

MANUAL DO ALUNO

DISCIPLINA COMUNICAR EM INGLÊS

Módulo 4

República Democrática de Timor-Leste
Ministério da Educação



FICHA TÉCNICA

TÍTULO

MANUAL DO ALUNO - DISCIPLINA DE COMUNICAR EM INGLÊS

Módulo 4

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Restaurant - Bar

Module 4



Menu of restaurant and bar

Introduction

This module aims to enhance students' general knowledge in regard to Restaurant and Bar. In this context students will become aware of the importance of Restaurant and Bar. This module is also intended to motivate students to carry out their duties to the best of their abilities in the areas of Restaurant and Bar that are so important for the country. This module focuses on the types of venues and services, including the service techniques restaurant / bar in order to enable students to apply knowledge in a foreign language.

Learning goals

At the end of this module students will be able to:

- Identify the various types of delicacies and ingredients
- Using the technical language of an appropriate and effective
- Using a foreign language correctly in relation to your work area
- Using the vocabulary specific restaurant-bar with autonomy
- Receive / welcome customers in an agreeable and appealing manner
- Serve customers in a professional manner



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Unit 1 – An Introduction to the catering industry

Speaking – Catering

1. Decide if the sentences about catering are true (T) or false (F).

1. Catering is providing people with food and drink.
2. The term 'catering' is only used for social situations like parties.
3. You find catering services only in hotels, restaurants or cafés.

Reading – Catering

2. Read the text about catering and check your answers.

Catering is the provision of food and drink and it is divided into two basic sectors: commercial business, where the main aim is to make a profit, and non-commercial business (welfare), where the main aim is to provide a non-profit making social service.

Commercial catering is usually found in hotels, restaurants, pubs, bars, cafés or fast food outlets, where you can eat in or take away the food and beverages you buy. But commercial catering can also be found in the transport industry in places such as railway stations, airports or motorway service stations and on ships and trains, where the place you eat is called a buffet car and offers self-service, or on airplanes, where on the other hand there is waiter service provided by the cabin crew. In other words, whenever people travel any distance for work or pleasure, they are able to eat and drink thanks to the catering service provided.

Catering at private events, such as social events or gatherings and wedding receptions, or public events including rock concerts or football matches is also considered commercial.

Welfare catering ranges from providing food for workers at a subsidized price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.



3. Read again and match these words with the pictures.

- Canteen
- Fast food outlet
- Buffet car
- Service station
- Waiter service

A



B



canteen

C



D



E



4. Complete the table with information from the text.

Type of catering	Types of venues	Types of service
Commercial catering	(3)	Takeaway
	(4)	
	(5)	
	(6)	(11)
	(7)	
	(8)	
(1)	factory or office block	Self-service
	canteens	(12)
	hospitals	
	(9)	
	(10)	
(2)	buffet car or service station	

5. Complete the sentences with the correct form of these words from the text.

bar	beverages	café	eat in	profit
provision	reception	takeaway	subsidised	

- It's really expensive to **eat in** at our local restaurant because you have to pay a service charge.
- The wedding was held in a beautiful setting by the sea.
- We're meeting in the tonight for cocktails at 7 p.m.
- I love meeting my friends in a and chatting over a cup of coffee.
- 'We would like to inform passengers that we will shortly be passing through the first class cabins of this train serving hot and cold snacks and
- 'Let's get a tonight, I don't feel like cooking.'



- 7. Companies that run to help others and not to make money are non-.....
.....- making.
- 8. Nowadays a lot of children in the UK have free or
School meals because their families can't pay for them.
- 9. When there are wars or natural disasters, organisations like the Red Cross are
responsible for the of emergency aid.

Listening



6. Listen to the following conversations. Decide where the people are and what relationship between the people is (friends, colleagues, customer and waiter / waitress, customer and server, cabin staff and passenger, etc.).

	Venue	Relationship
Conversation 1	restaurant	
Conversation 2		Customer and server
Conversation 3		
Conversation 4		



7. Read the conversation in a café between a waiter and a customer and complete it with the expressions from the box. Then listen and check your answers.

can you tell me could I have I'd like I'll have just ready to order
 would you like still or sparkling we have two options yes, of course

Waiter Are you ¹ *ready to order*?

Customer Yes. ² what today's specials are, please?

Waiter ³, a vegetarian pasta bake and a warm bacon
and tomato salad.



- Customer** Mmmm! ⁴the warm bacon and tomato salad, please.
- Waiter** ⁵ some bread with that?
- Customer** ⁶ some garlic bread, please?
- Waiter** ⁷! What would you like to drink with your meal?
- Customer** ⁸ water, please.
- Waiter** ⁹ ?
- Customer** ¹⁰ sparkling water, please.



Speaking – Let's practise

8. Work in pairs. Role play similar conversations in a fast food outlet and on an aeroplane. Use the conversation from the previous exercise to help you.

Conversation 1

- Student A: you are a fast food outlet server
- Student B: you are a customer

Conversation 2

- Student B: you are cabin staff on an aeroplane
- Student A: you are a passenger

Reading – Restaurants

9. Read the text and answer the questions.

Business focusing on providing catering services are varied and multiple. Restaurants offer customers a range of food, drink and service options. At the high end of the market there are à la carte restaurants, so-called because of the type of menu which list and prices all items individually and prepares dishes to order. Service is generally of a very high standard



with waiters/waitresses as well as specialist bar staff and wine waiters and the atmosphere is formal. Within this category, **gourmet restaurants** are the most expensive, reflecting the



high quality of food and beverages and the fact they often have recommendations from important food critics and organisations, which are highly prized.



Table d'hôte menu restaurants with fixed-priced menus, a set number of courses with choices within each course, are a cheaper alternative. Items on the menu are ready at the same time, rather than made to order. This kind of restaurant is often family-run with a more informal atmosphere.

Examples of specialist restaurants are steakhouses, seafood or vegetarian restaurants. There are also ethnic restaurants providing food and drink from a particular country. The most widespread of these are Italian, Chinese and Indian restaurants. Both ethnic and speciality restaurants can have either an à la carte, table d'hôte or a combination of both kinds of menus.

Nowadays, many restaurants are part of a regional, national or international chain, so menus, service, ambiance and cost are unified and you know exactly what to expect. This is particularly true of fast food outlets, many of which specialize in a particular type or region of cuisine and prepare food which is served and eaten quickly. These can be eat-in restaurants, which are mostly self-service, or takeaway restaurants where you buy cooked food to eat somewhere else, or sometimes both. Examples include pizzerias, kebab or fish and chips shops. In addition to restaurants, cafés, coffee bars, bars and pubs also provide catering although the focus may be more on drinking than eating.

Cafés and coffee bars serve reasonably priced hot and cold drinks and light meals or snacks and are usually only open during the day. Bars and pubs are always open at night but increasingly they are serving food



and drinks during the day too. In pubs the food is usually home-made and traditional, whereas bars tend to offer a European-style menu of salads and sandwiches.

1. What do restaurants offer customers?
2. What is highly prized by gourmet restaurants?
3. What are the main differences between table d'hôte and à la carte menus?
4. What kind of food can you eat at a specialist restaurant?
5. Which are the most popular ethnic restaurants?
6. Why do you know what to expect in chain restaurants?
7. What is the main characteristic of fast food restaurants?
8. When are cafés and coffee shops usually open?
9. How does pub and bar food differ?

Writing – Catering survey

10. Complete this catering survey about the area you live in.

Catering survey

(please tick your answers)

- What kind of restaurants are available in your area?

specialist *(please specify)* à la carte table d'hôte other *(please specify)*

.....

fast food outlets *(please specify)* gourmet ethnic *(please specify)*

.....

- Is the service good?

Yes, usually. Not always. Sometimes. Not usually.



- How much does an average meal cost?
- Are they easy to reach using public transport?
 Yes, they are. Yes, some are. No, they aren't.
- Are there many cafés, bars and pubs available in your area?
 Yes, there are. No, there aren't.
- What is good about them?
 cost atmosphere service food and drink other (*please specify*)
.....

- What could be improved in them?
 cost atmosphere service food and drink other (*please specify*)
.....

- Where would you recommend having an eat-in meal in your area and why?
.....
.....

- Where would you recommend purchasing a takeaway meal in your area and why?
.....
.....

- What catering services do you think are missing in your area?

11. Use the information in exercise 10 to write a short entry for an online guide about the catering services available in your area. Include a general introduction and some specific recommendations. You could give marks for the cost, atmosphere, service and food and drink, and suggest the best dishes to try.



Unit 2 – The restaurant and the staff

Speaking – Staff jobs

1. Do you know who is who in the kitchen? Put these restaurant kitchen staff jobs in order from the most senior to the most junior position.

chef de cuisine sous chef commis chef chef de partie

Reading – Kitchen staff

2. Who do you think the chef de cuisine reports to? Read the text about kitchen staff and check your answer.



Kitchen staff teams depend on the type and size of a restaurant. The chef de cuisine, or head chef, manages the kitchen, gives directions on dish preparation, takes decisions about portions and service to the public and does the most difficult processes. They check materials, preparation times and methods, hygiene and correct functioning of equipment. They plan staff tasks and hours. They are responsible for apprentices, planning menus and buying raw materials. They supervise communication of orders and deliveries to the kitchen and restaurant and report to the food and beverage manager.

Sous chefs are usually part of larger kitchens. They support the chef of cuisine and substitute him/her when absent. In particular, they supervise the use of raw materials, dishes and equipment; do some preparation and take charge of preserving and storing food. They also check maintenance and hygiene of equipment and premises, as well as communication between the different kitchen sectors.



The chef de partie substitutes the sous chef in smaller restaurants. They are technicians, who prepare the dishes, check the quality of raw materials and the maintenance and hygiene of the equipment and premises like the sous chefs. Besides that, they assign the tasks, coordinate their subordinates and manage orders and deliveries from suppliers. The final task they share with the chef de cuisine when there is no sous chef, is trying new dishes or different preparation techniques and new equipment if necessary.

Finally, there are commis chefs, who work at an operational level. They usually take care of meal preparation, organize basic ingredients and carry out simple activities during the preparation of dishes. They must also check quality of products, quantity of food and correct functioning of equipment.

3. Match the photos with the activities from the text.

1 buying raw materials

3 planning menus

2 giving directions

4 preparing dishes



A



C



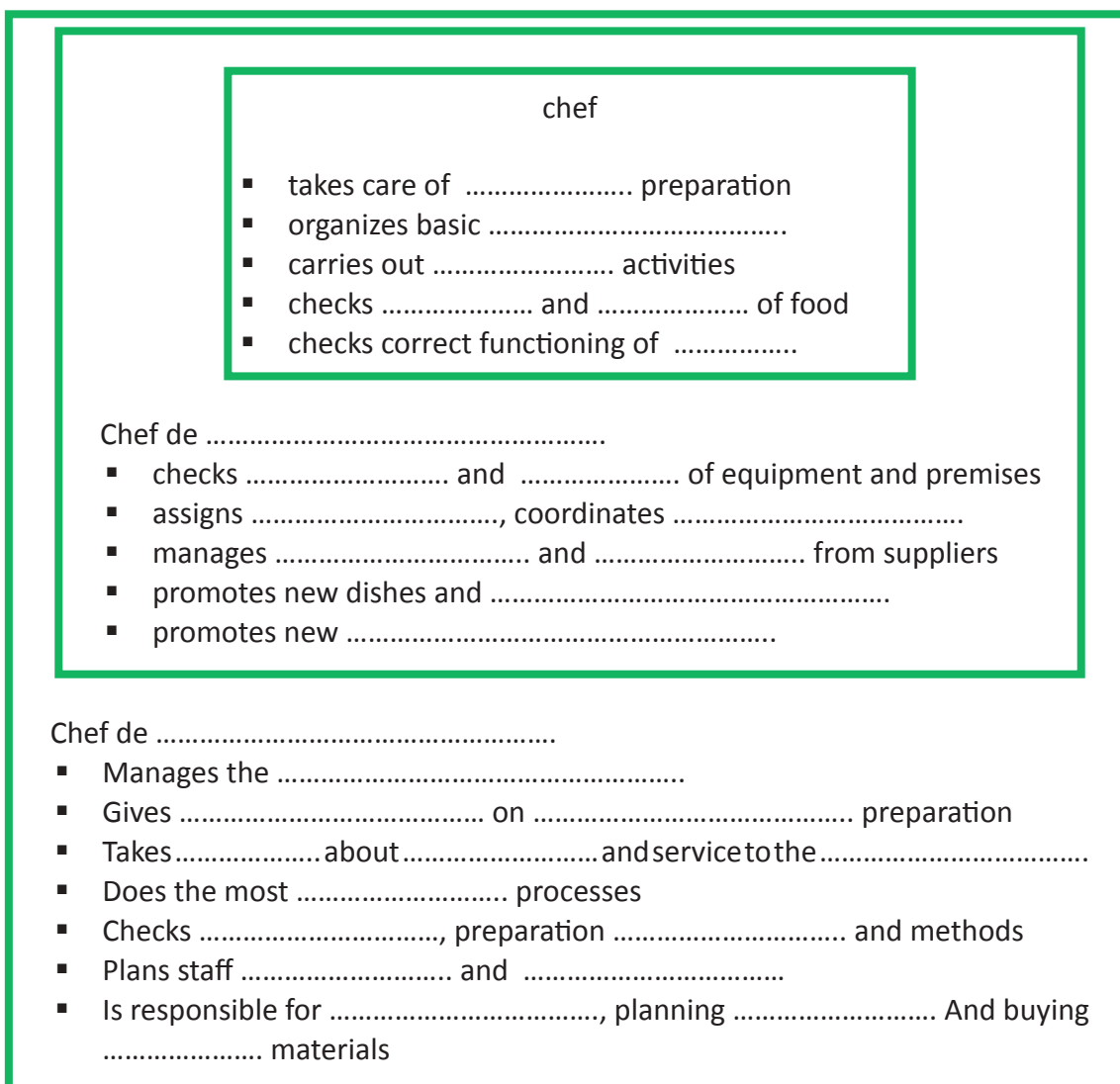
B



D



4. Read the text again. Complete the diagram with the additional tasks for each role.
Start from the inside and work out!



5. Write a short job description. Remember to write what the responsibilities are and who the person reports to. Do not write the job title so that your classmates have to guess which job you are describing.

This person is responsible for...



6. Read the text about front-of-house staff and decide if the sentences below are true (T) or false (F).

The kitchen staff team plays a vital role in ensuring that diners enjoy their food, but it is the front-of-house staff team who interact directly with customers and determine whether they enjoy their culinary experience. To do this, they need to be polite, friendly, helpful and skilful.

In hotels or important restaurants there is often a **maître d'hotel**, responsible for managing bookings, finding tables for customers, assigning serving areas to waiting staff and supervising their work as well as dealing with any customer complaints.

The **head waiter** is second in command and supervises service in a particular area of restaurant, but in smaller restaurants carries out the tasks of the maître d'hotel.

The **captain**, also called the chef de rang, is usually responsible for running one area of the restaurant and supervising the work of two or three staff members. In particular, the communication between the kitchen and the front-of-house, allocating tasks and monitoring service.

Waiters/waitresses serve the customers during their meal by taking orders, setting the tables and bringing out food when it's ready. In addition in larger restaurants there are **busboys** and **busgirls**, who do the basic tasks such as clearing tables or bringing bread and water to the tables.



There are also some specialist roles front-of-house. There is often a **food and beverage manager** who is responsible for the overall running of a restaurant: planning the menu with the chef of cuisine, creating the right atmosphere and ambiance, hiring staff; managing bookings; and meeting and greeting customers. This last task can also be the responsibility of a **host/hostess**, who takes bookings, welcomes customers to the restaurant and shows them to their tables.



The **wine waiter** or sommelier, usually only present in more formal restaurants, is responsible for choosing wines, recommending and serving them to customers.



The **bartender** prepares drinks for customers during their meal, giving them to the waiters to take to the tables. When there is no sommelier, the bartender may be responsible for a restaurant's wine stock.

1. Kitchen staff, not front-of-house staff, determine whether customers enjoy their culinary experience. **F**
2. Front-of-house staff must be friendly and polite.
3. The maître d'hotel is responsible for dealing with customer complaints.
4. All restaurants have a maître d'hotel and a head waiter.
5. The captain is the manager or the owner of the restaurant.
6. He/She supervises communication between the kitchen and front-of-house.
7. Waiters and waitresses do not take orders from customers.
8. Busboys and busgirls clear tables and bring bread and water to the tables.
9. The restaurant manager or the host/hostess can manage bookings and greet customers.
10. The bartender is never responsible for choosing wines for a restaurant.

Listening



7. Complete the conversations below between customers and different front-of-house staff with the expressions from the box. Then listen and check your answers.

Conversation 1

booked a table for two I'll call you Madam
 what's your name would you like to have

Hostess Good evening ¹ **Madam**. Good evening Sir.

Man and woman Good evening.

Hostess Have you ²?

Man Yes, we booked a table. ³

Hostess ⁴, Sir?



Man Mr Kilburn.
Hostess 5a drink at the bar an
 6 When your table is ready?
Man and woman Thank you.

Conversation 2

you're welcome a glass of dry white ~~some drinks~~
 take a seat I'll have

Bartender Good evening. Would you like to order ⁷ *some drinks*?
Woman Yes, please. I'll have ⁸ wine, please.
Man And ⁹ a pint of lager, please
Bartender Please ¹⁰ and I'll bring your drinks over.
Man and woman Thank you.
Bartender ¹¹

Conversation 3

meat dishes ~~recommend~~ the fish
 there is a very good we'd prefer

Woman What would you ¹² *recommend*?
Wine waiter Well, if you are having ¹³ I recommend a white wine like Sauvignon Blanc.
Man No, I think we're both having ¹⁴
Wine waiter In that case, ¹⁵ Merlot or a Shiraz.
Woman ¹⁶ the Merlot, please.



Conversation 4

here are the menus

~~Your table is ready~~

to take your orders

Hostess ¹⁷ *Your table is ready*. Would you like to follow me?

Man and woman Thank you.

Hostess ¹⁸ The waiter will be here ¹⁹
..... as soon as you are ready.

Speaking – Let's practise

8. Work in pairs. Look at the information below and role play similar conversations in a restaurant. Use the conversations from the previous exercise to help you.

Conversation 1

- Student A: you are a host/hostess – there are no free tables so ask the customer to wait at the bar
- Student B: you are a customer – you booked a table for four at 8 p.m.

Conversation 2

- Student A: you are a customer – you want a glass of mineral water
- Student B: you are a bartender – as if the customer wants still or sparkling water

Conversation 3

- Student A: you are a customer – ask the wine waiter to recommend some wine. You want to eat fish
- Student B: you are a wine waiter – recommend two red wines, then two white wines



Unit 3 – Preparing the menu

Reading – Preparing a menu

1. What do you know about preparing a menu?

Write T (true) or F (false)

A menu...

1. only provides a list of food and prices. **F**
2. is often a customer’s first introduction to a restaurant
3. does not usually give prices for all the items served in a restaurant.
4. is an important marketing tool for a restaurant.
5. is not something that sticks in the minds of customers.
6. can express the style and personality of a restaurant.
7. can make customers want to come to the restaurant.
8. can establish what kind of customers come to a restaurant.



2. Read the first paragraph and check your answers.

1.

A good restaurant menu provides much more than just a list of food with prices. The menu is often a customer’s first introduction to a food outlet and is therefore an important marketing tool for it. A menu can express the style and personality of a restaurant; establish what kind of clientele it will attract depending on cost and the type of menu on offer; and make the restaurant stick in the minds of new customers so they want to come back.

2.

Before deciding on a menu you need to do some market research of the local competitors by looking at their menus, their websites and seeing what marketing strategies they use. Wider research into regional, national or global trends in people’s eating and drinking habits can also be useful. For example, are there more vegetarians today than there were



a few years ago and should you consider this in your menu? Do people prefer eating locally sourced fresh organic produce and how can your menu reflect and promote this? After your initial research, it is important to fully understand the location as 80% of your potential customers will probably be people who live or work within ten minutes of your restaurant. What can you offer them on your menu that other restaurants in the area do not?

3.

Your menu should also be easy for customers to read and understand visually. Good layout helps here. A small plain text menu can create a sophisticated and elegant image, whereas a bright, bold menu full of pictures might emphasise a particular tourist location or a fun side to the restaurant. Organize information in columns and make sure print is large and clear enough to read. Do not create a menu that is too big to handle, ensure your menu is seasonal and up-to-date and provide clear information about surcharges such as service, cover or bread accompaniments, like vegetables. The cost of a meal should not be a surprise to the diners, so ask yourself if you would be happy to pay that price, for that meal, in that restaurant, in that location, at that time of day or year. If the answer is yes, then it is probably a good menu!

4.

The organization of items on a menu tends to determine the way in which customers choose from it. So if you sequence courses like starters, main courses, side orders, desserts or beverages, that is probably how your customer will order. However, you can guide customers in other ways too by placing your signature dishes on a separate page under the title 'House specials' or 'Chef's Specials' or by creating interesting names, which invite curiosity but attractive and accurate descriptions of ingredients so your guests will want to eat them.

3. Read the text and match a title with each paragraph.

- a) Checking the menu is accessible to customers
- b) Helping customers orders
- c) The importance of doing your research
- d) The job of a menu



4. Look at this menu and label each part with the words in the box.

beverages desserts main courses side orders starters

Dinner Menu



<p>① _____</p> <p>Hand-dived scallops, sautéed with chorizo sausage £10,50</p> <p>Prawn cocktail £9,50</p> <p>Classic Caesar salad £7,50</p> <p>Patê de fois gras with crunchy bread £10,50</p> <p>② _____</p> <p>(all served with salad of seasonal vegetables)</p> <p>Roasted sea bass with rosemary and lemon £21,00</p> <p>Pan fried chicken in white wine sauce £17,00</p> <p>Barbecue pork £17,50</p> <p>Honeyed crispy duck £20,00</p> <p>Roasted butternut squash and herb risotto with nuts £15,70</p>	<p>③ _____</p> <p>Grilled porcini mushrooms £5,00</p> <p>French fries £3,50</p> <p>Creamed potatoes £3,00</p> <p>Dauphinoise potatoes £4,00</p> <p>Boiled baby potatoes with mint butter £3,50</p> <p>Braised lettuce with peas and ham £3,50</p> <p>French beans with butter £3,00</p> <p>④ _____</p> <p>Crème brulée with citrus sorbet</p> <p>Mango cheesecake with pineapple and ginger crunch</p> <p>Lemon tart with summer fruits and cream</p> <p>Cheese board with savoury crackers</p>
--	--

All at
£15,70



⑤ _____

Water (still or sparkling)

House white wine

House red wine

£2,00 cover charge per person; 10% service charge included

The Marine Restaurant, Dartmouth, Devon. England

www.themarinerestaurant.co.uk

Listening



T.4

5. Listen and reorder the conversation in the restaurant. The first and the last one are done for you.

Man		... and I'll have the pâté de fois gras with crunchy bread.
Man		I'd like some sparkling mineral water, please.
Man		I'll have the same please, but well-done.
Man		Yes, I think we are, thank you.
Waiter		... and for your main course?
Waiter		Are you ready to order food?
Waiter		Do you want any side orders apart from the salad that comes with the pork?
Waiter	1	Good evening. Would you like anything to drink?
Waiter		Would you like any starters?
Woman		I'll have a glass of house red wine, please.
Woman		I'd like the prawn cocktail, please.
Woman		I'll have the barbecue pork, done medium rare, please.
Woman	13	Maybe French fries to share, please.



Speaking

6. Work in pairs or threes and take turns to role play similar conversations. Use the conversation in exercise 5 and the menu in exercise 4 to help you.

Waiter: Good evening. Are you ready to order?

Customer 1: Yes, please. I'd like...

7. Match the names with the different types of menus.

1 fast food menu

2 bar menu

A



B



8. Read the menus again and answer the questions. There may be more than one answer.

Where...

1. are there vegetarian options?
2. can you have dessert?
3. can you eat chicken?
4. is it possible to order a sandwich?
5. are there the most burgers to choose from?



9. Work in pairs. You are a food and beverage manager and a head chef. Design a menu for your restaurant. Decide first which kind of menu you want to offer (bar, fast food, à la carte, vegetarian, etc.); then decide which courses you will offer (appetizers, light bites/starters, rice/pasta dishes, main courses, side orders, salads, sandwiches, desserts, etc.).

10. When the menus are complete, stick them up around your classroom for everybody to see. Then decide which menu you prefer and why. Do not write your names on the menus but you can give your restaurant a name.

I love the Pick a pizza menu because...

My favourite menu is the Eat as much as you like because...



Unit 4 – Serving techniques

Reading – Food and beverage service

1. Look at the photos. What are the differences in the service?

2. Read the text about different service techniques and check your answers.

There are several different kinds of food and beverage service. Here are some of the main ones:



English service or **Silver service** is quite formal and elegant and the guest receives a lot of personal attention from the server. All the food is prepared and arranged on formal or silver serving platters in the kitchen. The server then brings the platters and heated dinner plates to the dining room on a tray and, using a large spoon and fork or tongs, serves each guest. English service is fast and efficient, but it requires a lot of silverware and platters.

Pre-plated or **Italian service** is less formal than English and is the most commonly used style in most restaurants today. The main difference between Italian service and the other types is that the food is plated in the kitchen and served to the table. This means that guests cannot decide their portion sizes, but it also means that service is very fast, economical and efficient. This technique can be combined with Silver service.



Family service is when serving staff take food prepared in the kitchen directly to the dining room on big serving platters and bowls for guests to serve themselves the portion they want. It is a very efficient style of service because the orders are limited, easy to take, and the food is fast to prepare and serve. It is also cheaper



because it requires less staff and ingredients. However, some people argue that it is too informal and similar to eating at home.

Gueridon service is formal and elegant. Skilled servers bring the food from the kitchen on silver platters to a trolley called a gueridon, where food such as steak au poivre (peppered steak), Caesar salad or flambéed desserts can be cooked or completed in front of the guests.



Once the food is ready, it is served to the guests on heated plates from the gueridon. This type of service takes a lot of time, skill and restaurant space and can require two servers; however guests usually love the show.



Buffet service is a self-service where guests can see and choose exactly what they want to eat. Customers either help themselves or ask the waiter behind the buffet table to serve them. For sit-down buffet service, tables are laid with crockery and cutlery as in a restaurant, so

customers can serve themselves at the buffet table and return to eat at the table. The waiter may sometimes serve a few courses like a starter or soup at the table. They have more time to help more customers but in a less personal way.

3. In small groups discuss the advantages and disadvantages of each kind of service.

4. Find the words in the text which correspond to these definitions.

- 1 A large flat dish for serving food *platter*
- 2 A kind of hot trolley you can cook and prepare food on
- 3 Food, usually desserts, served with a burning alcoholic
- drink
- 4 A flat object with raised edges, used for carrying plates
- or food



- 5 Objects made from silver, especially one used during a
meal
- 6 A table prepared for a meal
- 7 Plates, cups, bowls, etc for serving food
- 8 The knives, forks and spoons that you use for eating
food

Writing

5. Decide which type of service you would choose for a restaurant you run and write a short paragraph about the reasons for your choice.

Listening



6. Order this list of things a server should do from the moment a customer enters to when he/she leaves the restaurant. The first and the last are done for you. Then listen and check.

- | | | | | | |
|---|----------------------|------------------------------------|---|----------------------|---------------------------------|
| a | <input type="text"/> | Clear the table. | f | <input type="text"/> | Take the customer's order. |
| b | <input type="text"/> | Collect the food from the kitchen. | g | <input type="text"/> | Bring the bill to the customer. |
| c | 10 | Say goodbye to the customer. | h | <input type="text"/> | Take the food to the customer. |
| d | <input type="text"/> | Show the customer to a table. | i | <input type="text"/> | Take the order to the kitchen. |
| e | <input type="text"/> | Take a menu to the customer. | j | 1 | Welcome the customer. |



Reading

7. What do you know about the general rules of serving food? Read the text and find out. With a partner create a list with the rules to present to the class (a poster, a presentation....)

When serving a customer, you should place and remove all food from the left and hold the plate in your left hand. If you are carrying two plates, first place the one in your left hand on the table, then move the other plate to your left hand and place it in front of the next person you serve. Contrarily you should place and remove beverages from the customer's right side. You should also refill glasses or cups from the right, leaving them in position on the table and not picking them up.



If you cannot reach them conveniently, move them to a more suitable position on the table to refill them. You should always carry plates to the table in such a way that you do not touch the surface from which food is going to be eaten. Likewise you should avoid touching the rims of glasses, by holding them from the stem and, when placing silverware, you should only touch the handles. It is important never to reach in front of a guest when serving food or removing dishes from the table and always present serving dishes from the left hand side, placing them in a position that means all guests can easily serve themselves. Serve butter, cheese and cut lemon with a fork; relishes, pickles and olives with a fork or spoon, not your fingers! Only clear the tables when all guests have finished eating and remove all dishes and cutlery use din that course, starting with the serving dishes and silverware and then removing all the dishes from each person's cover. In clearing the table use your left hand to remove the plate, move it to your right hand, leaving your left hand free to remove the next plate.



Listening



8. Complete the text about presenting the bill with the words from the box. Then listen and check your answers.

bill centre coats course ~~customer~~ diners eating evening
 goodbye host personal right table tip

You should never keep a ¹ *customer* waiting for the ², but either present it to them straight after the last ³ is served, or as soon as customers finish ⁴ You should always take the bill to the ⁵ In a bill cover and place it to the ⁶ of the host or at the ⁷ of the table if you don't know who the ⁸ is. Always ask if customers need anything else. Never show you expect a ⁹, nor look disappointed if you don't get one. Always thank the ¹⁰ for their custom. As they are leaving, offer to get their ¹¹, wish them a pleasant ¹² and tell them you look forward to seeing them again. Try to change the way in which you say ¹³ to each customer to make it seem more ¹⁴



9. Read the dialogue below between a customer and a waiter and complete the waiter's responses. Then listen and check your answers.

Certainly. Please check the amount and enter your pin number, please.
 Would you like anything else?
 Goodbye now. I hope you have a pleasant evening and we see you again soon.
 How would you like to pay?
 I'll get your coat. Here it is.
 This is your copy of the receipt and your card. Here's your bill, sir.



Waiter	¹ <i>Here's your bill, sir.</i>	Customer	Here you are. (giving the machine back to waiter)
Customer	Thank you.	Waiter	⁵
Waiter	²	Customer	Thank you.
Customer	No, thank you.	Waiter	⁶
Waiter	³	Customer	Thank you.
Customer	By card, please.	Waiter	⁷
Waiter	⁴	Customer	Goodbye.

10. Work in pairs. Role play a conversation between a customer and a waiter. Take turns to play each role. Use the listening exercises from exercises 8 and 9 to help you.



Unit 5 – International Cooking

Reading – International cuisine

1. Look at the words in bold in the text and label each photo with the correct ones.

2. Read the text and check your answers.

Indian meals are based on **rice and curry**, a dish of meat, fish or vegetables cooked in a spicy sauce. Common spices are chilli, cumin, turmeric, ginger, coriander and garlic, while dips include mango chutney, lime pickle and *raita*, made of yoghurt and cucumber. There are many

vegetarian dishes too, because Hindus, the main religious group in India, do not usually eat meat. Indian food is traditionally eaten by hand and accompanied by different kinds of flatbread such as naan, baked in a tandoori, a traditional hot clay oven, where you also cook the famous dish, **tandoori chicken**. Indians love drinking **masala chai**: tea leaves, spices and milk boiled together to make a very sweet drink. **Lassi** is also a popular drink, combining yoghurt, milk, fruit and spices.

A



B



Chinese cuisine is popular and varied, reflecting China's different regions. A typical Chinese meal includes several dishes, with a balance of meat, fish or tofu, combined with vegetables and served with rice or **noodles**. Tasty sauces like soy, oyster or yellow bean and a combination of spices such as ginger, garlic, cloves and peppers, create unique flavours. Meals usually end with a cup of **green tea**. The Chinese believe in the philosophy of opposites, *yin and yang*. This is evident in the food with many hot and cold, spicy and mild, and sweet and sour dishes, such as **sweet and sour pork**. Cooking techniques include steaming, boiling and stir-frying in very little oil using a wok, a traditional deep frying pan. People eat food with wooden sticks called chopsticks.



C

Mexicans love to eat together. Traditional Mexican cuisine is hot and spicy, with chilli and garlic and herbs like oregano. A central ingredient is corn to make *tortilla*, a type of flat bread. Tortillas can be fried and filled with meat, fish, vegetables, beans and cheese to make **enchiladas**. They are often served with a spicy tomato sauce called *salsa*, sour cream, or an avocado dip called *guacamole*. Mexicans also eat a lot of **rice and sweet potatoes** and it is the birthplace of chocolate! Mexican beers and fresh fruit juices are popular drinks. Cooking methods include grilling, frying and boiling, but they also have a more traditional technique of slow cooking marinated meat over an open fire known as *barbacoa*. It is easy to see where the word ‘barbecue’ came from.



D



The Greeks have Mediterranean eating habits with a diet of fresh fruit, vegetables, meat, fish, cheese and olive oil. The herbs and spices used are oregano, mint, garlic, onion, dill and bay leaves. Lunch is the main meal with **meze**, traditional Greek starters like grilled octopus, olives, aubergine or goat’s cheese salad. Food is usually served with bread and dips such as *taramosalata*, made of fish roe, or *tzatziki*, made of yoghurt and cucumber and accompanied with a glass of red wine. This is followed by main courses such as **moussakka**, made with aubergines, lamb and cheese, or **souvlaki**, skewered meat cooked in a traditional way, grilled on an open fire. Other cooking techniques include frying, sautéing, boiling, baking and roasting.



3. Write the following words in your own language.

- | | | | |
|---|-------------|---|-------|
| 1 | chutney | a | |
| 2 | noodles | b | |
| 3 | mild | c | |
| 4 | stir-frying | d | |
| 5 | sour cream | e | |
| 6 | bay leaf | f | |
| 7 | roe | g | |

4. Work in small groups. Each group prepares a fact file about one cuisine from the text and then present it to the class.

Your fact file should include:

- i. name of the country
- ii. typical meal
- iii. spices / sauces / dips
- iv. traditional cooking technique
- v. habits and customs
- vi. typical dishes
- vii. typical drinks

Writing

5. Write a description about another country's food. Use the text and the factfiles to help you.

Moroccan food is sweet and spicy...



Reading

6. Look quickly at the recipes and match each one with the picture of the dish.

A



B



C



Recipe 1: Borscht – Ukraine

Ingredients

250 g minced beef
4 potatoes, diced
2-3 carrots, grated
2 onions, finely diced
2 tbsp tomato purée

½ white cabbage, shredded
8 medium raw beetroots, peeled and grated
2 red peppers, seeds removed, diced
1 lemon, juice only

1 tbsp vegetable oil
2 tbsp chopped dill
sea salt
freshly ground black pepper
4 tbsp crème fraîche, to serve

Preparation method

Roll the minced beef into golf ball-sized pieces and set aside.

Pour 1.2 litres of water into a large saucepan and bring to the boil, then put the meatballs into the water followed by the potato and cabbage. Simmer gently for 5-10 minutes. While the meatballs are simmering, heat the oil in a large frying pan. Add the carrots, beetroots, onions and peppers and fry over a medium heat for about 5 minutes until they start to soften. Stir in the tomato purée and lemon juice and fry for one minute, then add the contents of the frying pan to the simmering meatballs. Simmer for about 30 minutes, or until all the vegetables are cooked and the soup has turned a deep purple colour. To serve, stir in the dill and season with sea salt and freshly ground black pepper. Ladle into warm soup bowls and top each with a spoonful of crème fraîche.

Recipe 2: Teriyaki salmon – Japan

Ingredients

2 salmon fillets
4-5 tbsp dark soy sauce
1 lime, zest and juice
1 small chilli
2 tbsp maple syrup
1 big garlic clove, finely chopped
1 small piece of ginger, finely chopped
1 bunch of coriander, chopped
1 tbsp sesame oil
extra lime juice

Preparation method

Heat some oil in a pan and fry the ginger, garlic and chopped chilli. Add the zest and juice of the lime and pour in the soy sauce. Add the maple syrup and cook for 1 minute or until reduced and sticky. Meanwhile, pan-fry the two pieces of salmon for 2 minutes on each side in a hot griddle pan. When the sauce is reduced, add the salmon to the teriyaki sauce frying pan. Serve the salmon with more chopped coriander and some extra lime juice.

Recipe 3: Dauphinoise potatoes – France

Ingredients

1 kg potatoes, peeled and thinly sliced
50 g butter
salt and freshly ground black pepper
300 ml double cream
pinch freshly grated nutmeg
300 ml full-fat milk

Preparation method

Preheat the oven to 175°C or gas mark 3. Place the potatoes into a bowl of cold water to remove any excess starch. Drain well and dry. Butter an ovenproof dish with a teaspoon of the butter and place the potatoes in the dish in layers, overlapping a little. Season with salt, freshly ground black pepper and nutmeg between each layer. Whisk the cream and milk in a bowl until well combined. Season with salt, freshly ground black pepper and nutmeg and pour the cream and milk over the potatoes. Dot with the remaining butter and then cover with aluminium foil. Bake in the oven for one hour, or until the potatoes are just tender. After an hour, carefully remove the foil and return to the oven for a further 30 minutes or until golden-brown on top. Remove from the oven and leave to cool.



7. Read the recipes again and put the ingredients in the correct column of the table.

Can you add to them?

Fruit	Vegetables	Meat / Fish	Dairy products	Seasoning and condiments	Sweet ingredients
<i>lime</i>	<i>potatoes</i>	<i>minced beef</i>	<i>butter</i>	<i>soy sauce</i>	<i>maple syrup</i>

8. Which recipe tells you to...

- | | | | |
|---|---|---|---|
| a | bake in the oven for one and half hours? 3 | e | season with salt and pepper? |
| b | chop coriander? | f | simmer for 30 minutes? |
| c | fry the ingredients? | g | wash and drain to remove excess starch? |
| d | roll the ingredients into golf ball-sized pieces? | h | whisk the ingredients together? |

Speaking – Let’s practise

9. Work in pairs. You are contestants on a well-known TV show where you have to quickly create a main course and a dessert in just 30 minutes with limited ingredients. You have all the ingredients in the table in exercise 7 and you can use the techniques you want. Discuss what you are going to make and how you are going to make it. Use these words and expressions to help you.

I think we should / could...	I don’t think that’s a good idea.
I want to... / I’d like to...	We can use... How about...? / What about...?
We can combine...	That’s a good idea! Let’s do...

- Student A: *How about using the minced beef to make meatballs?*
- Student B: *That’s a good idea.*



Unit 6 – At the Bar

Reading – The bar

1. Look at the photos. Do you know what kind of bar each one is?



2. Read the text and check your answers.

A bar is a place where you go to buy and drink alcoholic beverages. There are many different kinds of bars.

A **pub** (public house) is a building in Britain or Ireland where you can buy alcoholic and non-alcoholic drinks. They specialize in beer and often serve food, too. Pubs are more informal than other types of bars. Sometimes they have pool rooms or jukeboxes or host special nights for quizzes or live gigs. They are often open in the day and are always open at night.

A **cocktail bar** specializes in cocktails, drinks which combine different spirits and fruit juices or cream. These bars are usually open at the same times as pubs, but are more sophisticated and expensive. They also have a cheap happy hour at about the time people finish work in the evening.



A **coffee-bar**, on the other hand, is a small restaurant that serves coffee and other non-alcoholic drinks and light refreshments such as sandwiches and cakes. They are usually open only during the day. The atmosphere is friendly and they are not very expensive.





A **snack bar** is a kind of informal, inexpensive restaurant where you can buy non-alcoholic drinks and eat small meals such as sandwiches or snacks. They are usually only open during the daytime.

A **lounge bar**, also called a saloon bar, is a public room in a hotel or restaurant, where you can buy alcoholic drinks. It is generally more luxurious than other bars and drinks are usually more expensive. They tend to stay open later than pubs but not as late as nightclubs.

Wine bars specialize in selling different types of wine, although you can often order a meal at the same time. They are usually more sophisticated and more expensive than pubs and they are always open at night and sometimes during the day.

There are also **nightclubs**, where you go to dance, drink alcohol and watch entertainment like live music, so the atmosphere is exciting. Drinks are usually very expensive, but the bar stays open until much later than in pubs or wine bars.

3. Read the text again and complete the following table. In each column, put a ✓ for yes and a ✗ for no and DS for doesn't say.

Type of bar	alcohol	food	night	day	expensive	atmosphere	specialty	other
Pub	✓	✓	✓	✓	DS	informal	beer	pool rooms
Cocktail								
Coffee								
Snack								
Lounge								
Wine								
Nightclub								



4. Find the words and expressions in the text that correspond to these definitions.

1	A strong alcoholic drink such as whisky or brandy	<i>spirit</i>
2	A short period of time when drinks in a bar cost less than usual	
3	Things to eat or drink	
4	Very expensive and comfortable	
5	A place open at night until early morning with a bar, a disco and DJ	
6	A place where people play a game in which you hit balls into hole at the edge of a table	
7	A machine that plays music when you put money into it	
8	A competition in which you answer questions	
9	Music or other performances which you see as they happen	

Listening



T.8

5. Listen and complete the conversations with the following expressions.

Coming right up	do you want some glasses	I'll try
one cappuccino and one americano	What can I get you, ladies?	
What would you like?	Who's next please?	would you recommend

Conversation 1

Server	¹ <i>What would you like?</i>
Customer	Can I have three bottles of lager?
Server	Four bottles of lager?
Customer	No, I said three.
Server	Sorry. I couldn't hear you over the music! ²
Customer	No, thanks.



Conversation 2

Server	³
Customer	Can I have two coffees and two pieces of chocolate cake?
Server	What kind of coffees would you like?
Customer	⁴
Server	That's seven pounds fifty, please.

Conversation 3

Server	Hi! ⁵
	All our cocktails are half price!
Customer 1	I'll have a Bellini, please.
Customer 2	... and I'll have a Pina Colada.
Server	⁶

Conversation 4

Customer	What white wine ⁷
Server	We have a nice Italian Pinot Grigio and a good Australian Chardonnay.
Customer	⁸ the Pinot please.
Server	Certainly.



Speaking – Let's practise

6. Work in pairs. Look at the Bar Menu. Take turns to role play a customer and a server in a bar. Use the conversation in the previous exercise to help you.



Drinks



HOLIDAY
Restaurant & Bar

List



SOFT DRINKS

Coke _____

Fanta (Lemon or Orange) _____

Sprite _____

Soda _____

Water _____

Tonic Water _____

Fruit Juice (Choice of Flavours) _____

Ayran _____

Ice Tea _____

Energy Drink _____

Fresh Orange _____

MILK SHAKES

Banana _____

Strawberry _____

Cherry _____

Vanilla _____

Chocolate _____

Mixed (Your Choice) _____

HOT DRINKS

Bailey's Coffee _____

Tia Maria Coffee _____

Irish Coffee _____

Brandy Coffee _____

Kahlua Coffee _____

Cointreau Coffee _____

Hot Chocolate _____

Nescafe _____

Tea _____

Apple Tea _____

Cappuccino _____

WINE By The Glass

Red _____

White _____

Rose _____

Medium White _____

Sweet White _____








BEERS

Efes _____

Efes Light / Dark _____

Tuborg _____

Miller / Becks _____

Fosters / Carlsberg _____

John Smiths _____

Guinness _____

Cider _____

Budweiser / Corona _____

LOCAL SPIRITS

Brandy _____

Vodka _____

Gin _____

Raki _____

Turkish Liqueur _____

Vodka - Redbull _____

Cider _____

IMPORT DRINKS

Bacardi _____

Malibu _____

Rum _____

Whisky _____

Baileys _____

Tia Maria _____

Kahlua _____

Archers _____

Tequila _____

Safari _____

Martini _____

Gordon Gin _____

Amaretto _____

Smirnoff Vodka _____

Jack Daniels _____

Jim Bean _____

Southern Comfort _____



- Server: *Can I help you?*
- Customer: *Yes, I'd like a....*



7. Match the words and the photos of things you can find in a bar.

Champagne flute	cocktail glass	cocktail shaker	goblet
highball glass	ice bucket	long bar spoon	old-fashioned glass
	paring knife	waiter's friend	

1 *waiter's friend*

2

3

4



5

6

7

8



9

10



8. Read the text about essential bar equipment and check your answers.

What would you expect to find in a well-stocked bar? Certainly you would hope to find a **waiter's friend**. This is a gadget with a bottle opener to open bottles beers and soft drinks, a corkscrew to remove corks from bottles of wine, as well as a foil cutter to remove the foil on top of bottles.



Then you might hope to find an **ice bucket** to keep white wine and champagne chilled and a **paring knife** for slicing lemons and other fruit to garnish drinks. Not to mention a **long bar spoon** for stirring drinks.



Most good bars have a **cocktail shaker** to mix cocktails and the classic-shaped **cocktail glasses** to pour into them. These should have a solid stem so you do not warm the drink when you are holding it.

Other essential glasses include **champagne flutes**, with very long stems, **highball glasses** for soft drinks and long cocktail, and **wine glasses** or **goblets**. Finally, there should be an **old-fashioned glass**, which is short with a thick bottom, used for serving spirits such as whisky, and a good selection of other glasses.

Listening



T.9

9. Listen to a bar manager and a barman doing a bar inventory and complete the following table.

BAR INVENTORY					
Item	Quant. in stock	No. to order	Item	Quant. in stock	No. to order
SPIRITS			LIQUEURS		
Bottles of gin	3	0	Bottles of crème de cacao		
Bottles of vodka			Bottles of crème de menthe		
Bottles of dark rum			Bottles of cointreau		
Bottles of light rum			Bottles of amaretto		
Bottles of whisky			Bottles of sambuca		
Bottles of bourbon			HOT DRINKS		
Bottles of brandy			Packets of tea		
WINE			Packets of coffee		
Bottles of dry wine			Packets of hot chocolate		
Bottles of sweet wine			SOFT DRINKS / MIXERS		
Bottles of dry red			Cartons of fruit juice		
Bottles of sweet red			- orange		



Bottles of rosé			- pineapple		
Bottles of champagne			- tomato		
			Cases of lemonade		
			Cases of cola		
			Cases of soda		
			Cases of tonic		
			Cases of mineral water		

Writing

10. Your bar manager asked you to write an email ordering the things that were missing from the bar inventory. Don't forget to ask for bottles, cases, boxes, etc.

Dear Sam,

I'm sending you an urgent order for...

(...)

Best wishes,



Unit 7 – Problems and Complaints

Reading – Customer complaints

1. Look at the pictures and match them with these common customer complaints.



A.



B.

1. Cannot get the waiter's attention
2. Portions are too small
3. The bill is wrong
4. The order is wrong
5. Food does not arrive



C.



D.



E.

2. Read the text about problems and complaints.

The first thing people usually want to complain about is slow service. It takes the customer forever to attract the attention of the waiter and when they finally do, the waiter tells them to wait a minute because it is very busy, or the waiter ignores the customer completely. This is always a bad start. The waiter must always go to the table immediately and, even if they are too busy to stay at that moment, tell the guest they will be right with them as soon as they can take their order. Never ignore an angry, hungry customer!

The waiter has finally taken the customer's order and times passes but no food arrives! What makes things worse is that all the other tables are receiving their orders and eating their food. What now? When the food takes a long time to come out of the kitchen,



many waiters avoid customers until the food is ready. Don't! Check with the kitchen as to when food will be ready. Go over to the table and tell them when it will be coming out and apologise for the delay.

Another complaint is usually when the food is delivered to the table and something does not come out of the way the guest ordered it; for example, a steak well-done instead of rare. To avoid this complaint make sure you take time to listen what the guest is ordering and write it down correctly. If you do not understand something, ask them to repeat it, especially if it has special instructions. When there is a misunderstanding, apologise and correct the order as soon as possible.

The waiter brings the customer's long awaited meal. When the customer looks at his plate, instead of seeing the chicken and mushroom pie with chips he ordered, he sees poached salmon and salad – clearly it is the wrong order! Once again the server should make sure he hands in the right orders for the right tables and checks the food against the order pad when getting it from the kitchen. In any case, the server should apologise, try to resolve the situation as quickly as possible and maybe offer the customer a complimentary drink.

The guest has been very patient, but when the right meal finally does arrive, the portion of fish or meat is very small and they can hardly see the vegetables on their plate at all, so they complain. A server should appreciate that every customer's appetite is different so the best thing to do is to apologise and offer to get them additional food like bread, potatoes, etc. then tell the head chef so they can change the portion size in the future.

Finally the disastrous meal is over and the bill arrives, but there are all sorts of items on it that the customer does not recognize or did not order. The customer complains about the bill. It is surprising how many people prefer to eat a mediocre meal at the right price than a good meal when a restaurant overcharges for it. A good waiter should never argue with a customer, but take the bill away, check it and bring it back with appropriate alterations as soon as possible.

3. Answer the following questions.

What should the waiter do if the customer complains...

1. that the waiter is ignoring them?

He should take the customer's order as soon as possible.



2. after waiting for thirty minutes for their food?
3. that their steak is well-done instead of rare as the customer requested?
4. that they received the wrong order?
5. about the size of the portion?
6. that the bill is incorrect?

4. Write the following verbs in your own language.

- | | | | |
|----|--------------------------|---|-------|
| 1 | To make a mistake | a | |
| 2 | To apologise | b | |
| 3 | To appreciate | c | |
| 4 | To argue | d | |
| 5 | To overcharge | e | |
| 6 | To hand in | f | |
| 7 | To complain | g | |
| 8 | To avoid | h | |
| 9 | To attract the attention | i | |
| 10 | To resolve | j | |

Speaking – Let's practise

5. Work in pairs. Look at the following situations. Take turns to role play a customer and a server. Use the conversation guide to help you.

For the customers

Here are the problems:

- Your pasta is overcooked
- Your plate is dirty
- There's a hair in your soup
- Everybody at your table has got their main course except for you
- Your chicken isn't cooked
- They've overcharged you on the bill

For the waiters

Find the solutions!



Offering help (waiters)

Is everything OK, Sir / Madam?

Is there a problem?

Can I help you?

Saying sorry (waiters)

I'm afraid...

I'm terribly sorry.

I apologise.

Accepting (customers)

Thank you.

That's very helpful / kind.

Yes, please.

Expressing the problem (customers)

There's a problem with...

I'm not happy with...

No, everything is NOT ok!

I'd like to complain about...

Offering solutions (waiters)

I'll...

Can I ...?

Would you like...?

No problem.

Responding to thanks (waiters)

You're welcome.

Not at all.

Don't mention it.

No problem.

Reading – Customer care

6. Chose the correct option to complete the rules of customer care.

1. The customer is *always / never* right.
2. *Always / Never* be polite and professional.
3. The customer *is / isn't* complaining about you personally.
4. Be *positive / negative*. It's *better / worse* for the customer to complain than to walk away.
5. Apologise *immediately / eventually* and offer to correct the mistake.
6. Take your customer *away from / towards* other people when they make their complaint.
7. You *don't want / want* an argument with your customer.
8. *Ask / Don't ask* the customer to tell what the problem is.



9. *Listen / Don't listen* carefully to what they tell you.

10. *Stay / Don't stay* calm at all times.

7. Read the text and check your answers.

Remember that 'the customer is always right' and always be polite and professional. The customer is not complaining about you personally, but about a product or a service.

Be positive! It is better for a customer to complain than to walk away and never come back. Some customers do not complain but tell their friends about their bad experience.

When there is a problem, apologise immediately and offer to correct the mistake, change the meal, adjust the portion size, etc.

If possible, take your customer away from the other people in the restaurant when they make their complaint. This way, other customer don't overhear.

Do not get defensive. You do not want to get into an argument with your customer, even if they want to get into one with you!

Ask the customer to tell you exactly what the problem is and make sure you listen very carefully to what they tell you. You will only anger the customer more if they have to repeat themselves to someone else or to correct your version.

Stay calm at all times and make sure you understand their complaint and they are happy with your proposed solution.



Speaking – Let's practise

8. Work in pairs and take turns to role play a waiter dealing with a customer's complaint as described in the text. You decide what the problem is.

Waiter	Customer
Ask the customer if you can help him / her.	



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