

Catrin E. Morris

FLASH on English

for COOKING, CATERING
& RECEPTION



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 1 MP3 audio files downloadable from www.elionline.com

1

An Introduction to the Catering Industry

1 Decide if these 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.

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 businesses**, where the main aim is to make a profit, and **non-commercial businesses** (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 aeroplanes, 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 subsidised price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.

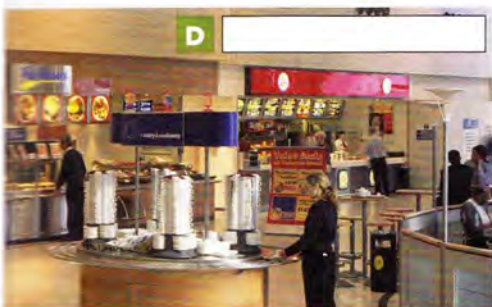
3 Read the text again and match these words with the pictures.

canteen fast food outlet buffet car
service station self-service waiter service



4 Complete the table with information from the text.

Type of catering	Types of venues	Type of service
commercial catering	(3) _____	takeaway (11) _____
	(4) _____	
	(5) _____	
	(6) _____	
	(7) _____	
	(8) _____	
(1) _____	factory or office block canteens hospitals (9) _____ (10) _____	self-service (12) _____
(2) _____	buffet car 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'.
- Companies that run to help others and not to make money are non-_____ -making.
- Nowadays a lot of children in the UK have free or _____ school meals because their families can't pay for them.
- When there are wars or natural disasters, organisations like the Red Cross are responsible for the _____ of emergency aid.

6 **1** Listen to the following conversations. Decide where the people are and what the relationship between the people is (friends, colleagues, customer and waiter/waitress, customer and server, cabin staff and passenger, etc.).

	Venue	Relationship
Conversation 1	<i>restaurant</i>	
Conversation 2		<i>customer and server</i>
Conversation 3		
Conversation 4		

7 **2** 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: Mmm! (4) _____
the 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.



8 Work in pairs. Role play similar conversations in a fast food outlet and on an aeroplane. Use the conversations in exercises 6 and 7 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.

9 Read the text and answer the questions.

Businesses 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 lists 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, Indian and Chinese 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 specialise in a particular type or region of cuisine and prepare food which is served and eaten quickly. These can either 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 chip 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?
A range of food, drink and service options.
- 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?

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? ☐ à la carte ☐ gourmet ☐ table d'hôte
☐ specialist (please specify) _____ ☐ ethnic (please specify) _____
☐ fast food outlets (please specify) _____ ☐ other (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 cost, atmosphere, service and food and drink and suggest the best dishes to try.

Catering in my area is very varied...

MY GLOSSARY

à la carte /æləˈkɑːt/ _____
 ambiance /ˈæmbjəns/ _____
 bar staff /bɑː stɑːf/ _____
 beverage /ˈbevərɪdʒ/ _____
 buffet car /ˈbʊfeɪ kɑː/ _____
 cabin crew /ˈkæbɪn kruː/ _____
 café (UK), coffee bar (US) /ˈkæfeɪ /ˈkɒfi bɑː/ _____
 canteen /ˈkæntiːn/ _____
 catering /ˈkeɪtərɪŋ/ _____
 chain /tʃeɪn/ _____
 course /kɔːs/ _____
 cuisine /kwiˈziːn/ _____
 to eat in /tu ɪt ɪn/ _____
 family-run /ˈfæmɪli rʌn/ _____
 fast food outlet /ˈfɑːst fuːd ˈaʊtlet/ _____
 food critic /fuːd ˈkrɪtɪk/ _____
 garlic bread /ˈgɑːlɪk bred/ _____
 gourmet restaurant /ˈɡʊəmeɪ ˈrestrɒnt/ _____
 made to order /meɪd tu ˈɔːdə/ _____

motorway service station /ˈməʊtəweɪ ˈsɜːvɪs ˈsteɪʃn/ _____
 prized /praɪzd/ _____
 reasonably priced /ˈriːzənəbli praɪst/ _____
 recommendation /ˌrekəmenˈdeɪʃn/ _____
 service charge /ˈsɜːvɪs tʃɑːdʒ/ _____
 set number /set ˈnʌmbə/ _____
 snack /snæk/ _____
 social gathering /ˈsəʊʃəl ˈɡæðərɪŋ/ _____
 sparkling water /ˈspɑːklɪŋ ˈwɔːtə/ _____
 special /speʃl/ _____
 starter /stɑːtə/ _____
 steakhouse /ˈsteɪkhaʊs/ _____
 still water /stɪl ˈwɔːtə/ _____
 table d'hôte /ˈtɑːblədəʊt/ _____
 takeaway /ˈteɪkəweɪ/ _____
 venue /ˈvenjuː/ _____
 waiter service /ˈweɪtə ˈsɜːvɪs/ _____
 wedding reception /ˈwedɪŋ rɪˈsepʃn/ _____
 wine waiter /waɪn ˈweɪtə/ _____

2

The Restaurant: Meet the Staff

- 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

- 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 de 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 foods. 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, organise 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 these activities from the text.

- 1 ☐ buying raw materials
2 ☐ giving directions

- 3 ☐ planning menus
4 ☐ preparing dishes



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

_____ chef

- takes care of _____ preparation
- organises basic _____
- carries out _____ activities
- checks _____ and _____ of food
- checks correct functioning of _____

Chef de _____

- checks _____ and _____ of equipment and premises
- assigns _____, coordinates _____
- manages _____ and _____ from suppliers
- promotes new dishes and _____
- promotes new _____

_____ chef

- _____ the chef de cuisine and substitutes him/her when _____
- preserves and stores _____
- checks _____ between the different kitchen _____

Chef de _____

- manages the _____
- gives _____ on _____ preparation
- takes _____ about _____ and service to the _____
- does the most _____ processes
- checks _____, preparation _____ and methods
- plans staff _____ and _____
- is responsible for _____, planning _____ and buying _____ materials
- supervises _____ of orders and _____ to the _____ and restaurant

5 Write a short job description. Remember to write what the responsibilities are and who the person reports to, but 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 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 **maitre 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 a restaurant, but in smaller restaurants carries out the tasks of the maitre 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 is ready.

In addition in larger restaurants there are **busboys** and **busgirls**, who do 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 de cuisine; creating the right atmosphere and ambience; 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 maitre d'hotel is responsible for dealing with customer complaints. _____
- 4 All restaurants have a maitre 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. _____

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: (5) _____
 a drink at the bar and
 (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
to take your orders your table is ready

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.

- 8 Work in pairs. Look at the information below and role play similar conversations in a restaurant. Use the conversations in exercise 7 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 – ask 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.

Conversation 4

Student A: you are a waiter/waitress – invite the
customer to follow you to the table and ask
if he/she is ready to order.

Student B: you are a customer – say you want to wait
for your friends to arrive.

MY GLOSSARY

bartender /bə'tendə/

to book a table /tə bʊk ə 'teɪbl/

busboy/busgirl /bʌsbɔɪ/ 'bʌsgɜ:l/

captain /kæptɪn/

chef de cuisine /ʃef də kɥizin/

chef de partie /ʃef də parti/

to clear (a table) /tə klɪə ə 'teɪbl/

commis chef /kə'mi ʃef/

customer complaint /kʌstəmə kəmpleɪnt/

to deal with /tə diəl wɪð/

delivery /drɪ'lɪvəri/

diner /daɪnə/

front-of-house /frʌntəv'haʊs/

head waiter /hed 'weɪtə/

to hire staff /tə haɪə stɑ:f/

host/hostess /həʊst/ /həʊstɪs/

maintenance /meɪntɪnəns/

maitre d'hotel /metrə də ,həʊtel/

to manage bookings /tə 'mænɪdʒ 'bʊkɪŋz/

to plan the menu /tə plæn də 'menju:/

premises /'premɪsɪz/

to preserve /tə prɪ'zɜ:v/

raw material /rɔ: mə'tɪəriəl/

serving area /sɜ:vɪŋ 'eəriə/

to set the table /tə set ðə 'teɪbl/

sous chef /su ʃef/

to store /tə stɔ:/

task /tɑ:sk/

waiting staff /weɪtɪŋ stɑ:f/

wine stock /waɪn stɒk/

3

Clothes and Personal Hygiene

1 Decide if these sentences are true (T) or false (F).

- 1 Chefs only wear a uniform to look good.
- 2 The clothes they wear are practical and comfortable.
- 3 Kitchen staff uniforms are mostly white so you can see any dirt.
- 4 Clothes do not protect people against germs.

F

—
—
—

2 Read the introduction to kitchen staff clothes and check your answers.

Kitchen staff wear uniforms for different reasons: to identify the professional role, so chefs can do their job, and for personal hygiene and safety. You can always recognise a chef by his/her uniform but the clothes are also practical and comfortable enough to work safely and efficiently in the kitchen environment. The uniform is mostly white in colour so that you can see any dirt and the clothes protect against germs that can cause food poisoning.

3 Read the rest of the text about kitchen staff uniforms and label the clothes with the words in bold in the text.

The most famous part of the chef's uniform is the **toque**, the chef's hat. It is usually made of white paper or material and it covers hair, which should be clean and short to avoid any contact with food or dirt.

Nowadays some chefs prefer to wear a **bandana**, a piece of coloured material, which is also hygienic as it completely covers hair.

Some chefs also wear a **triangle**, a kind of scarf usually made of cotton, rolled up around the neck to absorb sweat and stop the neck from getting cold.

Another important garment is the chef's **jacket**, which is usually made of good quality white cotton, heat-resistant and easy to wash. Jackets are usually double-breasted with special material or plastic buttons, which do not melt or drop into food. This kind of jacket is quickly removed in an emergency or reversed if it becomes stained on one side. Wide roll-up sleeves aim to protect arms from heat and burns.

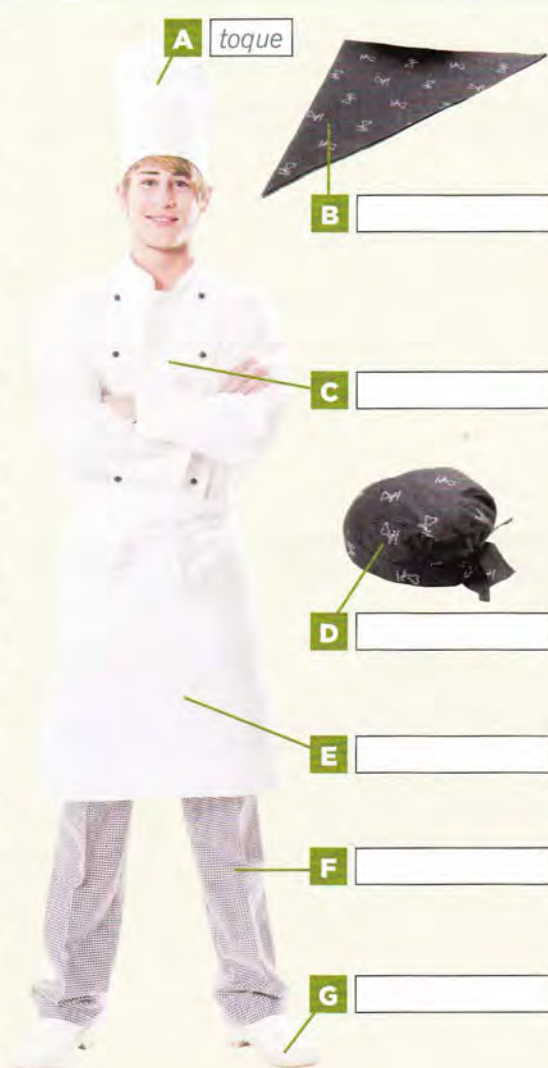
Kitchen staff must carefully tie an **apron** around their waist, making sure it covers them right down to their ankles and folding it over at the top to provide extra heat protection. They should be careful to cover the knot so that it cannot catch in anything causing danger.

The torchon is a piece of material used to pick up and move hot things and should always be tied to the apron.

Chefs' **trousers** need to be made of nonflammable material without a hem, because bacteria can grow there. Some women wear a skirt, which meets the same standards.

Chefs wear comfortable, lightweight **shoes** made of leather or another natural material as they stand up all day. Non-slip soles, a thick upper part and a protective steel cap are all important details to help avoid burns or accidents.

Before work, chefs put their own clothes away to prevent possible contamination and all staff wear clean uniforms every day.



4 Match these words and expressions from the text with their definitions.

- | | |
|----------------|---|
| 1 accident | a ☐ a substance that makes something unclean |
| 2 burn | b ☒ a sudden event that can cause someone damage or injury |
| 3 stained | c ☐ to change a solid into a liquid by heating it |
| 4 to melt | d ☐ liquid that forms on your skin when you are hot |
| 5 dirt | e ☐ not likely to cause illness or disease |
| 6 to fold | f ☐ something accidentally marked with liquid |
| 7 hem | g ☐ something that does not catch fire easily |
| 8 hygienic | h ☐ the bottom edge of something like a dress turned up to make it shorter |
| 9 nonflammable | i ☐ damage from something hot |
| 10 sweat | j ☐ to turn one part of something over another |

5 Read these kitchen rules and complete them with the missing information from the box. You can refer back to the text for help.

accidents ankles apron burns clean cover don't emergency hair jacket materials
move neck shoes short top pick up triangle trousers waist wear

- Keep your hair (1) *short* and (2) _____.
- (3) _____ your (4) _____ with a toque or a bandana.
- Wear a (5) _____ to keep your (6) _____ warm and dry.
- Make sure you can take your (7) _____ off easily in an (8) _____.
- Tie your (9) _____ at your (10) _____, fold it over at the (11) _____ and make sure it covers your (12) _____.
- Use a torchon to (13) _____ and (14) _____ hot things.
- (15) _____ nonflammable (16) _____ to protect you from fire.
- (17) _____ put a hem in your (18) _____ or skirt.
- Avoid (19) _____ or (20) _____ by wearing anti-slip soles and protective steel cap (21) _____.

6 4 Listen to the conversation between the head chef and a new commis chef on his first day at work and put a tick (✓) next to the correct things and a cross (X) next to the incorrect things.

☒ toque ☐ bandana ☐ jacket ☐ buttons ☐ triangle ☐ apron ☐ torchon ☐ trousers ☐ shoes

7 4 Listen again and complete the conversation with the missing information.

- | | | | |
|--------------|---|--------------|--|
| Head chef: | Where's your toque? | Head chef: | Let me look at your trousers... Good, they're (4) _____ and there's no (5) _____. |
| Commis chef: | I haven't got one chef, but I've got a bandana. | Commis chef: | No, chef! |
| Head chef: | OK. Wear it then! That jacket should be (1) _____. | Head chef: | But you need to buy new shoes. Those have (6) _____, but they don't have a (7) _____ cap. |
| Commis chef: | I know, chef. Sorry, chef! | Commis chef: | No, chef! Sorry, chef! I'll buy some new ones tomorrow. |
| Head chef: | What are the (2) _____ made of? | Head chef: | One more thing... Put your clothes away in a locker. You can't leave them out like that. There may be (8) _____ on them. |
| Commis chef: | They're plastic, chef. | Commis chef: | Right away chef! |
| Head chef: | Hmm! Have you got a triangle? | Head chef: | At least your uniform is clean, which is something! |
| Commis chef: | No chef, but I've got a long apron. | | |
| Head chef: | Good! Tie it carefully around your (3) _____ and fold the top over. | | |
| Commis chef: | Like this chef? | | |
| Head chef: | That's right, but you need to tie your torchon to your apron. | | |
| Commis chef: | Yes, chef! | | |

8 Match the personal hygiene symbols you see in a kitchen with the expressions below.



- 1 ☒ **D** cover cuts with plasters
2 ☐ disinfect work stations

- 3 ☐ do not sneeze over food
4 ☐ no smoking

- 5 ☐ wash your hands
6 ☐ wear disposable gloves

9 How much do you know about personal hygiene in the kitchen? Do this quiz and find out!

- 1** What parts of the human body can often lead to food contamination?
A Feet.
B Hands.
C Head.

- 2** When should you wash your hands if you're working in the kitchen?
A Frequently during the day.
B Once before starting work.
C Twice, before starting and after finishing work.

- 3** Why shouldn't you transit from dirty to clean areas?
A It causes contamination.
B It makes a mess.
C It's rude.

- 4** Which of these things should you not do in a food preparation or storage area?
A Chew gum.
B Eat food.
C Smoke.
D Any of these (A, B, C).

- 5** What should visitors wear when entering a food preparation area?
A Anything they like.
B Protective clothing.
C Their outdoor clothes.

- 6** What should you do if you wear glasses?
A Keep them in your pocket.
B Tie them around your neck.
C Wear contact lenses.

- 7** Why shouldn't you wear nail varnish if you are working in a kitchen?
A It can chemically react with the food.
B It can fall off into the food.
C You can't see if your nails are dirty.

- 8** Why is it a good idea to wear coloured plasters if you have a cut on your hand?
A To make you feel happy.
B White ones get dirty more quickly.
C You can see them if they fall off.

- 9** When should you wear disposable gloves?
A If you have a cut.
B If you're handling delicate foods.
C In both cases.

- 10** What should you do if you feel unwell?
A Don't handle food.
B Tell your supervisor.
C Both of these things.

10 Read this hygiene manual and check your answers.

As kitchen staff you have a vital role to play in hygiene in a food outlet, because you can contaminate foods in many different ways: for example through your skin, in particular your hands, or through your eyes, nose, ears and throat. So what can you do to avoid contamination of food?

- Carefully wash and dry your hands before handling food, and wash and dry them again frequently during work. Dry your hands with clean towels, disposable paper towels or under a hand dryer.
- Never transit from dirty to clean areas to avoid cross contamination.
- Wear clean protective clothing, such as an apron, overalls or jacket. Visitors should do the same. Keep your personal clothes and other personal items away from where food is stored and prepared.
- Never smoke, chew gum, eat or bring children or animals into a food handling or food storage area.
- Never cough or sneeze over food or where food is prepared or stored.
- If you have long hair, tie it back or cover it and securely tie glasses around your neck.
- Keep your nails short so they are easy to clean and do not wear nail varnish as it can fall off into the food.
- Do not wear jewellery and do not carry any objects such as pens in your pockets, or avoid pockets altogether and use Velcro rather than buttons.
- If you have cuts, make sure they are completely covered by a waterproof plaster or a bandage. Use brightly coloured ones you can see easily if they fall off. Wear disposable gloves over the top of plasters if you have cuts on your hands or when you are handling delicate foods and change them regularly.
- Tell your supervisor and do not handle food if you feel unwell.
- Carefully disinfect your work station after each session.



11 Work in pairs. Choose the five most important personal hygiene rules and design a poster with words and pictures to illustrate them.

MY GLOSSARY

accident /æksɪdənt/ _____
 anti-slip sole /æntɪslɪp səʊl/ _____
 apron /eɪprən/ _____
 bandage /bændɪdʒ/ _____
 burn /bɜːn/ _____
 button /bʌtən/ _____
 to cough /tə kɒf/ _____
 cut /kʌt/ _____
 dirt /dɜːt/ _____
 disposable /dɪs'pəʊzəbəl/ _____
 double-breasted /dʌbəl'brestɪd/ _____
 to fold /tə fəʊld/ _____
 food poisoning /fuːd 'pɔɪzənɪŋ/ _____
 food storage area /fuːd 'stɔːrɪdʒ 'eəriə/ _____
 garment /gɑːmənt/ _____
 glove /glʌv/ _____
 hand dryer /hænd draɪə/ _____
 to handle /tə 'hændəl/ _____
 heat /hiːt/ _____
 hem /hem/ _____
 jewellery /dʒuːəlri/ _____

knot /nɒt/ _____
 leather /leðə/ _____
 material /mə'tɪəriəl/ _____
 to melt /tə melt/ _____
 nail varnish /neɪl 'vɑːnɪʃ/ _____
 nonflammable /nɒn'flæməbl/ _____
 overalls /əʊvəɔːl/ _____
 protective steel cap /prə'tektɪv stiːl kæp/ _____
 roll-up sleeve /rəʊlʌp sliːv/ _____
 safely /seɪfli/ _____
 securely /sɪkjuəli/ _____
 to sneeze /tə sneɪz/ _____
 stained /steɪnd/ _____
 sweat /swet/ _____
 to tie /tə taɪ/ _____
 toque /tɒk/ _____
 torchon /tɔːʃɒn/ _____
 triangle /traɪæŋɡl/ _____
 waist /weɪst/ _____
 waterproof plaster /wɔːtəpruːf 'plɑːstə/ _____
 wide sleeve /waɪd sliːv/ _____

4

In the Kitchen

1 Match the kitchen areas with their uses.

- | | |
|--------------------------------------|--|
| 1 The main kitchen is... | a ☐ where equipment and non-perishable goods are stored. |
| 2 The cold preparation section is... | b ☐ where dishes, pots and pans are washed and stored. |
| 3 The service area is... | c ☒ where hot food is prepared. |
| 4 The storeroom is... | d ☐ where orders are placed and waiting staff collect food. |
| 5 The cold storage room is... | e ☐ where perishable goods are stored. |
| 6 The dishwashing area is... | f ☐ where raw ingredients are prepared. |

2 Read the text and check your answers.

Kitchen design may vary according to the following things: the food outlet location, the type of customer, the number of covers, the menu, the service and the number of staff. However, the organisation of every kitchen should always follow two basic rules: a **linear production line**, so that there is a logical progression from preparation to service to improve efficiency, and a **separation of processes**, to avoid contact between raw materials, packaging, leftovers and kitchen waste, which can lead to contamination.

Therefore, the kitchen should be in a strategic point, between the storage areas and the restaurant, so that raw materials are conveniently stored and final dishes are served quickly to customers. Access to storage premises should be easy for vehicles carrying goods and waste from outside, but totally separate from food preparation areas. Storage premises should cover the smallest possible area to avoid wasting space and to ensure the regular supply of raw materials.

Inside the kitchen, space is divided according to the type of activity carried out in different areas. Each area (or specialist station) is equipped and located to communicate with the other areas. For example **the cold preparation section**, the area where raw materials are prepared, must be near the **cold storage rooms**, where perishable goods are stored. Next to this, you usually find the **storeroom**, where equipment and non-perishable goods are stored. Whereas the **main kitchen** or hot dish section, where hot food is prepared, must be directly connected to the **service area**, where orders are placed and waiting staff collect food. This in turn must be near the **dishwashing area**, where dishes, pots and pans are washed and stored.



3 Read the text again and answer the questions.

- | | |
|---|--|
| 1 What do you need to consider in kitchen design? | 5 Why should storage areas be small? |
| 2 What does a linear production line improve? | 6 Where must the cold preparation section be? |
| 3 What does a separation of processes help avoid? | 7 Where are equipment and non-perishable goods stored? |
| 4 Where should the kitchen be? | 8 Where are dishes stored? |

4 Match the words to their definitions.

- | | |
|-------------|---|
| 1 leftovers | a ☐ the container or material that a product is sold in |
| 2 storage | b ☐ food which remains after a meal |
| 3 equipment | c ☐ materials that are not wanted and remain after you have used something |
| 4 waste | d ☐ when you put things in a safe place until you need them |
| 5 packaging | e ☐ the tools that are used for a particular job or activity |

5 Complete the conversation between a restaurant manager and a head chef about a kitchen design with the information below. Then listen and check your answers.

all sounds good can go could be do you agree do you think have you got
 I do I don't like to I suggest should be they need to be what about

Manager: What ideas (1) *have you got* for the kitchen design, chef?

Head chef: Well, the new menu isn't too big or complicated, so (2) _____ a simple linear design.

Manager: Where (3) _____ the storage areas should be?

Head chef: The cold storage (4) _____ next to the storeroom at the back of the kitchen with external access for deliveries and internal access to the cold preparation section.

Manager: OK, but (5) _____ quite small, because there isn't a lot of space back there.

Head chef: That's fine. (6) _____ have too many goods in storage.

Manager: (7) _____ the main kitchen and the dishwashing area?

Head chef: Well, the main kitchen (8) _____ directly in front of the cold preparation area, which should be behind the service area so we get hot dishes out quickly to the serving staff. (9) _____?

Manager: Yes, (10) _____!

Head chef: And the dishwashing area (11) _____ either to the left or the right side of the main kitchen so that dirty dishes can come back into the kitchen without getting in the way of the preparation area.

Manager: Yes, that (12) _____ to me!



6 Work in pairs. Role play a conversation between a food and beverage manager and a head chef. Discuss the type of kitchen design you want. Use the conversation in exercise 5 and the suggestions below to help you.

How about...?/What about...?	I agree...
Why don't we...?	I don't agree...
Let's...	I think it should be...
I suggest...	I like/don't like/prefer...
What do you suggest?	It can/could...
What do you think about...?	

Manager: *What ideas have you got for the kitchen design?*

Head chef: *Well, ...*

7 Match the pictures, names and uses of some basic kitchen food preparation appliances.

food blender food mixer meat slicer mincer weighing scales



A *meat slicer*



B



C



D



E

- 1 ☐ **A** to cut cold and cooked meat
 2 ☐ to measure quantities
 3 ☐ to mix, blend and purée ingredients

- 4 ☐ to beat, whip and mix ingredients together in a bowl
 5 ☐ to chop meat finely to make sausages, stuffing or sauces

8 6 Listen and check your answers.

9 Read the text about kitchen cooking appliances and answer the questions.



A **gas cooker** is the most common and versatile cooker because it has a stable, regular flame with gas rings on top and an oven underneath, but it is difficult to regulate the heat.



An **electric cooker** is more expensive, but considered safer from fire risk. It too has an oven underneath (which is easier to operate than a gas oven).



An **induction cooker** uses induction heat which, unlike other forms of cooking, generates heat directly in the pot or pan, making cooking faster and easier as well as more energy-efficient.



A **deep fryer** has one or more stainless steel tanks, which contain fat to deep-fry and also drain the food when ready. The tanks can run on gas or electricity. Food is crispy but can be fatty.



A **static oven**, run on gas or electricity, is the most traditional type of oven. It has two heating elements, one at the top and one at the bottom, which diffuse the heat. Cooking quality is excellent, but only one or two dishes can cook at a time. Similar ovens of a larger size are used to make bread, pastries and desserts.



A **fan oven** has a heating element at the back of the oven and a fan circulates the heat. It heats quickly and evenly so many dishes can cook simultaneously.



A **microwave oven** works by heating the cells of foods through microwave radiation from the inside out. It is good for reheating or defrosting food or quickly cooking products with a high water content, but there are some worries about health risks.

What is good and what is bad about...

- 1 a gas cooker?

good: versatile, stable and regular flame
bad: difficult to regulate the heat

- 2 an electric cooker?

- 3 an induction cooker?

- 4 a deep fryer?

- 5 a static oven?

- 6 a fan oven?

- 7 a microwave oven?

10  **7** Listen to the product descriptions for these cookware items and complete them with the missing words. Then match the descriptions with the pictures.



- 1 ☒ **A casserole dish** is cylinder-shaped with one or two (1) *handles* and a lid. It is wide and low and can be (2) _____ of aluminium, cast iron, iron, earthenware or stainless steel. It is used to boil (3) _____, pasta, pulses and prepare soups, sauces, stocks and creams.
- 2 ☐ **A frying pan** is (4) _____ or oval-shaped with a rounded edge. It has one long handle and has (5) _____ sides. It can be made of aluminium, steel or cast iron. It is used for frying, sautéing or roasting.
- 3 ☐ **A stockpot** is a wide and high, cylinder-shaped pan with one or two (6) _____ and a lid. It is usually made of aluminium or stainless steel and is used for boiling (7) _____ for pasta or making stocks.
- 4 ☐ **A sauteuse** is a low casserole (8) _____, generally made of stainless steel with one handle and outward curving edges, used to sauté and prepare (9) _____.
- 5 ☐ **A braising pan** has high sides and is long and (10) _____, usually rectangular in shape. It is made of stainless steel, has a lid and is used to braise or stew big (11) _____ of meat.
- 6 ☐ **A fish kettle** has (12) _____ sides and is a long oval or rectangular shape, usually made of aluminium. It has a lid and a pierced, double (13) _____ you can lift up to drain a fish after boiling or steaming it.
- 7 ☐ **A roasting pan** is a wide, but low (14) _____ usually made of aluminium, steel, or heat-resistant earthenware. It has two handles and is used to roast meat, etc. in the (15) _____.

MY GLOSSARY

to beat /tə bi:t/
 to blend /tə blend/
 bowl /bəʊl/
 to braise /tə breɪz/
 braising pan /breɪzɪŋ pæn/
 casserole dish /kæsərəʊl dɪʃ/
 cast iron /kɑ:st aɪən/
 to chop /tə tʃɒp/
 cold meat /kəʊld mi:t/
 cold storage /kəʊld 'stɔ:rɪdʒ/
 cooked meat /kʊkt mi:t/
 cookware /kʊkweə/
 cover /kʌvə/
 crispy /krɪspi/
 curving edge /kɜ:vɪŋ edʒ/
 to deep-fry /tə 'di:pfraɪ/
 deep fryer /di:p 'fraɪə/
 to defrost /tə di:'frɒst/
 dishwashing area /dɪʃ'wɒʃɪŋ 'eəriə/
 to drain /tə drem/
 earthenware /'ɜ:θənweə/
 fan oven /fæn 'ʌvən/
 fish kettle /fɪʃ 'ketəl/
 food mixer /fu:d 'mɪksə/
 frying pan /fraɪŋ pæn/
 gas ring /gæs rɪŋ/

goods /gʊdz/
 induction cooker /ɪn'dʌkʃn 'kʊkə/
 lid /lɪd/
 meat slicer /mi:t 'slaɪsə/
 mincer /mɪnsə/
 packaging /pækɪdʒɪŋ/
 perishable /pə'riʃəbl/
 pierced /pɪəst/
 pots and pans /pɒts ənd pænz/
 to purée /tə 'pjʊəreɪ/
 to reheat /tə ri:'hi:t/
 roasting pan /rəʊstɪŋ pæn/
 to sauté /tə 'səuteɪ/
 stainless steel /'steɪnləs'sti:l/
 to steam /tə sti:m/
 steam oven /sti:m 'ʌvən/
 steel /sti:l/
 to stew /tə stju:/
 stockpot /stɒkpɒt/
 storeroom /'stɔ:rʊm/
 stuffing /stʌfɪŋ/
 tank /tæŋk/
 tasty /teɪsti/
 waste /weɪst/
 weighing scales /weɪŋ skeɪl/
 to whip /tə wɪp/

5

Different Foods, Different Cooking Methods

1 Label the eatwell food plate with the different food categories.

- 1 milk and dairy foods
- 2 foods and drinks high in fat and/or sugar
- 3 fruit and vegetables
- 4 meat, fish, eggs, etc.
- 5 bread, other cereals and potatoes

2 Read the text about the quantities of different types of food we need to eat and check your answers.

We should eat a lot of **fruit and vegetables**, at least five portions a day, because they contain vitamins and minerals which are important to keep our body and mind healthy, and fibre, which helps digestion and makes us feel fuller so we eat less. Fruit and vegetables are also low in fat and calories so they help reduce the risks of heart disease, diabetes and obesity. A portion of fruit can be one apple, two kiwi, seven strawberries or one slice of melon. A portion of vegetables can be four tablespoons of spinach or green beans; three tablespoons of carrots, peas or sweetcorn; or a medium size tomato.

We should also eat a lot of **potatoes, bread, rice, pasta and other starchy foods** because they contain carbohydrates, which give us energy, but also fibre, calcium and vitamin B. Some starchy foods are high in fat, but still healthier than fatty foods. Wholegrain varieties like brown rice, wholemeal bread and pasta are particularly healthy. Potatoes are vegetables, but are classified as starchy foods and they are better for us when the skins are left on and when boiled or cooked in low-fat oil.

We need to eat some **milk and dairy foods** because things like cheese and yoghurt provide good sources of protein, which our bodies need for growth and repair, and even higher levels of calcium, vital for strong bones. The fat in dairy products is saturated and this can make us overweight and raise levels of cholesterol in the blood, increasing the risk of heart attacks and strokes. There are lots of healthier choices we can make, such as using low-fat milk and dairy products, using vegetable oil rather than butter and crème fraîche instead of cream in recipes.

A

B

C

We should eat some **meat, fish, eggs and pulses** as they are full of protein, vitamins and minerals. Red meats like beef and lamb contain iron and vitamin B12, important for healthy blood, but they are high in saturated fats which are bad for us. It is important to buy lean meat, eat lower-fat white meats like turkey and chicken without the skin, avoid too much processed meat such as sausages and burgers, grill not fry food without adding fat and eat less meat. Fish is a good alternative protein as it is low-fat and contains fatty acids which prevent heart disease. Eggs too are good for protein and vitamins as are pulses, including beans, lentils and peas, which are cheap and low in fat, but high in protein, fibre, vitamins and minerals.

- 3 Read the text again and put the foods in the correct column according to their principal nutrient. Can you add any more of your own?

Calcium	Carbohydrates	Fats & Sugars
milk, _____	potatoes, _____	cakes, _____
_____	_____	_____
_____	_____	_____
_____	_____	_____
Protein	Vitamins & Minerals	
beef, _____	apple, _____	
_____	_____	
_____	_____	
_____	_____	

- 4 Read the text again and complete these sentences.

- 1 We should eat at least *five portions* of fruit and vegetables a day.
- 2 Fruit and vegetables are good for us because they are low in fat and _____.
- 3 Carbohydrates like potatoes, bread, rice and pasta give us _____.
- 4 The high levels of calcium in milk, cheese and yoghurt is vital for strong _____.
- 5 _____ fats from animals can make us overweight and cause higher cholesterol levels in our blood.
- 6 _____ are full of iron, which we need for healthy blood.
- 7 _____ are cheap, low in fat and high in protein.
- 8 _____ fats from vegetables are healthier for us.
- 9 Fatty-sugary foods can cause tooth decay and _____.

- 5 Work in pairs. Write down what you usually eat every day, then ask your partner about what he/she usually eats and make notes. Use the information in the text to help you.

A: *What do you usually have for breakfast?*

B: *I always have cereal with low-fat milk, toast, butter and marmalade.*

- 6 Report back to the class. Do you think your partner has a healthy balanced diet? What do you think he/she should eat more or less of?

I think my partner has a balanced diet because he/she eats...

He/She should eat more.../less...

You should only eat a little of **foods and drinks high in fat and/or sugar**. We need some fat in our diet, but too much can make us overweight. Saturated fat is particularly bad for us. Unsaturated fats, derived from vegetables, have the same calories but lower cholesterol so are healthier for us. They are found in nuts, vegetable and olive oils and fish like salmon and tuna. We should not eat too many fatty-sugary foods and drinks: cakes, biscuits, chocolate and soft drinks. These can cause tooth decay and obesity. Drink water, not sugary drinks; do not add sugar to food or drink; use fresh fruit not jam, marmalade or honey. It is a good idea to eat less salt, because it causes high blood pressure, heart disease and strokes, and use seasoning like black pepper, garlic and fresh herbs instead. Last but not least, avoid too much fast food.

7 Match the cooking techniques with their pictures and definitions.

baking barbecuing boiling ~~frying~~ grilling microwaving poaching roasting sautéing steaming



- 1 ☒ **A** to cook food in hot oil or fat
- 2 ☐ to cook food in a liquid like water until it forms bubbles
- 3 ☐ to cook food on a device on a cooker that radiates heat from above the food
- 4 ☐ to cook food quickly using a device which passes electricity through it instead of using heat
- 5 ☐ to cook food with the hot wet substance produced when you heat water
- 6 ☐ to cook in an oven by dry heat without direct contact with a flame
- 7 ☐ to cook meat or vegetables in an oven in direct heat
- 8 ☐ to cook meat, fish or other food outside on a metal grill over an open fire or on a special appliance
- 9 ☐ to cook something in water, milk or another liquid that is boiling gently
- 10 ☐ to cook something quickly in a small amount of butter or oil

8 Complete this typical English recipe with the missing words, then listen and check your answers.

add bake boil chopped ~~cut~~ drain grated heat poach pour season sliced stir

Fish Pie

Preparation time: 45 minutes

Cooking time: 30 minutes

Ingredients

- 400 g skinless white fish
- 400 g skinless smoked fish
- 600 ml full-fat milk
- 1 small onion, (1) *cut* into four
- herbs
- 4 eggs
- (2) _____ parsley
- 100 g butter
- 50 g plain flour
- 1 kg potatoes, peeled and evenly (3) _____
- 50 g (4) _____ cheese

Method

(5) _____ the fish in 500 ml of milk, together with the onion and the herbs for 8 minutes. When ready, remove the fish, (6) _____ the milk, allowing it to cool and flake the fish into large pieces in the baking dish. (7) _____ the eggs in water for 8 minutes. When ready, drain the eggs and let them cool in cold water. Then peel, slice and put them on top of the fish. (8) _____ the chopped parsley.

To make the sauce, melt half the butter in a pan, (9) _____ in the flour and cook for 1 min over moderate heat. Remove the pan from the heat, (10) _____ in a little of the cold poaching milk, then stir until blended. Continue to add the milk gradually, mixing well until you have a smooth sauce. Return it to the heat, bring to the boil and cook for 5 minutes, stirring continuously. Remove from the heat, (11) _____ with salt, pepper and then pour over the fish. (12) _____ the oven to 200°C/fan 180°C/gas mark 6. Boil the potatoes for 20 minutes. Drain, season and mash them with the remaining butter and milk. Put them on top of the pie, arranging them with a fork. Add the cheese and then (13) _____ for 30 minutes.



- 9  9 Reorder the recipe for cheesy grilled mushrooms. Then listen and check.



Method

- a ☐ Blend together the mushroom stems, bread, herbs, garlic, salt and pepper.
- b ☐ Brush the top of the mushroom with olive oil and butter and grill for 4 minutes.
- c ☐ Remove from the grill, stuff with the blended mixture and grated cheese.
- d ☐ Return to the grill and cook for an additional 4 minutes.
- e ☐ Serve on a bed of fresh rocket with a vinaigrette dressing.
- f ☐ Wash four large flat mushrooms, cut off the stems and chop them finely.



- 10 Write a list of the ingredients you need to make the recipe.



Ingredients

_____	_____
_____	_____
_____	_____
_____	_____

- 11 Look at the ingredients of this typical British rhubarb crumble and cream recipe and complete the preparation method with the right ones.

Ingredients

For the crumble mixture

- 250 g cold unsalted butter, cut into small chunks
- 400 g plain flour
- 200 g golden caster sugar
- a pinch of salt

For the filling

- 700 g rhubarb, chopped into 2.5 cm pieces
- 2 tbs golden caster sugar, plus extra to sprinkle
- ½ lemon, juice only
- 1 knob of unsalted butter

Preparation method

Preheat the oven to 180°C/gas mark 4.

Place all the ingredients for the crumble mixture in a large bowl. Rub the butter into the (1) *flour*, sugar and (2) _____.

Put the rhubarb into a buttered earthenware dish. Sprinkle with the sugar, pour over the (3) _____ juice and distribute the flakes of butter over the fruit. Cover the fruit with the (4) _____ mixture, sprinkle over a little extra golden (5) _____. Place into the oven and bake for 35-40 minutes, or until golden on top.



- 12 Write the recipe of a typical dish from your country. Use the vocabulary from this unit and the recipes in exercises 8, 9 and 11 to help you.

- 13 Work in pairs and take turns to dictate your recipe to your partner. Do not tell him/her what your recipe is, but see if he/she can guess from the ingredients and the method.

The preparation time is about...	The ingredients are...
The cooking time is...	The method is...

MY GLOSSARY

to bake /tə beɪk/ _____
 to barbecue /tə 'bɑːbɪkjʊː/ _____
 bean /biːn/ _____
 beef /biːf/ _____
 black pepper /blæk 'pepə/ _____
 bone /bəʊn/ _____
 dairy /deəri/ _____
 full-fat/half-fat milk /fʊl'fæt hɑːf'fæt mɪlk/ _____
 growth /grəʊθ/ _____
 heart attack /hɑːt ə'tæk/ _____
 heart disease /hɑːt dɪ'ziːz/ _____
 high blood pressure /haɪ bləd 'preʃə/ _____
 lamb /læm/ _____
 lean meat /liːn miːt/ _____
 lentil /lenti/ _____
 low-fat /ləʊ'fæt/ _____
 to mash /tə mæʃ/ _____
 overweight /əʊvə'weɪt/ _____
 parsley /pɑːsli/ _____

plain flour /pleɪn 'flaʊə/ _____
 to poach /tə pəʊtʃ/ _____
 to pour /tə pɔː/ _____
 processed meat /prəʊ'sesɪt miːt/ _____
 to rub /tə rʌb/ _____
 rocket /rəʊkɪt/ _____
 to season /tə 'siːzən/ _____
 sliced /slaɪst/ _____
 smoked /sməʊkt/ _____
 smooth /smuːð/ _____
 soft drink /sɒft drɪŋk/ _____
 starchy food /stɑːtʃi fuːd/ _____
 stem /stem/ _____
 to stir /tə stɜː/ _____
 stroke /strəʊk/ _____
 tablespoon /teɪbəlspuːn/ _____
 tooth decay /tuːθ dɪ'keɪ/ _____
 turkey /tɜːki/ _____
 wholegrain/wholemeal /həʊl'greɪn/ /həʊlmiːl/ _____

6

Preparing the 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.
- 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.

F

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. Organise 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 and 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 organisation 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. All dishes should have short, simple 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 order
- c The importance of doing your research
- d The job of a menu

House Specials

• **• PLOUGHMAN'S — £5.75**
FORK PIE, HAM, CHEESE, SALAD,
SWEET PICKLE & FRESH BREAD

• **• ALL DAY ENGLISH BREAKFAST — £5.25**
SAUSAGE, BACON, EGGS, BEANS,
TOMATO, HASH BROWN, BLACK
PUDDING, TOAST, TEA or COFFEE

Cream Tea £3.75
CRUMBLI SCONES, BUTTER,
CORNISH CLOTTED CREAM, REAL
FRUIT JAM with TEA or COFFEE

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

beverages desserts main courses side orders starters

Menu

A

Hand-dived scallops, sautéed with chorizo sausage	£10.50
Prawn cocktail	£ 9.50
Classic Caesar salad*	£ 7.50
Pâté de foie gras with crunchy bread	£10.50

B

(all served with salad or seasonal vegetables)	
Roasted sea bass with rosemary and lemon	£21.00
Pan fried chicken in white wine sauce	£17.00
Barbecue pork	£17.50
Honeyed crispy duck	£20.00
Roasted butternut squash and herb risotto with nuts*	£15.70

*vegetarian options

C

Grilled porcini mushrooms*	£5.00
French fries*	£3.50
Creamed potatoes*	£3.00
Dauphinoise potatoes*	£4.00
Boiled baby potatoes with mint butter*	£3.50
Braised lettuce with peas and ham	£3.50
French beans with butter*	£3.00

D

Crème Brûlée with citrus sorbet	
Mango cheesecake with pineapple and ginger crunch	
Lemon tart with summer fruits and cream	
Cheese board with savoury crackers	
	All at £6.50

E

Water (still or sparkling)
House white wine
House red wine

£2.00 cover charge per person; 10% service charge included.

Sailor's restaurant, Dartmouth, Devon, England

www.sailorsrestaurant.co.uk

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

- Man: ☐ ...and I'll have the pâté de foie 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: ☒ 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: ☒ Maybe French fries to share, please.

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



Menu

Starters or light bites

Tortilla chips with cheese and chilli	£5.00
Spicy chicken wings	£6.00
Loaded potato skins with a choice of dips*	£6.35
Deep fried garlic mushrooms*	£6.29

Burgers (all served in a bread roll with fries)

Classic burger	£ 9.49
Flame grilled beef burger	£10.30
Cheeseburger	£ 9.99
Cheese and bacon burger	£10.49
Chicken burger	£ 9.99
Spicy chicken burger	£10.49

Side orders

Mixed salad	£1.49
French fries	£2.50
Garlic bread	£3.50
Deep fried onion rings	£2.75

Desserts

A choice of ice cream	£4.50
Chocolate fudge cake	£5.30
Apple pie	£5.00

*vegetarian options

B



Menu

Appetizers

- Olives *
- Nacho chips *
- Hummus and flatbread *

Light bites

Mini quiche and salad*	£4.95
Tiger prawns marinated in lemon & garlic with chilli and garlic butter	£5.50
Oven baked Camembert cheese *	£5.20
Salami and ham platter with savoury crackers	£7.50

Sandwiches

Salmon, cucumber and crème fraîche	£6.00
Mozzarella, basil and tomato*	£6.00
BLT (bacon, lettuce and tomatoes)	£6.00
Steak with onions and fries	£8.00

Salads

Warm goat's cheese salad*	£6.50
Chicken with an avocado dressing	£8.95
Salmon & king prawn salad with mango & sesame seed dressing	£8.70

*vegetarian options

8 Read the menus again and answer the questions. Be careful! Some questions have more than one answer.

Where...

- | | |
|---------------------------------|--|
| 1 are there vegetarian options? | 4 is it possible to order a sandwich? |
| 2 can you have dessert? | 5 are there the most burgers to choose from? |
| 3 can you eat chicken? | 6 can chocolate lovers find a dish? |

9 Read the menus again and find the synonyms for these words and expressions.

- 1 snacks *light bites*
- 2 sauces _____
- 3 potato chips _____

- 4 cooked over a fire _____
- 5 choice for people who do not eat meat _____
- 6 not sweet _____

- 10** Work in pairs. Look at the two menus again and discuss which menu you prefer and why. Use the following words and expressions to help you.

I like			it has more choice.
I don't like			it doesn't have enough choice.
I really like			it's cheaper.
I quite like	the bar menu	because	it's simple.
I prefer	the fast food menu	as	it's too expensive.
I love		but	it's too complicated.
I hate			there are no desserts.
My favourite menu is			it doesn't have enough meat/fish dishes.
			it has exciting/boring dishes.

Student A: *I prefer the bar menu because it's simple but varied and cheap.*

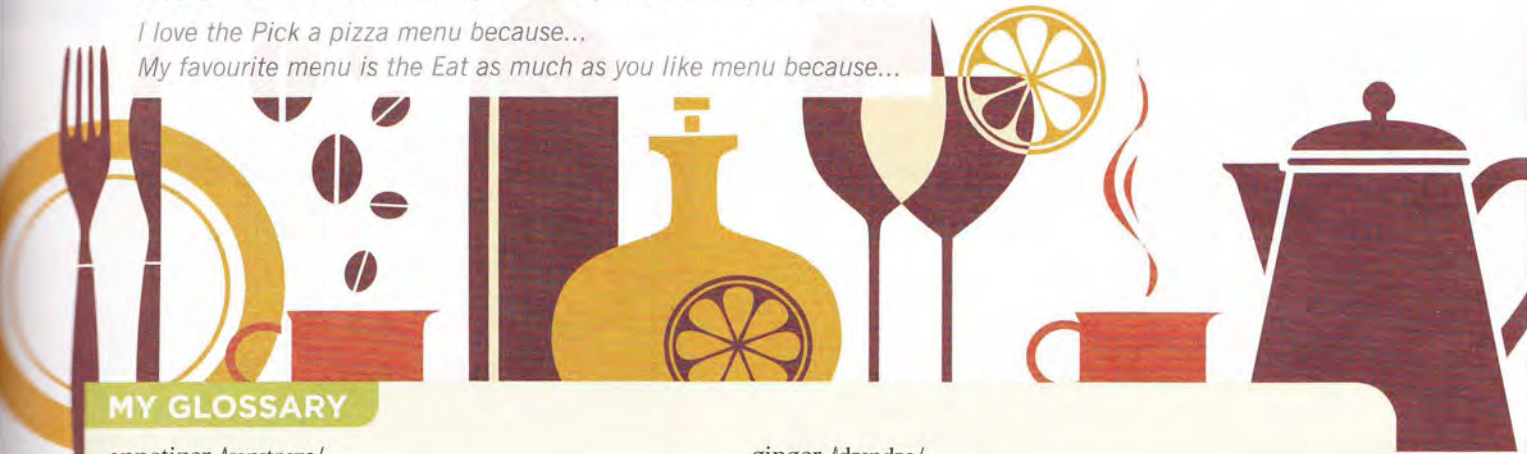
Student B: *I don't agree. There aren't any desserts. I like the fast food menu because it has more choice.*

- 11** 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.). Do not forget the key points for writing a good menu.

- 12** 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. That way the competition will be more fun!

I love the Pick a pizza menu because...

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



MY GLOSSARY

appetizer /æpɪtaɪzə/	ginger /dʒɪndʒə/
basil /bæzəl/	goat /ɡəʊt/
board /bɔːd/	hand-dived scallop /hænd'daɪvd 'skɒləp/
bold /bəʊld/	layout /leɪaʊt/
bright /braɪt/	lettuce /letɪs/
butternut squash /bʌtənʌt'skwɒʃ/	light bite /laɪt baɪt/
chicken wing /tʃɪkɪn wɪŋ/	locally sourced /ləʊkəli sɔːst/
chickpea /tʃɪkpiː/	medium rare /miːdiəm reə/
chilli /tʃɪli/	pie /paɪ/
creamed potatoes /kriːmd pə'tetəʊz/	plain text /pleɪn tɛkst/
cucumber /kjuːkʌmbə/	pork /pɔːk/
dip /dɪp/	sea bass /siː bæs/
dressing /dresɪŋ/	signature dish /sɪɡnətʃə dɪʃ/
duck /dʌk/	spicy /spaɪsi/
flame grilled /fleɪm grɪld/	surcharge /sɜːtʃɑːdʒ/
flatbread /flætbred/	up-to-date /ʌptə'deɪt/
French bean /frentʃ biːn/	well-done /wel'dʌn/

7

Serving Techniques

- 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 principal 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 Read the text again and 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
- 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 ones 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

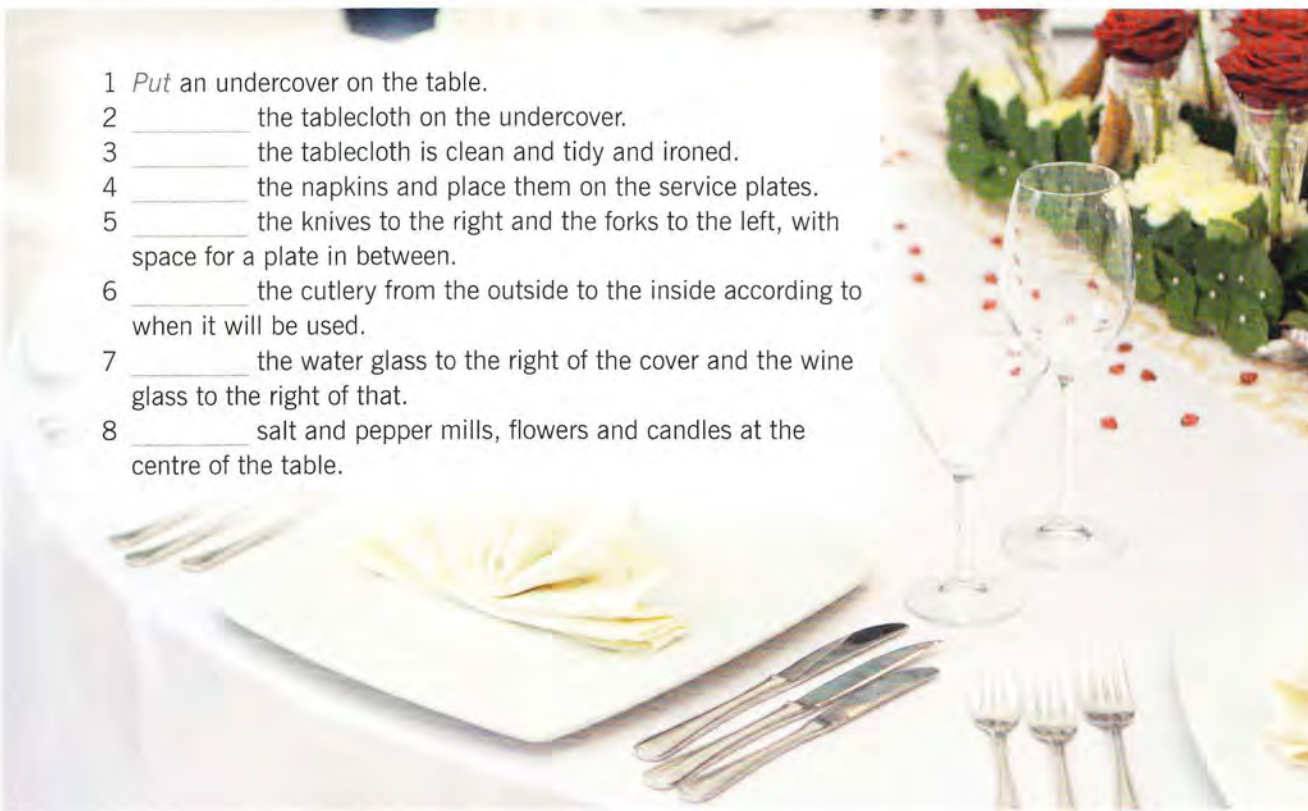
platter

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.

6 Complete this list of a server's duties with the missing verbs.

check fold lay order place put set position

- 1 *Put* an undercover on the table.
- 2 _____ the tablecloth on the undercover.
- 3 _____ the tablecloth is clean and tidy and ironed.
- 4 _____ the napkins and place them on the service plates.
- 5 _____ the knives to the right and the forks to the left, with space for a plate in between.
- 6 _____ the cutlery from the outside to the inside according to when it will be used.
- 7 _____ the water glass to the right of the cover and the wine glass to the right of that.
- 8 _____ salt and pepper mills, flowers and candles at the centre of the table.



7 **11 Listen and check your answers.**

8 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.

- | | |
|--|---|
| a ☐ Clear the table. | f ☐ Take the customer's order. |
| b ☐ Collect the food from the kitchen. | g ☐ Bring the bill to the customers. |
| c ☒ Say goodbye to the customer. | h ☐ Take the food to the customer. |
| d ☐ Show the customer to a table. | i ☐ Take the order to the kitchen. |
| e ☐ Take a menu to the customer. | j ☒ Welcome the customer. |

9 **12 Listen and check your answers.**

10 What do you know about the general rules of serving food? Do this quiz and find out!

- 1 You should place and remove all food from the...
 - A customer's left.
 - B customer's right.
 - C most convenient side.
- 2 You should place and remove all beverages from the...
 - A customer's left.
 - B customer's right.
 - C most convenient side.
- 3 To refill a customer's wine or water glass you should...
 - A remove it from the table.
 - B never move it or remove it.
 - C move it closer, but never remove it.
- 4 You should carry plates, glasses and cutlery...
 - A as you feel most comfortable.
 - B in the safest way to avoid dropping them.
 - C without touching the parts where customers drink or eat.
- 5 Which one of these statements is true?
 - A Never smile when you are serving.
 - B Never reach in front of a guest to serve.
 - C Never carry more than one plate at the same time.
- 6 You should place serving dishes where the guests...
 - A can serve themselves.
 - B cannot serve themselves.
 - C want them.
- 7 You should serve butter with a...
 - A fork.
 - B knife.
 - C spoon.
- 8 You should serve relishes, pickles and olives with...
 - A fork or spoon.
 - B a knife and fork.
 - C your fingers.
- 9 When a course is finished you should...
 - A remove all dishes, but leave the cutlery.
 - B remove all dishes and cutlery used.
 - C remove the cutlery, but leave the dishes.
- 10 You should clear the table with your...
 - A left hand and hold the plates in your right hand.
 - B right hand and hold the plates in your left hand.
 - C two hands.

11 Read the text about serving rules and check your answers.

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 with your fingers! Only clear the table when all the guests have finished eating and remove all dishes and cutlery used in 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.



12 Read the text again and categorise these words from the text. Can you think of any more?

Things to eat with	Things to eat from	Things to drink from
cutlery, _____	plate, _____	cup, _____
_____	_____	_____

13 Complete the text about presenting the bill with the following words. 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) _____.

14 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) *Here's your bill, Sir.*

Customer: Thank you.

Waiter: (2) _____

Customer: No, thank you.

Waiter: (3) _____

Customer: By card, please.

Waiter: (4) _____

Customer: Here you are. [*Giving the machine back to waiter*]

Waiter: (5) _____

Customer: Thank you.

Waiter: (6) _____

Customer: Thank you.

Waiter: (7) _____

Customer: Goodbye.

15 Work in pairs. Role play a conversation between a customer and a waiter. Take turns to play each role. Use listening exercises 13 and 14 to help you.

Waiter: *Here's your bill, Madam.*

Customer: *Thank you.*

Waiter: *How would you like to pay?*

Customer: *In cash please.*

MY GLOSSARY

amount /ə'maʊnt/ _____
 bill /bɪl/ _____
 crockery /krɒkəri/ _____
 cutlery /kʌtləri/ _____
 disappointed /dɪsə'pɔɪntɪd/ _____
 heated plate /hi:tɪd pleɪt/ _____
 here it is! /hɪə ɪt ɪz/ _____
 here you are! /hɪə ju: ə/ _____
 ironed /aɪənd/ _____
 to lay (the table) /tə leɪ ðə 'teɪbl/ _____
 to look forward to seeing sb again /tə lʊk 'fɔ:wəd tə si:ɪŋ ə'geɪn/ _____
 napkin /næpkɪn/ _____
 pickle /pɪkl/ _____
 plated /pleɪtɪd/ _____
 to reach across /tə ri:tʃ ə'krɒs/ _____
 receipt /rɪ'si:t/ _____
 rim /rɪm/ _____

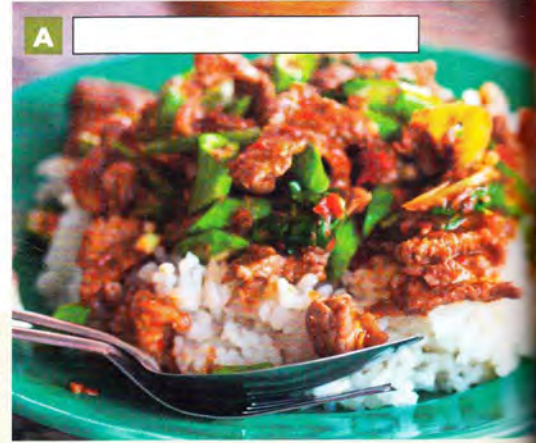
relish /relɪʃ/ _____
 salt and pepper mills /sɔ:lt ənd 'pepə mɪlz/ _____
 serving dish /sɜ:vɪŋ dɪʃ/ _____
 silver platter /sɪlvə 'plætə/ _____
 silverware /sɪlvəweə/ _____
 sit-down buffet service /sɪtdaʊn 'bʌfeɪ 'sɜ:vɪs/ _____
 skilled /skɪld/ _____
 spoon /spu:n/ _____
 surface /sɜ:fɪs/ _____
 tablecloth /teɪblklɒθ/ _____
 tidy /taɪdi/ _____
 tip /tɪp/ _____
 tongs /tɒŋz/ _____
 tray /treɪ/ _____
 trolley /trɒli/ _____
 undercover /ʌndə'kʌvə/ _____
 to wish /tə wɪʃ/ _____

8

International Cooking

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



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.

- Now complete the factfiles about each cuisine.

- Write the translation of these words from the text in your language.

- chutney
- noodles
- mild
- stir-frying
- sour cream
- bay leaf
- roe

-
-
-
-
-
-
-

Factfile on _____ food



Typical meal: _____

Spices/Sauces/Dips: _____

Traditional cooking technique/pot: _____

Habits and customs: *often vegetarian; eat by hand.*

Typical dishes: *tandoori chicken.*

Typical drinks: _____

Factfile on _____ food



Typical meal: _____

Spices/Sauces: *ginger, garlic, cloves and peppers; soy, oyster, yellow bean sauce.*

Traditional cooking technique/pot: _____

Habits and customs: _____

Typical dishes: _____

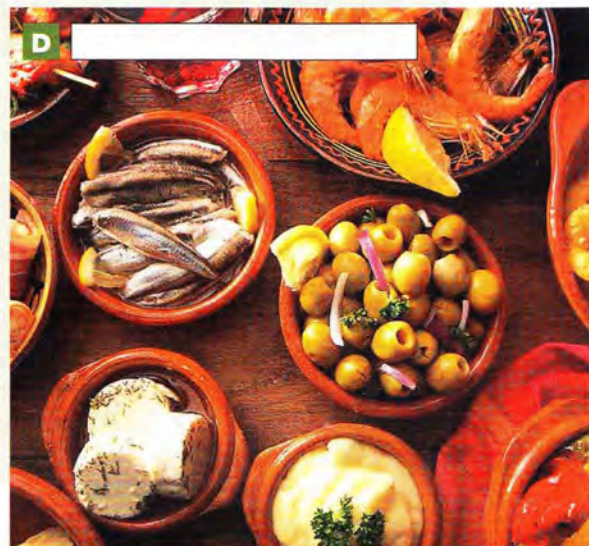
Typical drinks: *green tea.*



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 flatbread. 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.

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 *moussaka*, 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.



Factfile on _____ food



Typical meal:

Spices/Sauces/Dips:

Traditional cooking technique/pot: *barbacoa*.

Habits and customs:

Typical dishes: *enchilada*.

Typical drinks:

Factfile on _____ food



Typical meal: *meze, dips, bread and a main course*.

Spices/Sauces/Dips:

Traditional cooking technique/pot: *skewered meat grilled on an open fire*.

Habits and customs:

Typical dishes:

Typical drinks:

5 15 Listen and complete the factfile about Moroccan food with the following words and expressions.

couscous and bread do not eat pork ~~ginger~~ *harira*
hot or cold salads mint mint tea *tagine* (x2)

Factfile on Moroccan food



- Spices/Sauces/Dips: cinnamon, cumin, turmeric, (1) *ginger*, paprika, (2) _____ and saffron.
- Typical meal: (3) _____ followed by a *tagine* served with (4) _____.
- Traditional cooking technique/pot: (5) _____.
- Habits and customs: do not drink alcohol, (6) _____ and only eat *halal* meat.
- Typical drinks: (7) _____.
- Typical dishes: (8) _____, (9) _____.

6 Write a short paragraph about Moroccan food for a food website. Use the text in exercise 2 and the factfile in exercise 5 to help you.

Moroccan food is sweet and spicy...

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



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.

8 Read the recipes again and put the ingredients in the correct column of this table. Can you add to them?

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

9 Find the answer to these questions in the three recipes. Be careful, there is more than one answer to some of them.

Which recipes tell you to...

- | | | | |
|---|-------|---|-------|
| a bake in the oven for one and a 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? | _____ |

10 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 8 and you can use any 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 want to.../I'd like to...
How about...?/What about...?
That's a good idea!

I don't think that's a good idea.
We can use...
We can combine...
Let's do...

A: *How about using the minced beef to make meatballs?*

B: *That's a good idea!*

MY GLOSSARY

bay leaf /beɪ li:f/ _____
beetroot /bi:tru:t/ _____
bunch /bʌntʃ/ _____
chopstick /tʃɒpstɪk/ _____
cinnamon /sɪnəməʊn/ _____
clay oven /kleɪ 'ʌvən/ _____
clove /kləʊv/ _____
coriander /kəri:ændə/ _____
cumin /kju:mɪn/ _____
to dice /tə daɪs/ _____
dill /dɪl/ _____
double cream /dʌbəl kri:m/ _____
to dot /tə dɒt/ _____
fillet /fɪlɪt/ _____
flake /fleɪk/ _____
freshly ground /frefli graʊnd/ _____
garlic clove /gɑ:lɪk kləʊv/ _____
golden-brown /gəʊldən'braʊn/ _____
griddle pan /grɪdl pæn/ _____
to ladle /tə 'leɪdl/ _____
layer /leɪə/ _____
maple syrup /meɪpl 'sɪrəp/ _____

meatball /mi:tbo:l/ _____
nutmeg /nʌtmeg/ _____
octopus /ɒktəpəs/ _____
ovenproof /ʌvənpru:f/ _____
overlapping /əʊvə'læpɪŋ/ _____
oyster sauce /ɔɪstə sɔ:s/ _____
pinch /pɪntʃ/ _____
to preheat /tə ,pri:'hi:t/ _____
roe /rəʊ/ _____
saffron /sæfrən/ _____
saucepan /sɔ:sɒn/ _____
shredded /'fɪredɪd/ _____
to simmer /tə 'sɪmə/ _____
skewered /'skju:əd/ _____
sour cream /saʊə kri:m/ _____
soy sauce /sɔɪ sɔ:s/ _____
to stir-fry /tə 'stɜ:fraɪ/ _____
turmeric /tɜ:mərɪk/ _____
to whisk /tə wɪsk/ _____
white cabbage /waɪt 'kæbɪdʒ/ _____
wok /wɒk/ _____
zest /zest/ _____

9

At 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 specialise 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** specialises 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 coffees 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 specialise 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, a ✗ for no and DS for doesn't say.

Type of bar	Alcohol	Food	Night	Day	Expensive	Atmosphere	Speciality	Other characteristics
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
- 2 a short period of time when drinks in a bar cost less than usual, usually in early evening
- 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 a deejay
- 6 a place where people play a game in which you hit balls into holes 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

spirit

5 16 Listen to the following conversations and decide where they take place.

Conversation 1: *nightclub*

Conversation 3: _____

Conversation 2: _____

Conversation 4: _____

6 16 Listen again 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) *What would you like?*
 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.

7 Work in pairs. Look at the bar menu. Take turns to role play a customer and a server in a bar. Use the conversations in exercise 6 to help you.

Server: *Can I help you?*

Customer: *Yes, I'd like a...*

Alcoholic cocktails

Bellini
 Pina Colada
 Singapore Sling
 Margarita
 Tequila Sunrise

Alcoholic drinks

Bottled beer
 Draught beer
 Red wine
 White wine

Non-alcoholic cocktails

Sunset Island
 Jungle Juice
 Chicago Lemonade

Soft drinks

Cola
 Fruit juice
 Mineral water
 Tonic water

Hot drinks

Americano
 Espresso coffee
 Cappuccino
 Tea
 Hot chocolate

8 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

A waiter's friend



B



C



D



E



F



G



H



I



J



9 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 bottled 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 these days have a **cocktail shaker** to mix cocktails and the classic-shaped **cocktail glasses** to pour them into. 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 cocktails, 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 glassware.



10 Read the text again and complete the sentences with the following words and expressions.

bottle opener chilled cork gadget garnish stem

- Go and get another bottle of white wine from the fridge. This one isn't *chilled* enough.
- Can I borrow your waiter's friend? The _____ is broken on this one and I need to open this beer.
- Oh no! The _____ in this bottle is rotten! The wine smells like vinegar!
- We've got a new _____ for crushing plastic for recycling.
- The long _____ on this champagne flute is so elegant!
- You should _____ a Pina Colada cocktail with a slice of pineapple.

11  **17** Listen to a bar manager and a barman doing a bar inventory and complete the following table.

BAR INVENTORY

Item	Quantity in stock	Number to order
Spirits		
bottles of gin	3	0
bottles of vodka		
bottles of dark rum		
bottles of light rum		
bottles of whisky		
bottles of bourbon		
bottles of brandy		
Wine		
bottles of dry white		
bottles of sweet white		
bottles of dry red		
bottles of sweet red		
bottles of rosé		
bottles of champagne		
Beer		
cases of bottled beer		

Item	Quantity in stock	Number to order
Liqueurs		
bottles of crème de cacao		
bottles of crème de menthe		
bottles of cointreau		
bottles of amaretto		
bottles of sambuca		
Hot drinks		
packets of tea		
packets of coffee		
packets of hot chocolate		
Soft drinks/Mixers		
cartons of fruit juice:		
orange		
pineapple		
tomato		
cases of lemonade		
cases of cola		
cases of soda		
cases of tonic		
cases of mineral water		

12 Your bar manager asked you to write an email ordering the things that were missing from the bar inventory. Do not forget to ask for bottles, cases, boxes, etc.

Dear Geoff,

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

Best wishes

MY GLOSSARY

to be rotten /tə bi 'rɒtən/ _____
 bottle opener /'bɒtl ə 'əʊpənə/ _____
 carton /'kɑːtn/ _____
 case /keɪs/ _____
 chilled /tʃɪld/ _____
 corkscrew /'kɔːkskruː/ _____
 foil cutter /fɔɪl 'kʌtə/ _____
 to garnish /tə ɡɑːnɪʃ/ _____
 goblet /'ɡɒblət/ _____
 ice bucket /aɪs 'bʌkɪt/ _____
 lager /'leɪɡə/ _____
 light refreshments /laɪt rɪ'frefʃmənt/ _____

liqueur /'lɪkjʊə/ _____
 long bar spoon /lɒŋ bɑː spuːn/ _____
 lounge bar/saloon bar /laʊndʒ bɑː/ /sə'lun bɑː/ _____
 mixer /'mɪksə/ _____
 old-fashioned glass /əʊld'fæʃnd glɑːs/ _____
 paring knife /'peərɪŋ naɪf/ _____
 pineapple /'paɪnæpəl/ _____
 pool /puːl/ _____
 spirit /'spɪrɪt/ _____
 well-stocked /wel'stɒkt/ _____
 wine bar /waɪn bɑː/ _____

1 What are the tasks of a hotel receptionist? Tick the ones you think they do.

- | | |
|--|---|
| 1 ☒ welcoming guests | 5 ☐ preparing bills and taking payments |
| 2 ☐ ordering taxis or hire cars for guests | 6 ☐ handling foreign exchange |
| 3 ☐ managing bookings | 7 ☐ taking and passing on messages to guests |
| 4 ☐ checking guests into and out of the hotel | 8 ☐ responding to special requests from guests |

2 Read the text about the hotel receptionist's duties and responsibilities and check your answers.



A hotel receptionist, also known as a front office or front desk clerk, is the first person you meet when you enter a hotel reception. They perform vital administrative and public relations tasks within an organisation.

Their work starts before you even arrive at the hotel, as they deal with initial inquiries and manage reservations by phone, email or internet booking forms. They also handle any specific booking requests you may have such as conference rooms, childcare facilities or disabled access.

When you arrive at the hotel, they welcome you and register you, usually via a computerised system. When check-in is complete and the receptionist has provided you with essential information about hotel

orientation and amenities like the bar, restaurant and leisure facilities, you are allocated your room and given the necessary key or electronic pass.

During your stay the receptionist is responsible for providing a range of information and services to you, face-to-face and over the phone. These include: taking and passing on messages to and from guests about room-service orders; responding to special requests like booking theatre tickets or storing valuables; providing information about facilities around the hotel; giving advice or directions and dealing with any customer complaints or problems.

At the end of your stay, the receptionist checks you out of the hotel. This process can include presenting you with a bill for your accommodation, or use of services such as laundry or the mini-bar; they can take credit or debit card payments, help you with arrangements for your onward journey by ordering you a taxi or a hire car and offering any further assistance they can.

In addition to customer service, receptionists carry out general administrative duties, doing tasks such as photocopying, invoicing and bookkeeping. They also frequently handle foreign exchange in large hotels. In smaller hotels they might also be responsible for showing guests to their rooms, serving drinks from the bar, keeping the reception area tidy and even doubling up as security guards at night!

3 Read the text again and complete this additional list of hotel receptionists' duties with the missing verbs.

carrying out dealing doubling up giving handling keeping passing on providing taking

- | | |
|---|---|
| 1 <i>Handling</i> specific booking requests. | 5 _____ with customer complaints or problems. |
| 2 _____ essential information about hotel amenities. | 6 _____ general administrative duties. |
| 3 _____ and _____ messages from guests about room-service orders. | 7 _____ the reception area tidy. |
| 4 _____ advice or directions. | 8 _____ as security guards at night. |

4 Look at this online hotel registration form and answer the questions.



Hotel Booking Form

Please fill out the reservation request form below, we will send the confirmation invoice detailing the bookings, terms & payment via email within 24-48 hours.

* required fields

Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Dr ☐ Prof

Surname:* Country:*

First name:* Telephone no. (including international dialling code):*

Address:* Email address:

City:* Postcode:*

Hotel booking details

Check-in date:* (dd/mm/yy) Check-out date:* (dd/mm/yy)

☐ No. of nights* ☐ No. of rooms required* ☐ No. of adults ☐ No. of children

Occupancy:* ☐ single ☐ double ☐ twin room ☐ triple room

Type of board:* ☐ B&B ☐ half board ☐ full board

Type of bathroom:* ☐ en suite bathroom ☐ shared bathroom

Any special requests (disabled access, booking of conference rooms, childcare, etc.):

- 1 When will the hotel contact the customer? _____
- 2 What is the international dialling code for Italy? _____
- 3 If you ask for the following types of occupancy, how many beds will you get and will they be big or small?
a Single: _____ b Double: _____ c Twin: _____ d Triple: _____
- 4 What kind of board should you book to get...
a bed and breakfast? ____ b bed, breakfast and dinner? ____ c bed, breakfast, lunch and dinner? ____
- 5 What should you ask for to be sure of having a private bathroom in your room? _____

5 Complete the online hotel booking form in exercise 4 with information about yourself.

6 There is a problem with the online booking system. Write an email with the information in your booking form. Use these expressions to help you.

I want to book...
for ... nights.
I'm arriving on...
I'm leaving on....

I'd like a single/double/twin/triple room...
with an en suite bathroom.
with bed and breakfast/half board/full board.
I need...
Kind regards.

Dear Sir/Madam,
...

7 Match these hotel services and amenities with the pictures.

- 1 ☒ 24-hour laundry service
2 ☐ fitness facilities

- 3 ☐ safe deposit box
4 ☐ spa and health club

- 5 ☐ valet parking
6 ☐ welcome hamper



8 Read the Britannia Hotel service and amenities brochure and put a tick next to which ones it offers from the list in exercise 7.

To help you enjoy your stay at the Hotel Britannia, we offer the following services and amenities:

Hotel amenities

For your health and well-being

- spa and health club
- indoor swimming pool
- fitness facilities

For your business needs

- multiple small meeting rooms
- multiple conference/meeting rooms
- banquet facilities
- computer rental
- audio-visual equipment
- secretarial services

For your comfort, safety and convenience

- valet parking
- 24-hour front desk
- security guard
- complimentary newspapers in lobby
- multilingual staff
- foreign exchange
- lift to all floors
- tour/ticket assistance
- luggage storage

For your catering needs

- two restaurants in hotel
- lounge bar
- coffee bar
- rooftop terrace bar

Room amenities

24-hour laundry service

24-hour room service

air conditioning

electronic pass/keys

free high speed wi-fi internet access

direct-dial phone

voice mail

wake-up service and alarm clock

study desk

rooms for guests with disabilities

family rooms with cribs available

in-room childcare (surcharge)

pets can stay on request (surcharge)

daily housekeeping

extra towels/bedding in room

iron/ironing board

complimentary toiletries

hair dryer

complimentary sewing kit

shower/tub combination

makeup/shaving mirror

in-room safe deposit box

mini-bar with cold beverages and snacks

satellite television service

*Please note that this hotel is non-smoking.

9 Read the brochure again and answer these questions about the Hotel Britannia.

- 1 Which services are available for business guests?
- 2 How many restaurants does the Hotel Britannia have?
- 3 Which services must you pay extra for?
- 4 What can you do in your room?

10  **18** Listen to the telephone conversation between a guest and a receptionist about where facilities are located in the Hotel Britannia and write the floor number next to each one.

- | | | | | | |
|----------------------|-----------------------|-----------------------------|-------|--------------|-------|
| 1 fitness facilities | 3 rd floor | 4 terrace bar | _____ | 7 lounge bar | _____ |
| 2 swimming pool | _____ | 5 buffet service restaurant | _____ | | |
| 3 coffee bar | _____ | 6 à la carte restaurant | _____ | | |

11 Work in pairs. Take turns to role play similar telephone conversations, asking for directions to the facilities in the Hotel Britannia. Use the brochure in exercise 8, the conversation in exercise 10 and the following expressions to help you.

Can I help you?	I'd like to...
Can/Could you tell me where...?	Thank you. That's very helpful/kind.
It's on the...floor, near/behind/next to...	You're welcome.

A: Hello, reception. Can I help you?

B: Could you tell me where the...?

12  **19** Complete the conversation below between a receptionist and a customer checking out. Then listen and check your answers.

can I pay by debit card	could you book me a taxi to the station, please	I'd like a receipt, please
I'd like to check out, please	thank you very much	

Customer: (1) *Hi! I'd like to check out, please.*
 Receptionist: Just a moment and I'll get your bill. Here you are, Sir. Please check it.
 Customer: Yes, that seems OK. (2) _____ ?
 Receptionist: Yes, of course.
 Customer: (3) _____ .
 Receptionist: Certainly. Here it is. Is there anything else I can help you with?
 Customer: (4) _____ ?
 Receptionist: Your taxi is here, Sir. Have a pleasant trip.
 Customer: (5) _____ . Goodbye.
 Receptionist: Goodbye Sir. We hope to see you here again soon.

MY GLOSSARY

to allocate /tu 'æləkeɪt/ _____
 amenities /ə'mɪnɪtɪz/ _____
 arrangement /ə'reɪndʒmənt/ _____
 bedding /'bedɪŋ/ _____
 bookkeeping /'bʊkki:pɪŋ/ _____
 childcare facilities /tʃaɪldkeə fə'sɪlɪtɪz/ _____
 crib /krɪb/ _____
 direct-dial phone /daɪ'rekt'daɪəl fəʊn/ _____
 en suite /ɒn'swi:t/ _____
 fitness facilities /'fɪtnəs fə'sɪlɪtɪz/ _____
 foreign exchange /fɔːrɪn ɪks'tʃeɪndʒ/ _____
 hair dryer /heə draɪə/ _____
 health club /helθ klʌb/ _____
 hire car /haɪə kɑː/ _____
 housekeeping /'haʊski:pɪŋ/ _____
 initial inquiry /ɪ'nɪʃəl ɪn'kwɪəri/ _____
 international dialling code /ɪntə'næʃənəl 'daɪəlɪŋ kəʊd/ _____
 to invoice /tu 'ɪnvɔɪs/ _____

ironing board /'aɪənɪŋ bɔːd/ _____
 laundry /'ləʊndri/ _____
 leisure facilities /leɪʒə fə'sɪlɪtɪz/ _____
 lift /lɪft/ _____
 luggage storage /'lʌɡɪdʒ 'stɔːrɪdʒ/ _____
 onward journey /ɒnwəd 'dʒɜːni/ _____
 rental /rentəl/ _____
 safe deposit box /seɪf dɪ'pɒzɪt bɒks/ _____
 sewing kit /səʊɪŋ kɪt/ _____
 stay /steɪ/ _____
 toiletries /tɔɪlətrɪz/ _____
 towel /taʊəl/ _____
 tub /tʌb/ _____
 valet parking /væleɪ 'pɑːkɪŋ/ _____
 valuables /væljuəbəlz/ _____
 voice mail /vɔɪs meɪl/ _____
 welcome hamper /welkəm 'hæmpə/ _____
 well-being /wel'biːɪŋ/ _____

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

- 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



A



B



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 to take their order. Never ignore an angry, hungry customer!

The waiter has finally taken the customer's order and time 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 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 to 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 sizes 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 recognise 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 the appropriate alterations as soon as possible.

3 Read the text again and answer these 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 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 translation of these verbs from the text in your language.

1 to make a mistake _____

2 to apologise _____

3 to appreciate _____

4 to argue _____

5 to overcharge _____

6 to hand in _____

7 to complain _____

8 to avoid _____

9 to attract the attention _____

10 to resolve _____

5 20 Listen to the following customer complaints and match them with the solutions.

1 I'm in a hurry.

2 You brought me the wrong side order.

3 I'm afraid I didn't book.

4 You didn't give me the right change.

a ☐ I'll change it.

b ☐ I'll find you a table as soon as possible.

c ☐ I'll get you a fresh one.

d ☒ I'll take your order immediately.

5 There's something in my drink.

e ☐ I'll check the bill straight away.

6 Work in pairs. Take turns to role play a server and a customer in the following situations.

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 (do) 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.

Use exercises 2 and 5 and the following information to help you.

Waiter: *Is everything OK with your meal?*

Customer: *No, my pasta is...*

Waiter: _____

Customer: *Thank you.*

Waiter: *No problem!*

7 Complete the rules of customer care underlining the correct words.

- 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 you what the problem is.
- 9 *Listen/Don't listen* carefully to what they tell you.
- 10 *Stay/Don't stay* calm at all times.



8 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 customers do not 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.

9 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 this time.

Waiter

Ask the customer if you can help him/her.

Ask the customer to come somewhere more private with you.

Repeat the problem (to check you understand).

Offer him/her a solution.

Check that the customer is happy (if not, offer another solution).

Respond to the customer's thanks.

Customer

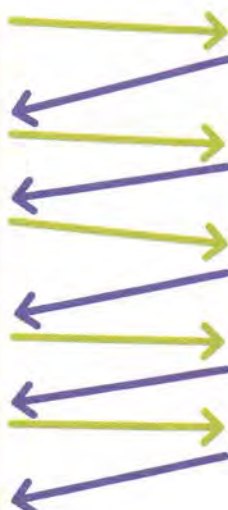
Say that you want to complain.

Explain what the problem is (you are very angry).

Correct the waiter if he/she makes any mistakes or confirm if he/she understands.

Accept or reject the solution.

Confirm you are happy and thank the waiter.



10 Imagine you went to the Roebuck Restaurant and had a bad experience. Complete this feedback form.

The Roebuck Restaurant Feedback Form

Tick the appropriate boxes.

Name: _____

Email address: _____

Is this your first visit? ☐ Yes ☐ No

Describe the atmosphere in the restaurant?

☐ fun ☐ sophisticated ☐ boring ☐ romantic ☐ other (please specify) _____

How long did it take for the server to take your order? _____

How long did it take for your meal to arrive? _____

What was the attitude of the servers? (you can tick more than one)

☐ helpful ☐ unhelpful ☐ polite ☐ rude ☐ other (please specify) _____

Rate the service: ☐ excellent ☐ very good ☐ good ☐ OK ☐ poor

Rate the food: ☐ excellent ☐ very good ☐ good ☐ OK ☐ poor

What did you particularly like/dislike about the restaurant? _____

What should we change/add to improve your experience? _____

Please tick the box if we can contact you about your experience. ☐

Thank you for helping us improve our service. We hope to see you again soon!

11 Read this email you received from the manager of the Roebuck Restaurant in response to your feedback form and write a reply. Use the information in exercise 10 and the rest of the unit to help you.

Subject: feedback form

Dear Customer,

I'm sorry to hear that you didn't enjoy your recent visit to our restaurant. It would be very helpful if you could explain your complaint to me in an email and tell me how you would like me to resolve this problem. We greatly value all our customers and would hate to lose you. I look forward to hearing from you as soon as possible.

Kind regards
Zoe Rees
Food and Beverage Manager

Dear Zoe,

Thank you for your email. I would like to complain about...

MY GLOSSARY

to adjust /tu ədʒʌst/ _____
alteration /ˌɔːltə'reɪʃn/ _____
to argue /tu 'ɑːɡjuː/ _____
argument /ɑːɡjʊmənt/ _____
awaited /ə'weɪtɪd/ _____
to be in a hurry /tə bi in ə 'hʌrɪ/ _____
don't mention it /dɒnt 'menʃn ɪt/ _____
fresh (drink) /fref drɪŋk/ _____
to get defensive /tə get drɪfensɪv/ _____
greatly /greɪtli/ _____
hardly /hɑːdli/ _____
to lose /tə lʊːs/ _____

not at all /nɒt ət ɔːl/ _____
to overcharge /tu ˌəʊvətʃɑːdʒ/ _____
overcooked /əʊvə'kʊkt/ _____
to overhear /tu ˌəʊvə'hɪə/ _____
poor /puə/ _____
rude /ruːd/ _____
straight away /streɪt ə'weɪ/ _____
to rate /tə reɪt/ _____
unhelpful /ʌn'hɛlpfʊl/ _____
to value /tə 'væljuː/ _____
to walk away /tə wɔːk ə'weɪ/ _____

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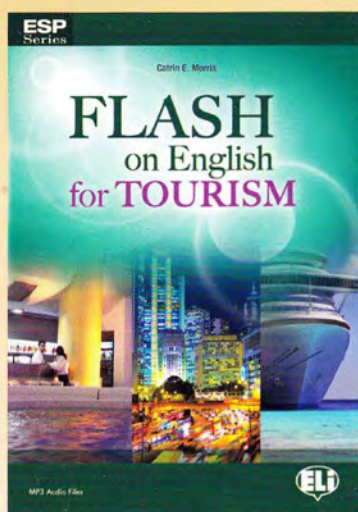
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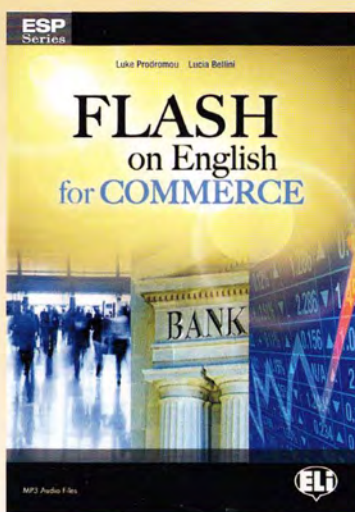
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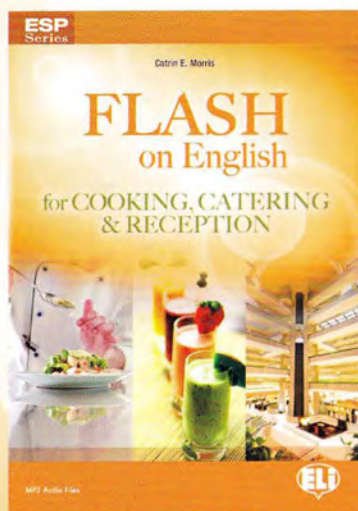
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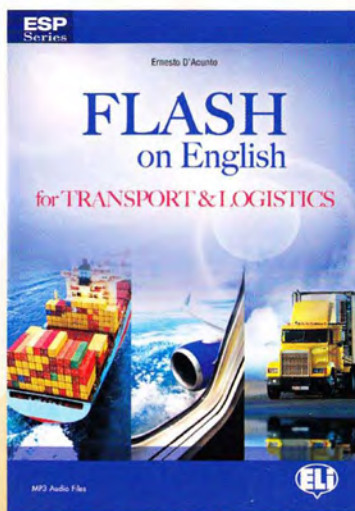
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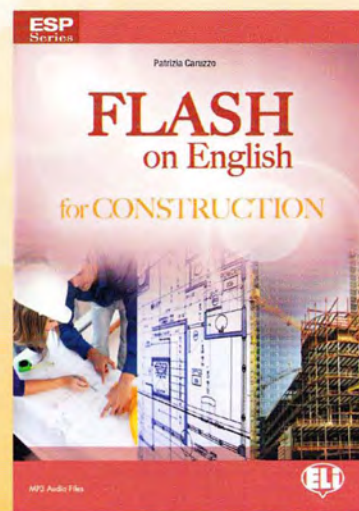
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