fingers.



# Setting the Table



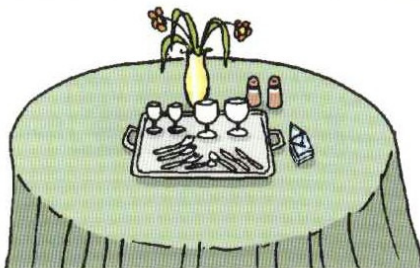
There were some crumbs on the tablecloth.



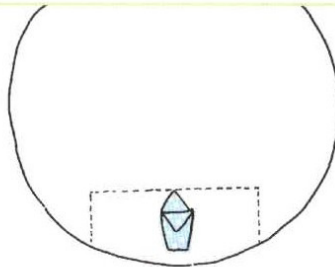
Mary held a service plate just under the edge of the table...



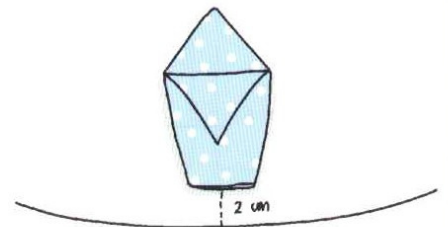
...and with a folded napkin, she brushed the crumbs off the table onto the plate.



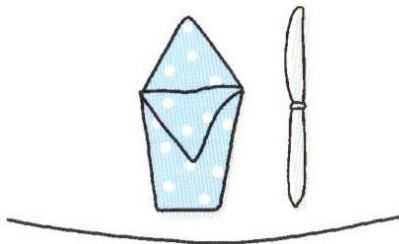
She then put the glasses, flatware, china, and other items she needed in the middle of the table.



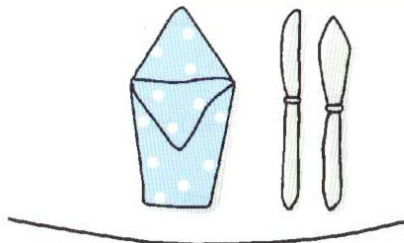
First, Mary placed a napkin in the middle of the place setting...



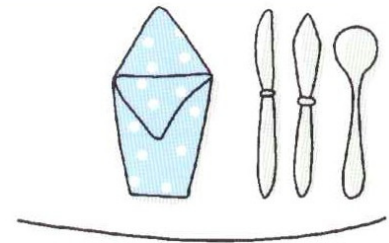
...about 2 cm from the bottom edge of the table.



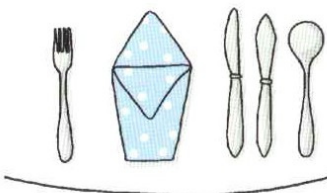
Then she placed the table knife on the right, 4 cm from the napkin.



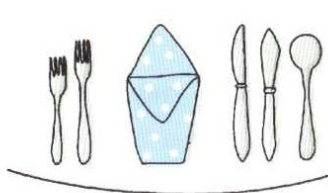
She put a fish knife next to the table knife.



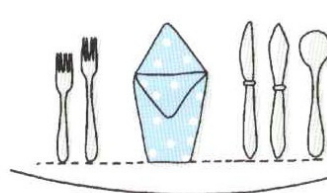
She positioned a soup spoon next to the fish knife.



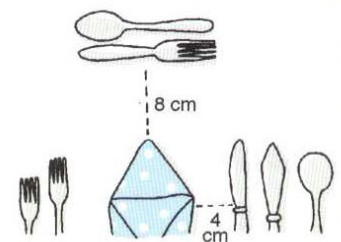
She set a table fork down 4 cm to the left of the napkin...



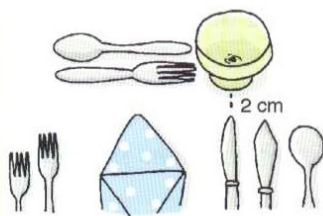
...and placed a fish fork on the outer side of it.



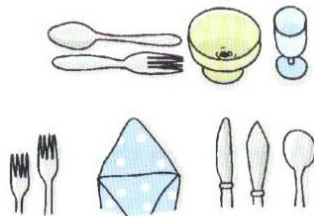
Mary made sure that all the flatware was in line with the napkin.



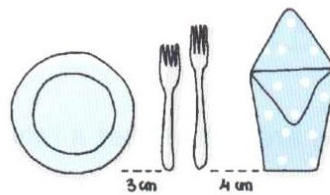
She placed a dessert spoon and fork about 8 cm above the napkin.



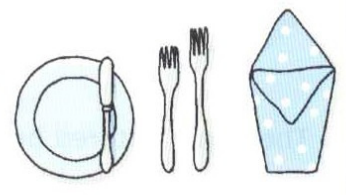
She positioned a water goblet about 2 cm above the tip of the table knife.



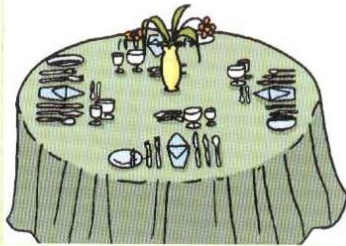
Then she placed a wine glass on the right of the water goblet.



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



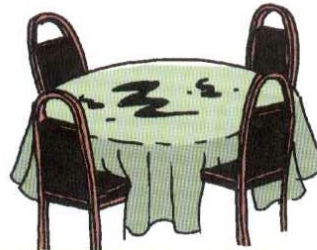
She placed a butter knife on the right side of the side plate.



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.

### 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.

### Key Vocabulary

#### VERBS

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  
shakers  
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

### 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 for crockery [cups, plates etc.]
- *flatware* [US] = another name for cutlery. Also called *silverware* [US].
- *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 for picking the oyster out of its shell
- *goblet* = a drinking glass with a stem and a base
- *napkin* = also called a *serviette* [UK]



## UNIT 15 Exercises

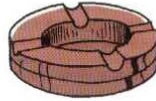
1. The items pictured below are used to set a table. Write down their names in the spaces provided.



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.

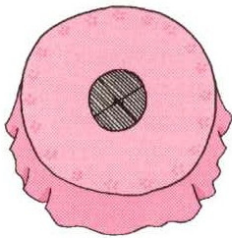


3. Discuss with your trainer:

- (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



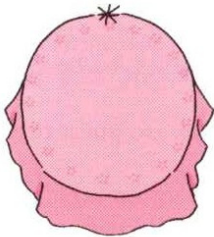
1. the \_\_\_\_\_ of the table



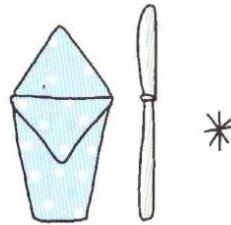
2. on the \_\_\_\_\_ of the guest



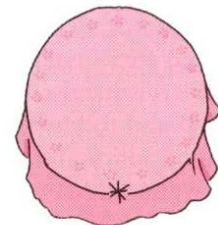
3. \_\_\_\_\_ the chair



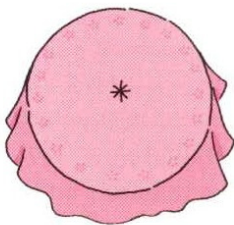
4. the \_\_\_\_\_ edge of the table



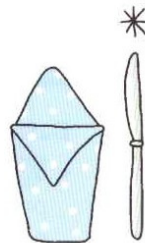
5. the \_\_\_\_\_ side of the table knife



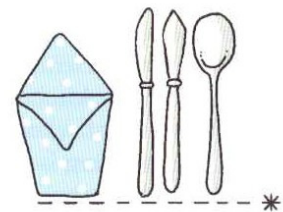
6. the \_\_\_\_\_ edge of the table



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

1. soiled..... [ ]
2. silverware..... [ ]
3. china..... [ ]
4. goblet..... [ ]
5. serviette..... [ ]
6. crumbs..... [ ]
7. arrange..... [ ]
8. tip..... [ ]

B

- a. crockery
- b. glass
- c. very small bits of food
- d. put into place
- e. the top end of something
- f. stained or dirty
- g. cutlery
- h. napkin

# 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 on 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 the 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 meetings and/or training for the company.



### Additional Responsibilities (Not Always Required)

- Clear and reset tables.
- Answer the telephone.

## 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.
- Fold cloth napkins and set them on tables.
- Spread fresh tablecloths 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 for staff.
- Control and analyze operating costs.
- Control and analyze sanitation, 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 briefings and departmental meetings.
- Control and order necessary guest supplies.
- Keep informed of all items and prices available in the service areas.
- Maintain the attendance records and duty roster for employees.
- Control health inspection records.
- Help to prepare annual budget.

- Supervise On-the-Job-Training of new employees.
- Monitor the service sequence of staff.
- Promote suggestive selling technique to increase revenue.
- Monitor quality and presentation of food and beverages.
- Coordinate changes or additions to menus and beverage lists.
- Participate in service as necessary in accordance with the practices of the restaurant.
- 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.

## **Food and Beverage Services Check Lists**

### **Guest service area**

- A. Temperature is comfortable.
- B. Lighting level is appropriate.
- C. Noise level is appropriate.
- D. Music is appropriate.
- E. Furniture is comfortable, clean, and in good condition.
- F. Floor, walls, and ceiling are clean and in good condition.
- G. Toilet is clean and in good condition.



### **Guest tables**

- A. Table is clean and in good condition.
- B. Cloth napkin is clean and folded.
- C. Utensils are clean and in good condition.
- D. Plates are clean and in good condition.
- E. Glassware is clean and in good condition.
- F. Salt and pepper shakers are clean and full.
- G. Plants and table decorations are maintained appropriately.
- H. Menus and any other printed material are clean and in good condition.

### **Suggested Service Schedule**

- A. Greet new guests within 20 seconds of entering restaurant.
- B. Show guest to table within 1 minute of being acknowledged or advise guest of waiting period.
- C. Provide menus immediately upon seating (carried from host/hostess station).
- D. Take drink order within 3 minutes of seating.
- E. Take food order within 5 minutes of providing menu.
- F. Serve drink order within 5 minutes of ordering.
- G. Serve food order within 15 minutes or within time promised at ordering.
- H. Clear plates within 5 minutes of finishing course, and remove used utensils.
- I. Serve dessert and/or coffee within 10 minutes of ordering.
- J. Provide bill within 2 minutes of request.
- K. Receipt (and change if cash is paid) are brought within 3 minutes after payment.

## Glossary

A collection of some useful words relating to food and service in restaurants. Users should note that the meanings given below are limited to the use of these words in a restaurant setting.

**an à la carte menu** [French] the restaurant's regular menu where each dish is charged individually at the price shown. Some restaurants may also have a special menu at a set price for lunch or for that day etc. Also **menu**. [p 24]

**to address** [someone] to use a particular name or title when speaking to someone. *She preferred to be addressed as Ms instead of Miss Jones.* [p 17]

**an agreement** acceptance of something. *She asked for the customer's agreement before changing his food order.* Also **to agree**. [p 16, 49]

**ahead** in front of. *Walk ahead of the guests when you show them to their table.* [p 20]

**to allow** to give permission. "Allow me." = "Let me do that for you." [p 20]

**an alternative** another choice or option. *Offer the guest an alternative if the restaurant runs out of something that he orders.* [p 29]

**angry** not happy or pleased about something. [p 49]

**to announce** to call out the name of something. *The waiter announced each dish as he placed it in front of the guest.* [p 40]

**to answer** [the telephone] to pick up the receiver and speak to the caller. [p 16]

**anti-clockwise** in a direction opposite to the movements of the hands of a clock. [US] **counter clockwise**. [p 24]

**an aperitif** a drink [usually alcoholic] taken before meals. [p 24]

**to apologize** to say you are sorry. [p 49]

**an apron** a piece of clothing worn over the front part of the body to keep the wearer's clothes clean while working. [p 33]



**to argue** [with someone] to express an opposite opinion in an angry way. *Do not argue with customers if they complain about something.* [p 49]

**to arrange** to put things neatly and in order. *She arranged the dishes on the tray before taking them to the table.* [p 44]

**an ashtray** a small dish or container that smokers use for tobacco ash and cigarette butts. [p 33]

**to assist** to help, to do something for somebody. Also **assistance**. [p 16]

**to attach** to join a thing to something else. *First attach the filter to the machine, then press the start button.* [p 57]

**to attend** to take care of. *A waiter will attend to you shortly.* [p 20]

**attention** special care or action. Also **attentive**, **attentively**. [p 49]

**available** can be obtained. *Fresh salmon is available this month.* [p 28]

**an aubergine** [French] a dark purple vegetable. Also **brinjal**, [US] **eggplant**. See **Vegetables**. [p 13]

**a bar** a place or counter where alcoholic drinks are prepared and served. [p 48]

**to barbecue** to cook meat, fish etc. over an open fire. Also **broil**, **grill**, **charbroil**. [p 10]

**a bartender** [US] a person who serves and prepares drinks at the bar. Also **barman** / **barmaid**. [p 24]

**a base** the lowest part or bottom end of something. *Hold the glass by its base when you are placing it on the table.* [p 69]

**a basin** a round open bowl for holding liquids. [p 68]

**behind** in a position at the back of something. *The waiter kept his left arm behind his back as he worked.* [p 33]

**a bill** a written statement of the money owed for goods or services. *He paid the bill before he left the restaurant.* Also [US] **check**. [p 64]

**a bin** a large container for holding or storing things. [p 68]

**bitter** having a sharp flavour. *Black coffee tastes a little bitter.*

**bland** mild and having no definite flavour: *a bland cheese*. Opposites = **strong**, **spicy**.

**blunt** [knife] not sharp, does not cut easily. *A fish knife has a blunt edge*. Opposite = **sharp**. [p 32]

**to boil** to heat water or liquid to a high temperature until it begins to evaporate. Also **boiling**. *Tea is made with boiling water*. [p 10]

**to book** [a table] to reserve a table in advance. [p 16]

**booked out** [restaurant] the restaurant is full and cannot take any more customers. Also **fully booked**, **booked up**. [p 16]

**bottom** the lowest part of something. Opposite = **top**. [p 72]

**a bowl** a deep round dish used for holding food or liquid. [p 60]

**a brandy** a strong alcoholic drink made from grapes or other fruits. [p 60]

**to break** [something] to damage something so that it is no longer in one piece. *Be careful, those glasses break easily!* Also **broken**: *a broken dish*. [p 68]

**to brew** [tea or coffee] to add boiling water to coffee or tea and wait a few minutes for the mixture to reach its full flavour. Also **brewed** [coffee/tea]. [p 61]

**bright** shining or shiny *He polished the cutlery until it was bright and shiny*. Opposite = **dull**. [p 69]

**to bring** [something] to come carrying something. *Please bring me another cup of coffee*. Opposite = **take away**. [p 44]

**to brush** [something off] to remove something off a surface. *She brushed the crumbs off the table with a folded napkin*. [p 72]

**a bucket** a round open container, usually with handles, for liquid, ice etc. Also **ice-bucket**, **wine bucket**. [p 36]

**a butt** [cigarette] an end piece of a cigarette or cigar after it has been smoked. [p 33]

**butter** a creamy product made from milk, used in cooking or to spread on bread. [p 32]

**a butter dish** a small dish containing butter that is placed on the table. [p 32]

**a butter knife** a short blunt knife used to take butter from a dish. [p 73]

**a button** 1. a switch on a machine. [p 57] 2. a fastener on clothing. *The waiter fastened his collar button before going into the restaurant*.

**a caller** a person who makes a telephone call. [p 16]

**a carafe** a glass container for wine or water. [p 36]

**carbonated** [drink] containing bubbles of gas e.g. Coca cola, soda-water, tonic etc. [p 14]

**carefully** with special attention. *Handle glassware carefully because it breaks easily*.

**to carry** to take something from one place to another. *The waitress carried the heavy tray of dishes to the kitchen*. [p 40]

**a cart** a table on wheels: *a dessert cart*. Also **trolley**. [p 56]

**cash** money in coins or notes. [p 65]

**a cashier** a person who receives and pays out money in a restaurant, shop etc. [p 64]

**a cash register** a machine used by the cashier in shops, restaurants etc.

**a casserole** food cooked in a covered heat-proof dish.

**a celery** a vegetable with long stems that can be eaten raw in salads or cooked. [p 13]

**a centre** [US center] the middle point or part of something: *the centre of the table*. [p 73]

**a chair** a seat with a back and sometimes with arms, for one person to sit on. [note: a **stool** has no back and arms] [p 20]

**to change** [something for something else] to replace one thing with another. *This glass is not clean, can you change it?* [p 50]



**change** 1. coins or notes equal to the value of a single note or coin. *Can you give me some change for a dollar?* 2. the money returned when the price of something is less than the money given in payment. *The customer got back some change after settling his bill with a \$100 note.* [p 65]

**char-broiled** [steak etc.] cooked over an open fire. Also **barbecued**, **grilled**, **broiled**. [p 10]

**to check** to make sure of something by examining it. *She checked the food order before serving the guests.* [p 32]

**a check** [US] a bill. *The host asked the waiter for the check at the end of the meal.* [p 64]

**a check-holder** a folder that restaurants use to hold the check/bill when it is presented to the customer. [p 64]

**a chef** [French] the chief cook in a restaurant. [p 48]

**cheese** food made from milk: *a piece or slice of cheese*. Also **cheese cake**, **cheese board**.

**china** objects made of clay e.g. cups, saucers, plates etc. Also **crocery**, **dishes**. [p 9]

**a chip** a small piece that has broken off a glass or plate etc. A **chipped** glass = a glass that has a small piece broken off from its rim. [p 68]

**clean** washed, unused, free from dirt and stains. Opposite = **dirty**, **stained**, **used**. [p 68]

**to clear** [table] to take away dirty and used plates etc. after a meal. [p 52]

**a clearing station** an area in a restaurant to which dirty dishes are brought and left before they are washed up. Also **stewarding area**, [US] **bus station**. [p 53]

**a cloakroom** a small room where coats, hats, parcels etc. may be left for a time. [p 21]

**clockwise** move in the same direction as the hands of a clock. [p 24]

**closed** not open for business. *The restaurant is always closed on Mondays.*

**a cloth** a piece of material or fabric. Also cloth used for different purposes e.g. **washcloth**, **tablecloth**, **polishing cloth**, **dishcloth**. [p 68, 69]

**a coaster** a small mat that is put under a drinking-glass. Also **glass-mat**. [p 9, 24]

**a cocktail** an alcoholic drink made from spirits, or spirits mixed with fruit juice etc. See **Beverages – Alcoholic**. [p 15]

**cold** of low temperature. Opposite = **hot**. [p 32]

**a cold kitchen** a kitchen in a restaurant where salads and other cold dishes and desserts are prepared. Also [US] **cold line**, **cold side**. [p 32]

**to collect** to pick up or gather together. *Collect all the dirty dishes and take them to the kitchen.* [p 32]

**to complain** to find a fault, be dissatisfied with something. *The customer complained that his soup was too salty.* Also a **complaint**. *He told the manager about the guest's complaint.* [p 48]

**to confirm** to say something is true or correct. *The guests confirmed that the food order was correct.* Also **confirmation**. [p 29]

**a contact number** the telephone number of a person or company. [p 16]

**to contain** to have or hold inside itself. The basket contained different kinds of bread. Also **container**. [p 32]

**to continue** to go on doing something. *While the new customers studied the menu, she continued her work at another table.* [p 45]

**a cork** a type of bottle-stopper used especially for wine bottles. [p 36]

**a corkscrew** a tool used to pull corks out of bottles. Also **bottle-opener**. [p 36]

**correct** right or accurate. *The customer examined his bill to see if it was correct.* [p 40]

**a course** any of the separate parts of a meal, e.g. soup, dessert, main course etc. [p 40]

**a cover** 1. a lid that goes over something. *Food covers are put over the meals to keep the food warm.* 2. A place setting. *There are six covers on that table.* [p 25, 44]

**to cover** [for someone] to do another person's work. *The waiter had to serve more tables because he was covering for the sick waiter.*

**a cover charge** [in a restaurant] money to be paid in addition to the cost of food and drink.

**a crack** [in something] a line along which something has broken. Also **cracked**: *a cracked glass/plate etc.* [p 68]

**cream** thick, whitish liquid that is the fatty part of milk. Cream is used as an ingredient in many dishes, and is also eaten with many desserts: *whipped cream*. Also **creamy**.

**a creamer** [US] a small container for milk or cream which is put on the table. [Brit.] **milk jug**. [p 61]

**a credit card** a card that the owner uses instead of cash to pay for goods and services. [p 64]

**crockery** dishes made of clay or porcelain. Also **china, dishes, porcelain**. See also **Crockery**. [p 9]

**a crumb** a very small piece that has broken off food such as cake, bread, biscuits etc. *There were many crumbs on the table after the meal.* [p 72]

**a customer** a person who buys something in a shop or restaurant. Also a **guest** [in hotels and restaurants]. [p 17]

**cutlery** knives, spoons, and forks used for eating and serving food. Also [US] **silver or silverware, flatware**. [p 8]

**a date** 1. The specific day in the month and year, e.g. 23 May 2000 [p 16] 2. A sweet, brown fruit of a palm tree.

**delicate** [flavour] having a light, pleasant taste and texture: *a delicate wine/pastry*  
Opposites = **strong, full-bodied**: *a full-bodied wine*.

**delicious** having a very good taste or flavour.

**a demitasse** [French] a half-sized cup used in restaurants for espresso coffee. [p 57]

**a desk** a table or counter for the cashier/receptionist, in restaurants, hotels etc.: *reception desk*. Also **counter**. [p 20]

**describe** to say what something is like. *Waiters often have to describe a dish for their guests.* [p 28]

**a dessert** any sweet dish eaten at the end of a meal. Also [Brit.] **a sweet**. [p 53]

**details** small facts or item of information. [p 16]

**to direct** to show or tell someone the way to go. *The head-waiter directs guests to their tables.* Also **direction**. [p 20]

**to discard** to throw away something that is too old or broken. *Discard any glasses that are chipped or cracked.* [p 68]

**a dish** 1. a container for holding or serving food 2. A particular type of food prepared for a meal. *What are the main ingredients in this dish?* [p 28]

**to dispense** to give something out. *If you press that button the machine will dispense coffee into the cup.* [p 57]

**to double-check** to check a second time. *She double-checked the bill to make sure it was correct.* [p 40]

**a dressing** a sauce for food, especially salad. [p 45]

**dry** [wine] not sweet: *a dry white wine; a dry sherry*.

**dull** [cutlery] not bright and shining. [p 69]

**empty** having nothing inside. *She poured wine into the empty glasses.* Opposite = **full**. [p 33]

**an entrée** [Brit] food served before the main course. Also **starter, appetizer, first course**. [p 29]

**an entrée** [US] the main course. [p 29]

**equal** the same in size, shape and amount. *Cut the cake into ten equal slices.*

**equipment** the things needed for a particular purpose. *The equipment for mixing drinks is kept at the bar.* [p 57]

**etiquette** the rules of correct and polite behaviour. *It is good restaurant etiquette to thank each guest when they leave the restaurant.* [p 33]

**to examine** [something] to look carefully at something. *Examine each glass for chips or cracks before putting it on the table.* [p 64]

**to explain** to make something more clear to somebody. *The waiter explained why the restaurant had to close early.* Also **an explanation**. [p 28]

**extra** more than what is usual. *The customers asked for extra bread and butter.* [p 25]

**eye-contact** [with somebody] looking directly into the eyes of somebody. *Make eye-contact with the guest when you speak to him.* [p 21]

**face-down** [cups or glassware] upside down. *Glasses are placed face-down on the tray to keep them free from dust.* [p 69]



**fat** an oily substance from plants or animals that is used for cooking, e.g. frying, roasting etc. Oil, butter, and margarine are all fats.

**to fill** [something] to put liquids or solids into something. *Fill the sugar bowl and take it to the table.* [p 37]

**to filter** to separate unwanted solid material from a liquid e.g. coffee. Also a **filter**. [p 57]

**finally** lastly, or at the end. [p 73]

**to finish** to reach the end of a task or activity. *When you finish polishing the cutlery, you can set the table.* Opposite = **to start**.

**a first course** the first dish served and eaten at a meal. Also **starter**, [British] **entrée**, **appetizer**. [p 40]

**a fish knife** a blunt knife with a broad blade used for eating fish. See **Cutlery**. [p 8]

**flatware** [US] cutlery. [p 9]

**flavour** [US **flavor**] the taste and smell of food. *Ingredients like garlic and herbs add flavour to food.* Also **to flavour**, **flavoured**: *a sauce flavoured with lemon.* [p 28]

**a food order form** a written record of all the food items that are ordered by guests. Also **food pad**. [p 28]

**a floor chart** an outline drawing of the position of all the tables in the restaurant. Also **floor plan**, **seating chart**. [p 16]

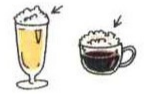
**a foil** a very thin, flexible, metallic sheet used for wrapping food. [p 36]

**to fold** to turn something so that one part of it lies on another. *The table napkin is folded into a triangular shape and placed on the guest's lap.* [p 20]

**a forearm** the part of the arm from the elbow to the fingertips. *He carried the tray of beverages on his forearm.*

**fresh** [food] 1. food that is not frozen, preserved, or canned. 2. Newly made or produced. [p 28]

**froth** a mass of small bubbles on the surface of a liquid. Also **foam**. [p 57]



**to froth** [up] to cause a liquid to produce froth. *Milk is frothed up by steam, then poured into a cup of coffee.* [p 57]

**to garnish** to decorate or make food look attractive, usually with small pieces of fruit or vegetables like parsley, lemon etc.

**gin** a colourless, alcoholic drink, flavoured with juniper berries. See **Beverages – Alcoholic**. [p 15]

**glassware** all the different glasses in a bar or restaurant. [p 8, 68]

**to go through** [something] to study or check something carefully. *Go through the bill and make sure it is correct.* [p 64]

**a goblet** a drinking glass which has a stem and base, but no handle. [p 73]

**greasy** [food] containing too much oil or fat.

**to greet** to say words like 'Good morning / Welcome' etc. when meeting or receiving a guest. Also **a greeting**. [p 16]

**to grind** to crush something e.g. pepper, coffee etc. into powder or very small pieces. [p 45]

**a grinder** the equipment, either mechanical or electrical, that grinds something: *a coffee-grinder*. [p 57]

**to grip** to hold something firmly so that it does not move or fall. *He gripped the cutlery on the plate as he lifted it off the table.* [p 52]

**ground** [food] food that has been reduced to a powder or very small pieces, e.g. coffee, pepper, meat. [p 45]

**half** [pic] a specific quantity: half a glass = see also **one-third**, **three-quarters**. [p 33]



**a handle** [cutlery, crockery] the part of a spoon, cup etc by which it may be held. [p 44]



**a head-waiter** the person who supervises the work and the staff of a restaurant. [p 16]

**heavy** 1. [food] rich and difficult to digest: a heavy meal. 2. [objects] weighing a lot. Opposite = **light**.

**a herb** a plant whose leaves or seeds are used to flavour food. Also **herbal** [tea]. [p 13]

**a host** the person who invites others as guests, to a meal, party etc. [US] A host can also be the person who takes reservations, greets guests, and shows guests to the table in a restaurant. Also **hostess** [female], to **host**. [p 24, 37]

**hot** [food] 1. having a high temperature because of being heated. *The coffee was too hot to drink.* 2. producing a burning sensation to taste because of the spices used e.g. chilli, pepper, mustard etc. *Sri Lankan curries are usually very hot.*

**a hot kitchen** a kitchen in a restaurant where the hot dishes are prepared. Also [US] **hot line**, **hot side**. [p 32]

**a house wine** a wine that is specially selected and sold a little more cheaply in the restaurant. [p 36]

**an ice cream** a sweet, frozen food made from cream and flavoured with fruits etc. [p 56]

**an index finger** the finger next to the thumb. [p 44]

**to indicate** [something to somebody] to show what you want or mean by pointing or some other sign. *The guest indicated that he wanted his check by raising his hand.* [p 41]

**to inform** to tell someone something. *The waiter informed the manager about the guest's complaint.* Also **information**. [p 17, 25, 28]

**an ingredient** any of the foods that are used to make a particular dish. [p 28]

**to insist** [on something] demand something and not accept refusal for an answer. *The difficult guest insisted on a table although the restaurant was booked out.* [p 48]

**an instant coffee** a processed coffee powder that does not need to be brewed. The coffee is made by simply pouring hot water over the coffee powder and stirring to mix.

**instead** as an alternative or replacement. *We have no more salmon. Would you like to try the trout instead?*

**to interrupt** [somebody] to stop somebody speaking by doing or saying something. *Don't interrupt the guests without excusing yourself first.* [p 49]

**to introduce** [oneself] to give your name and say who you are. *The waiter introduced himself to the guests and gave them the menu.* [p 24]

**a jug** a container with a handle for holding and pouring liquids: *water/milk jug*. [US] **pitcher**. [p 33, 57]

**a juice** liquid from fruit or vegetables. Also **juicy** = containing liquid or juice.

**to justify** to say that something is right or correct. *If a guest complains about your mistake, do not try to justify yourself.* [p 49]

**to keep an eye on** [something] to watch and make sure something is all right. *The service is good in that restaurant because the head-waiter keeps an eye on all the workers.* [p 45]

**a kitchen** a place where meals are cooked or prepared. [p 32]

**a label** a piece of paper on a bottle or can that describes its contents. *The wine label tells where and when the wine was made.* [p 36]

**a lap** the upper part of a seated person's thighs. *The waitress folded a napkin and placed it on the guest's lap.* [p 20]

**to lay a table** to put cutlery, glasses etc. in their correct positions on a table in readiness for a meal. Also to **set a table**. [p 25, 72]

**largest** the biggest in size. *He stacked the dishes with the largest plates at the bottom.* [p 53]

**to leave** to go away from a place or person. *They left the restaurant when it closed at midnight.* [p 65]

**light** [something] to start something burning. *She took a lighter out of her pocket and lit the guest's cigarette.* [p 33]

**light** [food] food that is small in quantity, does not contain rich ingredients, and is easy to digest. *A salad is a light meal.* [p 28]

**lined** [tray] a tray which has a cloth or napkin on it. *Place the clean glasses on a lined tray.* [p 69]

**linen** items made of cloth: *tablecloths, napkins etc.*

**lint** tiny dust-like bits of fabric that cloth sometimes leaves on a glass surface. [p 68]

**a lipstick stain** a mark or stain on a glass or cup made when someone wearing lipstick drinks from it. [p 68]

**a liqueur** a strong, sweet, alcoholic spirit drunk in small quantities especially after a meal. See also **Beverages – Alcoholic**. [p 15]

**a lunch** a meal eaten in the middle of the day.

**a main course** the most important or biggest part of a meal. [US] **entrée**. [p 28]

**to make a reservation** [restaurant] to ask for a table in advance of a certain date. Also **to reserve, to book**. [p 17]

**a meal** food that is served or eaten. *He enjoyed his meal at that restaurant.* [p 40]

**medium** [for meat] meat that is not cooked too long or too little. See also **rare, well-done**. [p 28]

**mellow** [wine] having a soft, ripe flavour or taste: *a mellow red wine*. Opposites = **sharp, dry, young**.

**a menu** a list of the dishes available at a restaurant. [p 24]

**moist** not dry, slightly wet. *Try the chocolate cake. It's rich and moist.* Also **to moisten**.

**mousse** a sweet or savoury dish made from cream and eggs, and flavoured with other ingredients.

**mustard** a sharp-flavoured, yellow spice used in cooking, or often served with meat dishes.

**a napkin** a piece of cloth or paper used at meals to protect clothes and wipe one's lips and fingers. [Brit] **serviette**. [p 20]

**non-smoking** [place] an area in a restaurant or public place where smoking is not allowed. [p 16]

**a nozzle** end-piece of a pipe through which air, steam, or liquid can be directed e.g. the steam nozzle on a coffee machine. [p 57]

**to offer** [something] to give something, or ask if you can do something for somebody. *He offered them coffee and liqueurs after their meal. The head-waiter offered to get them a taxi.* [p 17]

**on the house** no payment required: *the drinks are on the house* = the restaurant will not charge for the drinks.

**to order** to ask a waiter for food or drink items on the menu. Also **an order**. [p 28]

**an oven** a box-like piece of kitchen equipment for cooking or heating food. See **Cooking Methods**. [p 10]

**over-cooked** cooked too much. Opposite = **undercooked**. [p 48]

**an oyster** a type of shellfish, usually eaten uncooked. See also **Seafood**. [p 11]

**a packet** a small paper container: *a packet of sugar*. Also **sachet, bag**.

**a palm** the inner surface of the hand. [p 44]

**a pantry** a small space or room in some restaurants where food items or food-related equipment are kept. [p 56]

**parsley** a small-leaved green herb, used in cooking or to garnish a dish. See **Vegetables**. [p 13]

**a party** 1. a group of people. *His reservation was for a party of eight.* 2. A social occasion to which people are invited. *She booked the whole restaurant for her birthday party.* [p 16]

**pasta** food made from flour, eggs, and water and cut into various shapes e.g. macaroni, ravioli, spaghetti etc.

**a pastry** a mixture of flour, fat and water baked in an oven and used as a base or covering for tarts, pies etc.

**to pay** to give money for goods or services. Also **payment**: *a cash payment*. [p 64]

**a pepper mill** a container in which pepper is ground to a powder. [p 45]

**to perform** to do or carry out a task. *She kept an eye on the tables as she performed her tasks in the restaurant.*

**to pick** [up] to collect. *She picked up the meals for table 6 as soon as they were ready in the kitchen.* [p 20]

**to pierce** to make a hole with a sharp pointed instrument. *First pierce the wine-bottle cork with the opener, then turn the opener clockwise into the cork.* [p 36]

**to place** to put something down in a particular place. *She placed the teapot next to the cup.* Also **a place**. [p 24]

**a placemat** a mat on a table on which a person's plates and cutlery are put. Also **tablemat**. [p 25]

**a place setting** a set of cutlery, dishes etc. on a table, for one person. Also **cover**. [p 25]

**a plate** a flat, dish from which food is served or eaten. See **Crockery**. [p 9]

**a pocket** an additional piece of material on some clothing [e.g. coat, apron, jacket etc.] for carrying things in. *A waitress often carries a pen in her apron pocket.* [p 33]



**to polish** to rub something until it becomes clean and shiny. [p 68]

**a portion** a quantity of food served to one person. *She gave him a large portion of cake.* [p 44]

**a position** a place for something. *The correct position for the side-plate is on the left of the place setting.* [p 72]

**to prepare** to get or make something ready. *After lunch they prepared the tables for dinner.* [p 49]

**to present** to give something formally to somebody. *The check is put into a check-holder and presented to the customer.* [p 64]

**to press** to push. *When you press this button, the machine will start making coffee.* [p 57]

**to process** [a credit card] to make certain checks on the use of the card. [p 64]

**quarter** one of four equal parts of something. [p 37]



**a rack of lamb** a popular lamb dish made with ribs.

**rare** [meat] meat e.g. steak or a roast that is lightly cooked and still pink in colour. See also **well-done**, **medium**. [p 28]

**raw** not cooked or uncooked.

**ready** fully prepared. *Are you ready to order now?* [p 40]

**a receipt** a written statement that money has been paid for something. Also **payment voucher**. [p 65]

**to recommend** to tell a customer about a dish or food that you think is good. *I recommend the pasta dishes, they are the chef's speciality.* Also **a recommendation**. [p 28]

**to record** to write down information for later use. *The waiter must record all the drinks that are ordered on an order form.* Also **a record**. [p 17]

**to refill** to fill again, an empty glass, cup etc. [p 40]

**to remove** to take something away from somewhere. *She removed the dirty dishes from the table and took them to the kitchen.* [p 53]

**to repeat** to say something more than once. *After they had ordered their food, the waiter repeated their order back to them.* [p 24]

**to replace** 1. to put something back in its place. 2. provide a substitute for something. *She replaced the table knife with a steak knife.* [p 32]

**to request** to ask for something. Also **a request**. [p 16]

**to reserve** to keep or hold a table for someone's use at a later date or time. Also **to book**. [p 16]

**a reservation** a table that has been kept or held for someone. Also **booking**. [p 16]

**a rib** cut of meat from the chest portion of an animal. See **Meat**. [p 12]

**rich** [food] containing a large amount of fat, butter, cream etc.: *a rich sauce/cake/casserole etc.*

**a rim** the top or outer edge of a glass, cup, plate etc. *Make sure there are no chips on the rims of the glasses.* [p 68]

**a roll** [bread] a piece of bread that has a rounded shape. [p 32]

**to roast** to cook food in an oven. See **Cooking Methods**. [p 10] Also **a roast**.

**rosemary** a herb whose leaves are used to flavour food. See **Vegetables**. [p 13]

**a sachet** a small sealed bag or packet containing a product like sugar, salt, sauce etc. Also **packet, bag**. [p 60]

**saccharin** a sweet substance used in place of sugar.

**sage** a herb used to flavour food: *a sage and onion stuffing*. See **Vegetables**. [p 13]

**a salad** a dish of raw vegetables like lettuce, cucumber, tomatoes etc. often seasoned with a dressing. [p 13, 28]

**a salmon** a large fish with pinkish flesh. **Smoked salmon** is salmon that has been preserved or cured with smoke, then sliced thinly and served cold. See **Seafood**. [p 11]

**satisfied** feeling pleased. *Customers are usually satisfied with the meals and service in a good restaurant*. [p 48]

**a sauce** a thick liquid served with food to add flavour. [p 45]

**a saucepan** a cooking pot with a lid and a handle, used for cooking things over heat.

**a saucer** a small dish on which a cup is placed. See also **Crockery**. [p 9]

**to sauté** French term for frying food in a little oil or fat. See **Cooking Methods**. [p 10]

**savoury** [US **savory**] food having a salty or sharp flavour: *a savoury pancake*. Opposite = **sweet**.

**a scoop** a sort of spoon used for serving food e.g. ice-cream. Also **to scoop** – to pick up a certain amount of food with a spoon or scoop. [p 44]

**to scrape** to use something e.g. a fork, to remove food from a dish. [p 52]

**to season** to flavour food with salt, pepper, herbs etc.: *seasoned with lemon and garlic*.

**a section** part of a room or restaurant: *the smoking/non-smoking sections of a restaurant*.

**to select** to choose from a list, menu etc. *He selected an Australian red wine from the wine list*. Also **a selection**. [p 36]

**to serve** to give food etc. to guests and attend to their needs at a table. Also **service, server, serving spoon/fork**.

**a serviette** a cloth or paper used while eating to protect one's clothes or wipe one's fingers or lips. [US] **napkin**. [p 9]

**a set** a group of similar things: *cutlery, crockery, a tea set*. Also **a place setting** or **setting**. [p 25]

**to set** [a table] to place in position all the cutlery and crockery needed for a meal. [p 25, 72]

**shakers** containers for pepper and salt. Also **a cocktail shaker** = a container for mixing drinks. [p 9]

**sharp** 1. as in a knife edge that cuts meat etc. easily. Opposite = **blunt**. [p 32] 2. [food] having a strong or definite flavour, e.g. certain cheeses, lemon, mustard.

**a sherry** a fortified wine usually drunk as an aperitif. See also **Alcoholic Drinks**. [p 15, 24]

**a side plate** a small plate placed on the left side of a place setting. Also **bread plate**. [p 9, 25]

**to sign** to write one's name on a document. [p 64]

**a signature** a person's name written by that person. [p 64]

**silverware** 1. cutlery made of metal. Also **flatware** 2. Dishes, cutlery, and other items made of silver. [p 8]

**single** one only: *a single scoop of ice-cream*.

**a sitting** a period of time when a group of people eat a meal. *The restaurant has two sittings for dinner—one early in the evening, and the other from about 9<sup>pm</sup> onwards*.

**a slice** a thin flat piece cut off an item of food: *a slice of cake, bread, meat, cheese etc*. [p 32]

**smoking** in a restaurant, refers to the area or section where guests may smoke cigarettes etc.: *a table in smoking*. Also **non-smoking**. [p 16]

**a smudge** a dirty mark. [p 69]

**a snifter** a glass shaped like a small bowl on a stem: *a brandy snifter*. See **Glassware**. [p 8]

**a soda** [US] any carbonated [i.e. fizzy with gas bubbles] soft drink. [p 14]

**a soda** [water] a carbonated drink often used as a mixer for spirits e.g. whiskey. [p 14]

**a soft drink** any cold, non-alcoholic beverage. [p 14]

**soiled** dirty: *a soiled tablecloth*. [p 73]

**a sole** a flat sea-fish. See **Seafood**. [p 11]

**a sorbet** a water-ice made from water, sugar and fruit or vegetable juice. Sorbets are often served between courses.

**a soup** a liquid food made by cooking meat, vegetables etc, in water. Also **soup-bowl**, **soup-spoon**.

**sour** 1. having a sharp taste, like vinegar or lemons. 2. not fresh: *sour milk* 3. fermented: *sour cream*. Also to **turn sour** = to taste bad or unpleasant.

**spaghetti** pasta made in long thin rods.

**sparkling** [wine or water] containing tiny bubbles of gas: *a sparkling white wine*. Opposite = **still**.

**sparkling** very bright and shiny. *The crystal glasses were spotless and sparkling*. [p 68]

**a speciality** [US **specialty**] a dish or food for which a restaurant is well-known. *Char-broiled steak is the speciality of that restaurant*. [p 56]

**special purpose cutlery** knives, forks etc. used for a specific purpose: *a fruit knife, an oyster fork, a grapefruit spoon*. [p 73]

**spices** plants with strong taste and smell, used usually in a dried and powdered form, to flavour food: *ginger, nutmeg, cinnamon, pepper etc. are all spices*. Also to **spice**, **spicy**, **spiced**.

**to spill** to accidentally cause liquid to fall out of its container. *The guest knocked over a glass and spilt the wine all over the tablecloth*.

**a spirit** a strong distilled alcoholic drink: *brandy, rum, gin, whiskey etc.* [p 15]

**a spoon** a piece of cutlery. See **Cutlery**. [p 8] Also **soup spoon**, **dessert spoon**, **teaspoon**, **tablespoon**.

**spotless** very clean with no stains or marks: *a spotless tablecloth*. [p 69]

**a spout** the part of something e.g. a teapot, from or through which liquid pours out. [p 57]



**to sprinkle** to throw something in small drops or bits onto a surface. *She sprinkled chocolate powder over the cappuccino*. [p 57]

**to stack** to put one thing on top of another. *He stacked the dirty dishes on a tray and took them to the kitchen*. [p 53]

**a stain** a dirty mark or patch of colour. *It is difficult to clean a red wine stain on a tablecloth*. [p 68]

**stale** [food] not fresh and tasting unpleasant: *stale bread, biscuits, cake etc*. Opposite = **fresh**.

**a stand** a small piece of furniture on which something may be placed: *a tray-stand, a wine-bucket stand*. [p 36, 40]

**a starter** the first course of a meal. Also [US] **appetizer**. [p 28]

**a steak** a thick piece of meat or fish cut for frying or grilling. See also **Meat**. [p 28]

**to steam** to cook food over boiling water. See **Cooking Methods**. [p 10]



**a stem** 1. part of a glass. [p 69] 2. part of a leafy vegetable.

**to stew** to cook something in liquid in a closed pan. See **Cooking Methods**. [p 10] Also a **stew**.

**a steward** person who does work at the back of a restaurant e.g. clearing or washing up dishes etc. [US] **busboy**, **busperson**. [p 53]

**a stewarding area** place in a restaurant where used dishes etc. are collected before being washed up. Also **clearing station**, [US] **bus station**. [p 53]

**to stir** to mix something in a container using a spoon etc.

**a stirrer** a thin plastic stick used to mix a drink in a glass. Also **swizzle-stick**. [p 24]

**strong** [drink] 1. Highly flavoured: *a strong coffee*. 2. containing more of something e.g. *alcohol*. *Pour me a strong whisky*. Opposites = **bland**, **mild**, **tasteless**. [p 57]

**a stock** liquid made by stewing meat, fish etc. in water, used as a base for soups, sauces etc.



**to stuff** to put something e.g. chopped onions, mushrooms etc., into something e.g. a turkey, fish or chicken before cooking it. Also a **stuffing**.

**to suggest** to tell a guest about a dish he may like to order. *The waiter suggested that they try the fresh lobster.* Also **to recommend**. [p 56]

**a supper** a late night meal, usually less food than at dinner.

**sweet** tasting like sugar. Opposites = **sour, bitter, salty**. Also Brit. **a sweet** = a dessert.

**a sweetener** a chemical substance used instead of sugar to sweeten drinks or food. [p 61]

**a table fork** the fork used to eat the main course of a meal. See **Cutlery**. [p 8] Also **dinner fork, joint fork**.

**a table knife** the knife used to eat the main course of a meal. See **Cutlery**. [p 8] Also **dinner knife, joint knife**.

**a tablecloth** the cloth used to cover a table. See **Equipment – Other**. [p 9]

**to take** [a reservation/food order] to write down the details of a reservation or food order. [p 16]

**tart** sharp or sour-tasting, like lemons or vinegar. Also **a tart** = pastry containing fruit or other sweet filling. [p 56]

**to taste** to try a small quantity of food or drink. *The customer always tastes the wine before it is served.* [p 37]

**tasty** having a pleasant flavour, good to eat or drink: *a tasty dish*. Opposites = **tasteless, bland**.

**a tea** a hot or cold beverage made from the leaves of the tea plant or other herbal plants e.g. camomile, mint etc. [p 60]

**a teabag** a small paper packet containing enough tea for one cup. Also **tea-leaf** [pl – leaves], **teapot, teacup, teaspoon**. [p 60]

**tender** [meat] soft and easy to chew. Opposite = **tough**. [p 29,]

**three-quarter** a specific quantity in a container. *Do not fill a cup or glass more than three-quarter full with any beverage.* [p 37]



**thyme** a herb.

**a tip** a small sum of money given by a customer to a waiter for his good service. [p 65]

**a title** a word used to show a person's status, rank, or occupation: *Queen, Major, Doctor, Sir, Lord, Mrs. etc.* [p 17]

**tongs** [a pair of tongs] an instrument used for picking up things e.g. sugar cubes, ice.

**a tonic** [water] a carbonated drink often used as a mixer with spirits: *a gin and tonic*. [p 14, 24]

**to top up** to fill a partly empty glass or cup. *He topped up the wine glasses.* Also **fill up, refill**. [p 33]

**a tossed salad** a salad that has been mixed with a dressing e.g. oil and vinegar.

**tough** [meat] hard to cut or chew: *a tough steak*. [p 51]

**a tray-stand** a piece of furniture on which a tray can be placed. [p 40]

**triangular** in the shape of a triangle. *Napkins are folded into a triangular shape before being placed on a guest's lap.* [p 20]

**a trolley** a table on wheels used for displaying or serving food: *a dessert trolley*. Also **cart**. [p 56]

**a trout** a freshwater fish. See **Seafood**. [p 11]

**a truffle** 1. a type of expensive mushroom with a rich flavour. 2. a sweet or dessert made from chocolate.

**a tumbler** a drinking glass with no handle or stem.



**a tuna** a large sea-fish.

**a turkey** a large bird eaten especially at Christmas: *a slice of roast turkey*. See **Poultry**. [p 11]

**to upset** to make somebody angry or unhappy. *The rude waiter upset the customer.* [p 49]

**unused** new or clean: *an unused tablecloth/plate etc.* Opposites = **dirty, old**. [p 25]

**a vase** a container for holding cut flowers. [p 73]

**a vegetable** the part of a plant, its root, stem or leaves, that is eaten as food. [p 13]

**to verify** to make sure that something is true or accurate. *She verified the customer's signature by looking at his credit card.* [p 64]

**a vinaigrette** [French] a mixture of oil, vinegar and herbs, used as a salad dressing.

**vinegar** a sour liquid used for flavouring or preserving food, and in salad dressings. [p 45]

**a vineyard** a place where grapes are grown, especially for making wine.

**vintage** [wine] 1. the wine made from the grapes harvested in a specific season and area. *The 1961 Bordeaux wines were a great vintage.* 2. [adj] excellent, outstanding, of high quality. *This is a vintage Bordeaux.*

**a vol-au-vent** [French] a small light case of puff pastry filled with meat, fish etc.

**a voucher** a document or receipt showing that money has been paid for goods. Also **receipt**. [p 64]

**a waiter** a person employed to take customers' orders, bring food etc. in a restaurant. Female = **waitress**. Also **a server**. [p 24]

**a waiter's station** an area in a restaurant where some dishes, salt and pepper shakers, ashtrays etc. are kept. Also **wait station**.

**to warm [up] something** to make something hot. *I'm sorry your food is cold, I'll warm it up for you.*

**a water spot** a small mark that water sometimes leaves when it dries on glass. [p 68]

**well-done** [meat] cooked for a longer time or until meat is no longer pink. [p 28]

**a whisky** [US **whiskey**] a strong alcoholic drink made from grain especially barley or rye. [p 15]

**wholemeal** [bread etc] made from a light-brown flour that contains the whole grain of wheat, i.e. the husk etc. [US] **whole wheat**. [p 32]

**wine** alcoholic drink made from the juice of grapes or other fruits. See **Beverages – Alcoholic**. [p 36]

**a wine list** a printed list of the wines available in a restaurant. [p 36]

**yoghurt** a thick, slightly sour milk product. Also **yogurt**.

# Answer Key

## UNIT 1

- waiter reservation record  
date non-smoking sign  
notepad floor chart  
caller window table
- time number  
name contact number  
smoking or non-smoking  
special requests
1. [e] 2. [f] 3. [g] 4. [h]  
5. [b] 6. [c] 7. [d] 8. [a]
- six thirty or half past six  
nine o'clock or nine [a.m./p.m.]  
a quarter to seven or six forty-five  
twenty past eight or eight twenty
- the twenty-third of May / May twenty-third  
the twelfth of December / December twelfth  
the second of June / June second  
the thirty-first of December / December thirty-first
1. [c] 2. [d] 3. [a] 4. [b]  
5. [g] 6. [h] 7. [e] 8. [f]
1. For which date?  
2. Just a moment, please, I'll see if we have one.  
3. For what time?  
4. Could you give me a contact number, please?

## UNIT 2

1. showing 2. pulling out  
3. seating 4. picking up  
5. folding 6. welcoming
1. chair 2. triangle  
3. pace 4. details  
5. palm 6. party  
7. napkin 8. lap
1. ahead 2. satisfied  
3. clearly 4. shortly  
5. made eye-contact with  
6. nearest
- a. 4 b. 1 c. 2 d. 3
- See DIALOGUES Unit 2 Ex. 5 page 94.

## UNIT 3

1. a food order 2. cutlery / flatware  
3. beverages 4. a place setting  
5. crockery / china 6. aperitifs
1. clockwise 2. take away  
3. correct 4. picked up  
5. unused 6. empty
1. coaster 2. bartender  
3. menu 4. tray  
5. waiter's station 6. placemat  
7. waitress 8. stirrer
1. [f] 2. [e] 3. [d]  
4. [a] 5. [c] 6. [b]
- See DIALOGUES Unit 3 Ex. 5 page 94.

## UNIT 4

- [a] 4 [b] 2 [c] 8 [d] 7  
[e] 1 [f] 5 [g] 3 [h] 6
1. meal 2. dish  
3. specialities 4. alternative  
5. starter 6. ingredients  
7. main course 8. for confirmation
1. [c] 2. [d] 3. [a]  
4. [e] 5. [b]
- [b] 8 [c] 2 [d] 1 [e] 6  
[f] 7 [g] 3 [h] 5
- Correct order:  
1. h 2. d 3. a 4. e 5. c 6. b 7. f 8. g  
See DIALOGUES Unit 4 Ex. 5 page 94.

## UNIT 5

- (A) 1. collecting 2. replacing  
3. topping up 4. lifting  
5. removing 6. placing  
7. preparing 8. reaching across  
9. lighting 10. bringing

- (B) 1. He is collecting glasses from the waiter's station.  
 2. She is replacing the knife with a steak knife.  
 3. She is topping up a glass of wine.  
 4. He is lifting the used ashtray off the table.  
 5. She is removing the unused place setting.  
 6. He is placing a bread basket on the table.  
 7. The chef is preparing a meal.  
 8. She is lighting the guest's cigarette.  
 9. He is bringing a water jug to the table.

2. right / left                      sharp / blunt  
 full / empty                      clean / used  
 over / under                      cold / hot  
 rounded / flat                      behind / in front of
3. 1. kitchen                      2. apron  
 3. butter                      4. pocket  
 5. jug                      6. lighter  
 7. butt                      8. wholemeal  
 9. ashtray                      10. slice

## UNIT 6

- 1 (A) a. remove  
 b. pierce  
 c. unscrew  
 d. turn clockwise  
 e. cut  
 f. wipe  
 g. show  
 h. press down
- (B) 1. g    2. e    3. a    4. f  
 5. b    6. d    7. h    8. c
2. (A) bowl    (B) label, cork    (C) top
3. 1. bulge                      2. foil wrapper  
 3. label                      4. cork  
 5. neck                      6. base
4. 1. stand                      2. below  
 3. cork                      4. label  
 5. taste                      6. set up  
 7. pull out                      8. fill  
 9. show                      10. wipe

## UNIT 7

1. [a] up    [b] down    [c] out of    [d] away  
 [e] with    [f] out    [g] up    [h] from
2. 1. host / hostess                      2. double-checked  
 3. announced                      4. indicated  
 5. topped up
3. 1. head                      2. shoulder  
 3. palm                      4. arm  
 5. hand                      6. fingers  
 7. knee
4. 1. b                      2. e                      3. a  
 4. c                      5. d
5. 1. label                      2. coaster  
 3. bartender                      4. ingredient  
 5. cork                      6. recommend  
 7. cutlery                      8. reservation  
 9. beverages                      10. entrée  
 11. aperitif                      12. stirrer

## UNIT 8

1. 1. the main course                      2. freshly ground pepper  
 3. sauce                      4. salad dressing  
 5. vegetables                      6. bread
2. (A) [a] checked                      [b] carried  
 [c] took off                      [d] announced  
 [e] put                      [f] arranged  
 [g] set                      [h] collected  
 [i] offered                      [j] placed  
 [k] wished
- (B) 1. h                      2. a  
 3. f                      4. e  
 5. b                      6. g  
 7. j                      8. c  
 9. d                      10. i  
 11. k
3. 1. thumb; index                      2. pepper mill  
 3. covers                      4. main portion  
 5. tray stand                      6. serving spoon and fork  
 7. handle                      8. vinegar
4. 2; 3; 6

## UNIT 9

1. (a) 2 (b) 6 (c) 1 (d) 3  
(e) 5 (f) 4
2. 1. (a) 2. (c) 3. (d) 4. (b)  
5. (e) 6. (f)
3. (A) Dialogue 1: 1. T 2. F 3. F 4. F 5. T  
Dialogue 2: 1. F 2. F 3. F 4. T 5. T  
(B) See DIALOGUES Unit 9 Ex. 3 (B) page 94.

## UNIT 10

1. firstly / finally top / bottom  
heaviest / lightest over / under  
dirty / unused smallest / largest  
leave / arrive satisfied / upset
2. 1. cleared 2. heaviest  
3. Grip 4. scrape  
5. stacked 6. study  
7. clearing station 8. finally  
9. largest 10. transferred
3. 1. flowers or vase of flowers  
2. slices of bread  
3. bread rolls  
4. bread basket  
5. salt and pepper shakers  
6. butter dish  
7. ash tray
4. 1. d 2. c 3. a 4. g  
5. f 6. k 7. l 8. b  
9. j 10. h 11. e 12. i

## UNIT 11

1. 1. trolley / cart 2. froth  
3. cake 4. pantry  
5. jug / pitcher 6. demitasse  
7. steam 8. tart
2. 1. dispensing 2. sprinkling  
3. attaching 4. pressing  
5. frothing up 6. pouring

3. 1. coffee machine 2. steam nozzle  
3. button 4. coffee beans  
5. ground coffee 6. coffee grinder  
7. spout 8. filter
4. 1. (c) 2. (a) 3. (b) 4. (c)  
5. (a) 6. (d)
5. See DIALOGUES Unit 11 Ex. 5 page 95.

## UNIT 12

1. 1. teapot 2. an espresso coffee  
3. a cappuccino 4. teacup  
5. teaspoon 6. saucer  
7. milk jug (creamer) 8. sugar bowl
2. 1. warm 2. putting  
3. teapot 4. pour out  
5. teabag 6. tea-leaves  
7. three-quarters 8. boiling  
9. brew 10. teacup  
11. sugar
3. 1. [c] 2. [e] 3. [g] 4. [h]  
5. [b] 6. [d] 7. [a] 8. [f]
4. 1. a soft drink / glass of coke  
2. a glass of red wine  
3. a brandy  
4. a liqueur  
5. a glass of white wine  
6. a beer
5. See DIALOGUES Unit 12 Ex. 5 page 95.

## UNIT 13

1. 1. credit card 2. cash  
3. signature 4. check / bill  
5. cashier 6. check holder
2. (a) examined (b) included  
(c) signed (d) verified  
(e) processed (f) asked  
(g) gave (h) took

3. 1. (f)      2. (a)      3. (g)      4. (h)  
      5. (e)      6. (b)      7. (c)      8. (d)

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

5. 1. E      2. B      3. C  
      4. D      5. A

6. See DIALOGUES Unit 13 Ex. 5 [B] page 95.

## UNIT 14

1. stained                      broken  
    dirty                        cracked  
    chipped                     smudged
2. 1. stained                    2. cracked  
    3. smudged                4. broken  
    5. chipped                 6. dirty
3. 1. spotless                 2. bright  
    3. polished                4. shiny  
    5. sparkling
4. 1. inserted                 2. overlapped  
    3. rotate                    4. lined  
    5. face down               6. noticed
5. 1. lipstick stain            2. washed  
    3. water spots              4. lint  
    5. hold                       6. basin  
    7. steam                     8. moistened  
    9. polish                    10. chip  
    11. rim                       12. discard bin  
    13. dull                      14. polishing  
    15. handle                  16. fingerprint  
    17. smudges                18. base  
    19. face down              20. between

## UNIT 15

1. 1. napkin / serviette  
    2. table knife and fork  
    3. ashtray  
    4. water glass/goblet  
    5. salt and pepper shakers  
    6. fish knife and fork  
    7. wine glass  
    8. dessert fork and spoon  
    9. vase of flowers  
    10. soup spoon

2. See Unit 15 page 72-73

4. 1. middle                    2. right  
    3. under                    4. top  
    5. outer                     6. bottom  
    7. centre                    8. above  
    9. in line with

5. 1. [f]      2. [g]      3. [a]      4. [b]  
    5. [h]      6. [c]      7. [d]      8. [e]

# Dialogues

(Dialogues in Exercise pages)

## UNIT 2 Exercise 5 [page 23]

Waiter: Good evening. Welcome to Chez Max.  
Guest: Good evening. A table for two, please.  
Waiter: Do you have a reservation, madam?  
Guest: No, we don't.  
Waiter: Would you like smoking or non-smoking?  
Guest: Non-smoking, please.  
Waiter: Yes, we have a table for you. Would you mind waiting a few minutes? We'll get it ready for you now.  
Guest: Yes, that's fine. We'll wait over there.  
Waiter: Could I take your coats?  
Guests: Oh yes, thank you.  
Waiter: Your table is ready, madam. Could you follow me please?

## UNIT 3 Exercise 5 [page 27]

Waiter: Good evening. My name's Dave. I'll be serving your table.  
Guest: Good evening.  
Waiter: This is our à la carte menu.  
Guest: Thank you.  
Waiter: Would you like to order an aperitif?  
Guest: Yes. A dry sherry, please.  
Waiter: Certainly, madam. And for you, sir?  
Guest: I'll have a gin and tonic, please.  
Waiter: Yes, sir. That's one dry sherry and one gin and tonic.  
Guest: That's right.

## UNIT 4 Exercise 5 [page 31]

Waiter: Are you ready to order now, madam?  
Guest: Yes, I am.  
What are your specialities today?  
Waiter: We have some fresh asparagus from Belgium this week.  
Are you having a starter, madam?  
Guest: Yes. I'd like the asparagus to begin with.  
Waiter: What would you like for your main course?  
Guest: I'll have the steak, please.  
Waiter: How would you like your steak done?  
Guest: Well done, please.  
What is the main ingredient in Ratatouille?

Waiter: Tomatoes, madam, and some other vegetables.  
Guest: Could I have an extra order of Ratatouille with my main course?  
Waiter: Yes, of course, madam.  
I'll repeat the order: asparagus to start, steak, well done, and an extra order of Ratatouille. Is that right?  
Guest: Yes, that's correct.

## UNIT 9 Exercise 3 [b] [page 51]

*Given below are suggested dialogues for this question. Variations are possible. Check your dialogues with your trainer.*

### Dialogue 1

Guest: I'd like a table for four, please.  
Waitress: I'm very sorry, sir, but the restaurant is full tonight. We have no more tables at the moment.  
Guest: But I have a reservation.  
Waitress: May I have your name please, sir.  
Guest: Collins. C-O-L-L-I-N-S.  
Waitress: I'm afraid your name is not in the reservation book. When did you make the reservation, sir?  
Guest: Yesterday. I called yesterday and asked for a table at 8 o'clock tonight.  
Waitress: I'm sorry about this, sir. We are fully booked now, but if you can wait about an hour, I'll be able to give you a table for four.

### Dialogue 2

Guest: This meat is very tough. I can't even cut it!  
Waitress: Oh, I'm sorry, sir. The New Zealand rib-eye is usually very tender.  
Guest: Then maybe it's over-cooked. I asked for medium to well-done.  
Waitress: Yes, that could be the problem. Can I get you another steak or would you like something else for your main course, sir?  
Guest: I'll have the steak, but I hope it doesn't take too long.  
Waitress: I'll be back as soon as possible. I'm sorry for the inconvenience, sir.

### UNIT 11 Exercise 5 [page 59]

Waiter: Would you like any desserts?  
Guest [1]: Yes, I'd like the apple tart, please.  
Waiter: Certainly, Madam. What about you, sir?  
Guest [2]: Just coffee for me.  
Waiter: What sort of coffee would you like, sir?  
Guest [2]: An espresso, please.  
Waiter: Would you like to try our fruit tarts, sir?  
They are the house specialities.  
Guest [2]: No dessert for me, thank you. I've eaten too much.  
Waiter: Any coffee for you, madam?  
Guest [1]: Yes, I'll have a cappuccino.

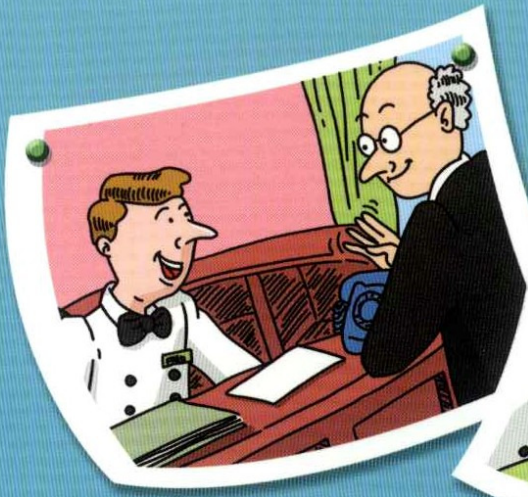
### UNIT 12 Exercise 5 [page 63]

Could I get you another cup of coffee?  
Would you like another cup of coffee?  
Could I get you an after-dinner drink?  
Would you like an after-dinner drink?  
Could I get you some water?  
Would you like more water?  
Could I get you a liqueur?  
Would you like a liqueur?  
Could I get you a glass of wine?  
Would you like a glass of wine?  
Could I get you anything else?  
Would you like anything else?

### UNIT 13 Exercise 5 [page 67]

Waiter: Here's your card, sir, and your copy of the voucher.  
Guest: Thank you.  
Waiter: Can I get you anything else?  
Guest: No, thank you. We are leaving now.  
Waiter: I hope you enjoyed your dinner.  
Guest: Yes, we did. It was a very good meal.  
Waiter: We hope to see you again soon.  
Guest: We'll certainly come again.  
Waiter: Thank you very much, sir. Thank you, madam. Goodnight.  
Guest: Goodnight.





## English for Restaurant Workers

*English for Restaurant Workers* is designed for trainee waiters and waitresses and for trainers in the restaurant and catering industry.

This post-elementary course has been specially developed using a novel picture-based format which:

- incorporates the English vocabulary needed in this field of work
- illustrates important job-specific verbs and nouns
- shows how restaurant tasks are done in a step-by-step picture process format
- includes common phrases, terms, and expressions that recur constantly in restaurant work
- provides a basic reference to aspects of restaurant work, such as: the equipment used; cooking methods; alcoholic and non-alcoholic beverages; different meats and vegetables, etc.
- tests the user's understanding and knowledge of 'restaurant' English in exercises that are interesting and fun to do

*English for Restaurant Workers* is an invaluable resource for the trainer and trainee in restaurant work as it gives both the language and the basic skills needed for this work.