

Inglés en la hostalería

English for food and drink staff

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50 horas

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Introduction

Welcome to “English for food and drink staff”. English is going to be an essential part of your profession, and this course has been designed to meet your needs.

The course covers all the main areas you may require in your future job in the catering industry. English is practiced through listening, reading, writing, grammar and vocabulary, all woven together through practical every-day functional activities.

The credit is made up of 50 hours structured around five units.

The unit called “Behind the bar” deals with vocabulary and expressions having to do with ordering and serving drinks at bars. You will learn and practice how to make a cocktail and you will write and read about bars and bartenders.

The unit called “Understanding the menu” introduces the topics of food, menus and recipes. We will help you learn and practice the language skills necessary to give instructions.

The unit called “Serving a table” will present you different issues related to how to reserve a table, take an order and deal with payment. You will read about table manners around the world.

Unit four “Understanding guests” focuses on how to deal with guests. We will practice how to understand complaints and the language you need to apologise, make suggestions and answer clients’ doubts.

The last unit called “Back of the house” deals with vocabulary and expressions having to do with restaurants and restaurant staff.

The design of the materials aims to achieve the objectives of the credit.

Each unit contains different dialogues, reading tasks with suggested solutions, grammar exercises closely related to the topics that are being developed at the

unit and writing and vocabulary activities. The vocabulary activities focus on words and phrases you will have to use. The vocabulary section at the end of the material will help you to look up unfamiliar words.

The evaluation exercises (Prova d'avaluació continua/prueba de evaluación continua) are intended to test and consolidate your listening, writing and reading skills, and the acquisition of new vocabulary and grammar knowledge on the topics of the course.

To work the contents of the units it is advisable to read the materials first, and then do the activities and the evaluation exercises provided by the teacher.

.English for food and drink staff

Unit 1: Behind the bar

Tending bar requires special skills, such as learning special recipes, measuring, mixing and serving drinks, and chatting with guests. No matter which country you are working in, you are sure to come across English clients who want a cold drink.

1.1.Ordering a drink

Read and practice the following dialogues. Can you understand the underlined words from the context?

Dialogue 1

Bartender: What would you like to drink, sir?

Customer: I'd like to have a glass of white wine and a pint of draft beer.

Bartender: (writing down) A glass of white wine and a pint of draft beer.

Dialogue 2

Mr. and Mrs. Collins and Ms Taylor are at the bar.

Bartender: Are you ready to order, sir?

Mr. Collins: What would you like to drink, ladies?

Mrs. Collins: Martini for me, please.

Bartender: Dry, semi-dry or sweet?

Mrs. Collins: Dry, please.

Ms Taylor: A glass of red wine for me, please.

Bartender: Which red wine would you prefer?

Ms Taylor: Semi sweet, please.

Mr. Collins: Half a pint of draft beer for me, please.

Dialogue 3

- Bartender:** Hi there. What can I get for you?
- Guest:** I need something cold.
- Bartender:** You've come to the right place.
- Guest:** Do you have any specials on?
- Bartender:** We have highballs on for half price.
- Guest:** Sorry, I meant for beer.
- Bartender:** Our beer special tonight is a pitcher of local draft with a half dozen wings for \$12.99.
- Guest:** I guess I should have brought a friend. I think I'll just have a Heineken for now.
- Bartender:** Sure, would you like that on tap or in a can?
- Guest:** Do you have it in a bottle?
- Bartender:** No, I'm afraid we don't
- Guest:** That's okay. I'll take a pint.
- Bartender:** A pint of Heineken coming up.
- Guest:** Actually, you better just make it a sleeve.
- Bartender:** Sure. And should I start you a tab?
- Guest:** No, I'm driving. How much do I owe you?
- Bartender:** \$5.25.
- Guest:** Here's 6. Keep the change.
- Bartender:** Thank you.

Task 1

Now you can answer some questions about the dialogue you have just read
Reading comprehension questions:

Which of the following is NOT on special tonight?

- a) Jugs of beer
- b) Chicken wings
- c) Bottles of Heineken
- d) Mixed drinks

2. What does the bartender give the guest to drink?
3. How much money did the bartender make as a tip?

Task 2

Look up the following words in a dictionary if you need to and decide if they are **cold drinks**, **hot drinks** or **alcoholic drinks**.

Dry Martini	Liqueur	milkshake
Still water	Rosé	tea
Ale	Gin	lager
Cider	Red wine	tap water
Hot chocolate	brandy	lemonade
Stout	whisky sour	bitter
Iced tea	peach juice	coffee
sparkling wine		

1.2. How to make a cocktail

Dialogue 1

Bartender: Are you ready, sir? What would you like to order?

Customer: Can you advise, please. What does the cocktail Cosmopolitan contain?

Bartender: Vodka, orange liquor, raspberry juice, lime and ice.cubes

Customer: Thank you. I'll try that, please

.Classic Cocktails

There are many different ways to prepare classic cocktails. Every bar or restaurant has rules about how much alcohol to put in a cocktail and how to make it. The following recipes do not contain specific amounts. Use them to learn the names of the cocktails, liquors, and mixes.

Black Russian	vodka, coffee liqueur, on ice (for a white Russian-add milk)
Bloody Mary	vodka, tomato juice, tobasco sauce, Worchestershire sauce, salt, pepper, celery salt, slice celery, on ice
Cosmopolitan	vodka, orange liqueur, cranberry juice, lime, on ice
Daiquiri	light rum, lime juice, sugar, blended with ice (for a strawberry daiquiri use strawberry mix or syrup)
Long Island Iced Tea	vodka, gin, rum, orange liqueur, lemon juice, cola, on ice
Margarita	tequila, lime, salt, blended with ice
Martini	gin, dry vermouth, (garnish with olive)
Pina Colada	rum, coconut milk, pineapple juice, blended with ice
Screwdriver	vodka and orange juice, on ice
Tom Collins	gin, lemon juice, sugar, soda water, on ice

Making cocktails

The ingredients in cocktails are measured in spoons and cups. Here are the abbreviations to their full forms.

tsp	teaspoon	g / gr	gram
oz	ounce	tbsp	tablespoon
kg	kilogram	l	litre
cl	centiliter	lb	pound

Task 1

Look up the following utensils in a dictionary.

Cork	Coaster
Corkscrew	Wine cooler
Wine basket	Ice bucket
Bottle rack	Wine thermometer

Task 2

Fill in the blanks with the correct word.

1. If you want to make a Daiquiri you have to mix (1) rum, lime (2),sugar, blended with (3) (for a strawberry Daiquiri use (4)mix or syrup).
2. For a Bloody Mary you will need vodka, (5) juice Tabasco sauce, (6)sauce, salt, pepper, (7) celery, on ice
3. Those who prefer the taste of fresh orange (8) mixed with coffee, order Black Russian (9) in an old-fashioned glass.

1.3. Bars and Bartenders

A bar is a business that sells alcoholic beverages for immediate consumption. It is believed that there is no important difference between bars, pubs, and taverns.

Bars that are part of hotels may be known in some areas as *long bars* or *hotel lounges*.

The term “bar” is derived from the specialized counter from which drinks are served. The “back bar” or “shelves” is a set of shelves of glasses and bottles behind that counter. Frequently when food is served elsewhere in the bar, it may also be ordered and eaten at the bar.

Task 1.

Read the text again and find whether the statements are True or False.

1. A bar sells drinks.
2. Bars are different from pubs and taverns.
3. Bars are not usually found in hotels.
4. *Long bar* means the same as a tavern.
5. *Back bar* or *shelves* denotes the glasses and bottles containing drinks on sale behind the counter.
6. Food is never sold at the bar.

There are several kinds of bars. For example, a *biker bar* is a bar frequented by motor bikers. A *sports bar* is where sports fans go to watch games. A *singles bar* is a place popular with unmarried people of both genders, generally young people.

Thus in most cases, bars typically cater to a particular part of the population whether they are locals, tourists, students, and office workers in a particular area. A bar can have a small area for dancing but it is not until this area is enlarged and becomes the primary focus that a bar is considered to be a nightclub or discothèque.

Bar owners and managers typically choose establishment names, decor, drink menus, lighting and other elements they can control so as to attract a certain client.

Task 2.

Read the text again and answer the following questions.

1. How can a bar become a discotheque?
2. Why do people go to a) sports bar? b) singles bar? c) bikers bar?

United States

In the United States, there is some difference between restaurants, bars, and even *types of bars*. *Beer bars* (sometimes called *taverns* or *pubs*) may sell only beer or possibly wine, cider and other beverages. *Liquor bars* sell everything from beer to hard liquor.

In most places, bars are prohibited from selling alcoholic beverages *to take away* and this makes them clearly different from liquor stores. A few pubs can serve alcohol *to take away*.

Historically, the United States featured saloons. Many saloons survive in the United States, though their services and features have changed with the times.

United Kingdom and Ireland

In the UK and Ireland, bars are either areas that serve alcoholic drinks within establishments such as hotels, restaurants and universities, or are a particular type of establishment which serves restricted types of alcoholic drinks such as wine bars. Some bars are similar to nightclubs in that they play loud music, dim the lighting, or operate a dress code for example, jeans may be banned and boys may be required to wear ties. They often have bouncers, who are a security people, usually male, who have two functions. The first is to control who enters the bar and the second is to stop any trouble or violence which may occur. However, the main type of establishment selling alcohol for consumption remains the public house or pub.

Task 3

Read the texts and decide whether the statements below are True or False.

1. There is no difference between restaurants and bars in America.
2. Beer bars usually sell only beer.
3. *To take away* a drink means drinking the beverage in the bar.
4. You can take alcoholic drinks away from liquor stores.
5. Saloons mean the same as bars in America.

6. In the UK bars do not function separately.
7. Some bars have similar regulations to nightclubs.
8. Bouncers have the same functions as guards.

The food and beverage manager is responsible for the restaurant and the kitchen. Three people report directly to him: the head waiter, the bar manager, and the head chef.

The head waiter manages the wine waiters and the other waiters and waitresses.

The bar manager is responsible for the bar staff.

The head chef manages the kitchens and under him comes the assistant or sous chef. Then any other chefs report to the sous chef.

Finally, the kitchen porters come at the bottom of that reporting line.

Task 4.

Complete the sentences with the words from the text.

1. The manages the bars on a day-to-day basis.
2. The serve drinks to customers, mix cocktails and clean all the glasses.
3. The manages the day-to-day running of the kitchen.
4. The serve food to restaurant customers.
5. The helps the head chef and looks after the kitchen staff.

Vocabulary

Waiters, cooks and most people involved in restaurant work usually wear a uniform. Can you label the different items of their uniform, use the words in the box.

apron	neck tie	hat	double breasted jacket	
bow tie	waistcoat	white shirt	black trousers	tea towel



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Reading

Read this conversation and answer the multi-choice questions.

A Drink at the Bar

After a stressful day, Mr. Cartwright relaxes at the bar. The bartender, Mark, responds to a few complaints while he serves Mr. Cartwright his favourite cocktail.

Read the following passage and answer the questions.

Mr. Cartwright: Bartender, could I have a drink? What's taking so long?!

Bartender: Excuse me, sir. Yes, what can I get you?

Mr. Cartwright: I'd like a whiskey sour.

Bartender: Certainly sir, I'll get that straight away.

Mr. Cartwright: What a day! My feet are aching! Where's an ashtray?!

Bartender: Here you go sir. Did you have a busy day?

Mr. Cartwright: Yes, I had to walk all over town to get to meetings. I'm exhausted.

Bartender: I'm sorry to hear that, sir. Here's your drink. That should help.

Mr. Cartwright: (takes a long sip) That's what I needed. Much better. Do you have any snacks?

Bartender: Certainly, here are some peanuts and some savory crackers, and a napkin.

Mr. Cartwright: Could I have a stir stick?

Bartender: Coming up... Here you are.

Mr. Cartwright: Thanks. You know, I'm sorry to say this, but these snacks are awful.

Bartender: I'm terribly sorry about that, sir. What seems to be the matter?

Mr. Cartwright: The peanuts are stale!

Bartender: I apologize sir; I'll open a fresh can immediately.

Mr. Cartwright: Thanks. Sorry to be in such a bad mood.

Bartender: That's quite alright. Can I get you another drink? This one's on the house.

Mr. Cartwright: That's kind of you. Yes, I'll have another whiskey sour.

Bartender: Right away, sir. Do you have any preferences on the whiskey?

Mr. Cartwright: Hmm, what's that bottle over there?

Bartender: That's Jack Daniel's - aged 12 years.

Mr. Cartwright: That sounds good. I'd like to smoke...

Bartender: Just a moment, here's an ashtray.

Mr. Cartwright: Thanks. So how long have you worked at this bar?

Bartender: It's been about three years now. I love this job...

Dialogue Quiz - A Drink at the Bar

Choose the correct answer to these questions based on the dialogue. Each question has only one correct answer.

1: What kind of day has it been for Mr. Cartwright?

- a. A relaxing day
- b. A stressful day
- c. A holiday

2: What's Mr. Cartwright's first complaint?

- a. About his aching feet
- b. About the bartender taking so long
- c. About his whiskey sour

3: Which drink does Mr. Cartwright order?

- a. A beer
- b. A whisky sour
- c. A glass of wine

4: What does Mr. Cartwright need?

- a. A towel
- b. An ashtray
- c. A cigarette lighter

5: Why are Mr. Cartwright's feet aching?

- a. He's been working out at the gym.
- b. He's been walking around town to get to meetings.
- c. He's been shopping.

6: What kind of snacks does the bartender have?

- a. Mini pizzas
- b. Nuts and crackers
- c. Olives

7: What does Mr. Cartwright ask for with his drink?

- a. A shot glass
- b. A stirrer
- c. A napkin

8: What does Mr. Cartwright complain about?

- a. The spicy peanuts
- b. The stale peanuts
- c. The tasty peanuts

9: What does the bartender offer to keep Mr. Cartwright happy?

- a. A small sandwich
- b. A drink on the house
- c. A handshake

10: Which type of whisky would Mr. Cartwright like in his drink?

- a. Smithson
- b. Old Kentucky
- c. Jack Daniel's

Writing

Read the instructions for making a Mojito. Pay special attention to the words which are used in the recipe to mark the steps (First, then,...)

MOJITO



Ingredients for Mojito

- Light Rum
- Lime
- Sugar
- Mint
- Soda Water

Quantities for one drink:

- 2-3 oz Light Rum,
- Juice of 1 Lime (1 oz),
- 2 tsp Sugar,
- 2-4 Mint Sprigs
- Soda Water

Preparation:

First lightly muddle the mint and sugar with a splash of soda water in a mixing glass until the sugar dissolve and you smell the mint. Then squeeze the lime into the glass, add rum and shake with ice. Next strain over cracked ice in a highball glass. Finally, top up with soda water and garnish with mint sprig.

Task 1

Now, write a recipe for a Margarita. Remember to use the steps first, then, next, finally.

Margarita

Ingredients for Margarita:

Quantities for one drink:

Preparation:

Unit 2: Understanding the menu

If you are going to be working in a restaurant, it is important that you understand the menu. Different menus use different words to mean the same thing. They also use certain words to make food sound more delicious. It isn't just the server who should know the menu. Hosts, bartenders may also get asked questions about the menu from the guests. Cooks have to know the menu inside-out as well.

2.1. Ordering food

Read and practice the following dialogues. Can you understand the underlined words from the context?

Dialogue 1

- Barman: Are you ready to order?
- Peter: Yes we are. Can you tell me what a Green salad is?
- Barman: It's a kind of salad with lettuce, cucumbers and a lot of herbs.
- Peter: OK, and what is Gazpacho?
- Barman: It's a cold soup with tomato, cucumbers, green peppers, olive oil and some garlic.
- Peter: Sounds interesting. Now, shall we order Caesar salad and chicken with oranges and peanuts?
- Jena: And I would like to order Gazpacho as well.
- Peter: Good. Let's order one Green salad, one Gazpacho, and chicken with oranges and peanuts. Oh, yes. Can we have a bottle of the house red wine as well, please, and some sparkling mineral water?

Dialogue 2

- Bartender: Excuse me. This way, please. Is this table all right for you?
- Customer: This is fine, thank you.
- Bartender: Here is the menu. The specials are on the board.
- Customer: Thank you.

Dialogue 3

Bartender: Good morning, madam. Are you ready to order?
 Customer: Yes. I would like to start with peach juice, please.
 Bartender: I am sorry, madam, we are out of peach juice at the moment. I do apologise but I can offer a variety of other fruit juices...
 Customer: That's OK, I'll have orange instead... As for food, I'd like a tuna and mayonnaise sandwich and a plate of French fries.
 Bartender: So, orange juice, tuna and mayonnaise sandwich and a plate of French fries coming up.

Task 1. Now is time to practice. Write down three expressions used when.

a) asking customers whether they want to order something;

.....

b) ordering wine and food.

.....

Dialogue 4

John: What shall we eat? A complete meal, I suppose? I am starving.
 Jill: So am I and I am thirsty too.
 John: Then let's have a glass of mineral water first and later some orange juice.
 Jill: I'd prefer orange juice with ice.
 Waiter: Are you ready to order?
 John: Yes, iced orange juice and a glass of mineral water as a start. Now, let's see the menu, Jill. And here is a wine list. How about some red or white wine?
 Jill: No, today I'd like to have a whisky and orange juice.
 John: Waiter! Can I order a whisky and orange juice for the lady and a whisky and soda for me. (some time later) What would you suggest for a starter?
 Jill: A piece of melon could do. And what about you?

- John: I would start with Chicken salad and as for the main course, I'd like salmon in white wine sauce. Will you join me?
- Jill: No, I'd rather have steak with vegetables and ice cream to follow.
- John: (to the waiter) Can you take down the order: a piece of melon, chicken salad, salmon in white wine sauce and steak with vegetables.

Task 2

Read the dialogue and state whether the following statements are True or False.

1. John suggests ordering only drinks and dessert. T F
2. Jill wants to order pine-apple juice. T F
3. Jill prefers to have white wine. T F
4. Jill prefers a piece of melon for a starter. T F
5. John decided on salmon in white wine sauce. T F

2.2. Menus

Most menus are divided into sections. You may need to help a guest find the entrees, or desserts. A guest might call a drink a *beverage* or a *refreshment*.

Learn the different terms that are used so that you can understand and serve your guests promptly and accurately.

Menu Section

	Also Known As	Example Items
Appetizers	Apples, Finger Food, Combo Platters, Snacks, Starters	Garlic Bread, Cheese Plate, Nachos
Salads (and Soups)	Garden Fresh, Greens, Light Fare, Lighter Favourites, Low Calorie Choices, Low-fat Selections	Tossed Salad, Caesar Salad, Soup of the Day
Sandwiches	Burgers, From the Deli, From the Grill, Lunch Menu, Wraps	Grilled Chicken Sandwich, Veggie (Garden) Burger, Steak Sandwich
Italian	Noodles, Pasta, Pizza	Spaghetti, Pepperoni Pizza, Fettuccini

Main Course	Entrée, Dinners, Main Dish, Main Event	New York Steak, Chicken Stir-fry, Hearty Stew
Sides	Accompaniments, On the Side, Side Dishes	French Fries, Rice, Grilled Veggies
Seafood	Catch of the day, Fish, Fresh from the Sea	Fish and Chips, Battered Shrimp, Smoked Salmon
Mexican	South of the Border, Tex-Mex	Fajitas, Nachos, Enchiladas
Specialties	Signature items, Favourites, Pleasers, 5 Stars	BBQ Ribs, Hot Wings, Chicken Cordon Bleu
Desserts	Sweets, Treats, For the Sweet Tooth	Apple Pie, Mocha Cheesecake, Banana Split
Beverages	Drinks, Non-alcoholic beverages, Refreshments	Soda Pop, Juice, Milk
Wine and Beer	Coolers, Draft, Liquor, Specialty Drinks, Spirits, From the Bar	House Wine, Jug of Beer, Peach Cider
Kids Menu	Juniors, Kids Stuff	Spaghetti and Meatballs, Cheeseburger, Chicken Fingers

Descriptive Words and Expressions on a Menu

Menus often contain special language to make items sound delicious. These words and expressions can also convince the guests to order more food, such as appetizers or dessert. It is useful for servers to learn these expressions in order to sound more knowledgeable and achieve better sales. In many English speaking countries, especially North America, having higher sales means earning better tips.

Description	Meaning	Example item
available with	Guests can have this food served a different way.	All burger selections are available with whole wheat buns.
bottomless (free refills)	Guests can have more without paying.	Coffee and tea is bottomless .
chunky	many large pieces of meat or vegetables	A steaming bowl of chunky vegetable soup
coated in, glazed	covered in a sauce (often before cooking)	Breast of chicken coated in teriyaki sauce
crispy	makes a crunchy sound when you chew	Caesar salad with fresh lettuce and crispy croutons
drizzled with	a small amount of liquid poured over top	Apple pie and vanilla ice cream drizzled with butterscotch
finished with	final step of the food preparation	A generous portion of spaghetti and garlic tomato sauce, finished with homemade meatballs
fresh	just off the farm/ out of the garden/	All omelettes are made with three fresh egg whites.
garnished with	decorated with	Our dinners are garnished with fresh parsley and seasonal fruit.
generous portion, heaping, loaded with	a large amount of	All sandwiches are served with a generous portion of fresh cut fries.
home style, homemade, made from scratch	from a recipe (not a package)	Try our chef's homemade chili with fresh baked bread.
juicy	with liquid remaining for taste	Garden salad with juicy tomatoes, cucumbers, and onions
lightly breaded, battered	rolled in bread crumbs, eggs, or other mixture and cooked	Our fish is lightly battered in beer.
marinated in	left in fridge to soak up	Our steaks are marinated in a

	sauce/juice/flavoring	rich peppercorn sauce.
medley	variety, mixture	A vegetable medley tossed in olive oil and served over rice
mouth watering	appearance causes mouth to salivate	Finish your meal off with one of our mouth watering desserts.
on a bed of	on top of a layer of	A ginger chicken stir fry served on a bed of rice
seasonal	produce varies at different times during the year	Ask your server about our seasonal fruit pies.
seasoned with	herbs and spices added	Roasted chicken seasoned with fresh basil and oregano

Read the following menu and try to understand the underlined words from the context.

<p>MENU</p> <p>1. Beef with Vegetables - beef served with chips, <u>baked potato</u> or <u>mix salad</u></p> <p>2. Chicken Breasts with Yoghurt and <u>mint</u> sauce - coriander marinated chicken breast, with yoghurt & mint sauce.</p> <p>3. Salmon served with <u>potato mash</u> and red cabbage.</p> <p>4. Pork Fillet with roasted tomatoes and a warm new potato and French bean salad.</p> <p>5. Beef and Pork Kebabs <u>seasoned</u> with <u>minced</u> parsley, cheese and salad served <u>in a bun</u> with tomato and French fries.</p> <p>6. Mixed Vegetables with marinated red pepper, courgette, aubergine, with tomato & chilli sauce.</p>

Task 1.

Fill in the blanks with the words from the box.

tomato new served French marinated roasted mixed

1. Beef with Vegetables consists of beef (1) with chips, baked potato or (2) salad.
2. Mixed Vegetables has (3) red pepper, courgette, aubergine, with (4) & chili sauce.
3. Pork Fillet consists of (5) tomatoes and a warm (6) potato and French (7) bean salad.

Task 2.

Read the menu and decide whether the statements are True or False.

1. Salmon is served with potato mash and red cabbage. T F
2. Beef with Vegetables consists of beef served with chips, mixed vegetables or beetroots. T F
3. Chicken Breast is served with mint and cream sauce. T F
4. Pork Fillet has French bean salad as a side dish. T F

Task 3.

Write each of the following dishes in the appropriate section of the menu below.

- | | |
|--------------------------------------|-----------------------------|
| 1. Honey with Almonds; | 2. Cold Chocolate Soufflé; |
| 3. Crème Caramel; | 4. Onion Soup; |
| 5. Herring and Apple Salad; | 6. Spinach and Bacon salad; |
| 7. Orange Cocktail; | 8. Roast chicken; |
| 9. Roast Potatoes; | 10. Tomato Salad; |
| 11. Carrots with Walnuts; | 12. Mushrooms with Onions; |
| 13. Mushroom Soup with Whipped Cream | 14. Beef Stew |

Menu
Salads
Vegetables
Meat dishes
Desserts

Task 4.

Arrange the following dishes into groups in the grid below.

Caesar salad, lemon tart, white wine, beer, grilled steak with red wine sauce, green salad, fish with potatoes (fried, mashed, boiled), ice cream, melon, prawn salad, red wine, mushroom soup, chicken broth chicken and parsley salad

Starters/soups
Salads/vegetables
Main courses
Drinks
Desserts

2.3. Recipes

Read the following recipes and try to understand the underlined words from the context.

Sea Trout and Avocado salad.

Michel Brown, the head chef at Seafood and Salad House in London suggests this recipe for a starter of sea trout and avocado.

Serves 4

- 1 fresh fillet of sea trout
- Juice of 1 lemon.
- 2 avocados

Cut the sea trout horizontally into 4 very thin slices and marinate in the lemon juice for 5 minutes. Peel and slice the avocados. Remove the sea trout from the lemon juice, mix with the avocado and season with salt and pepper. Finish with a few drops of olive oil and serve immediately.

Artichoke, beetroot and potato salad

You can find violet artichokes and baby beetroots in good supermarkets.

Serves 1

- 2 violet artichokes
- 4 baby beetroots
- 6 new potatoes
- Sea salt and ground pepper
- 20 g fresh herbs (parsley, dill, coriander) chopped.
- 10 g celery heart, finely chopped
- 10 ml cider vinegar
- 200 ml olive oil

In separate pans, boil the violet artichokes for 15 minutes, the baby beetroots for 40 minutes, and the new potatoes for 15 minutes until soft. Next, peel away the tough outer leaves of the artichokes. Then peel the beetroot and halve the new potatoes. Place the cooked vegetables in a small mixing bowl and season lightly with the salt and pepper. Add the celery heart. Drizzle over the vinegar and oil, then mix lightly with your fingertips. Season to taste and serve.

Task 1.

Decide how the following products can be cooked.

1. eggs
2. chicken
3. beef
4. fish
5. lamb
6. carrots

Task 2.

A) Choose the adjectives from the box which denote positive and negative qualities of food;

too spicy
burnt
very fresh
too salty
just right
very tasty
delicious
underdone
overcooked
too sweet
very tender
disgusting

Positive:

Negative:

Reading

Read the following story and answer the questions.

Peter and the Smell of Soup

One day, a poor man, who had only one piece of bread to eat, was walking past a restaurant. There was a large pot of soup on the table. The poor man held his bread over the soup, so the steam from the soup went into the bread, and gave it a good smell. Then he ate the bread.

The restaurant owner was very angry at this, and he asked the man for money, in exchange for the steam from the soup. The poor man had no money, so the restaurant owner took him to Peter, who was a judge at that time. Peter thought about the case for a little while.

Then he took some money from his pocket. He held the coins next to the restaurant owner's ear, and shook them, so that they made a jingling noise.

"What was that?" asked the restaurant owner.

"That was payment for you," answered Peter.

"What do you mean? That was just the sound of coins!" protested the restaurant owner.

"The sound of the coins is payment for the smell of the soup," answered Peter. "Now go back to your restaurant."

Questions:**1 What food did the poor man have?**

- a. soup
- b. bread
- c. nothing

2 What kind of food did he see in the restaurant?

- a. bread
- b. meat
- c. soup

3 Why did he hold the bread over the soup?

- a. So the steam from the soup would go into the bread.
- b. So he could warm his hand.
- c. So the restaurant owner would get angry.

4 Why did the restaurant owner take the poor man to Peter?

- a. Because Peter was a judge.
- b. So that Peter could pay for the soup.
- c. Because Peter was the man's relative.

5 What did Peter do with the coins?

- a. He gave them to the restaurant owner.
- b. He made a noise with them.
- c. He gave them to the poor man.

6 What was the payment for the smell of the soup?

- a. the sound of money
- b. a few coins
- c. there was no payment

Writing

Look at the Menu and make up a dialogue between a waiter and a guest using the following words and expressions:

Joe's Restaurant**Starters**

Chicken Soup.....\$2.50

Salad.....\$3.25

Sandwiches - Main Course

Ham and cheese.....\$3.50

Tuna.....\$3.00

Vegetarian.....\$4.00

Grilled Cheese.....\$2.50

Piece of Pizza.....\$2.50

Cheeseburger.....\$4.50

Hamburger deluxe.....\$5.00
Spaghetti.....\$5.50

Drinks

Coffee.....\$1.25
Tea.....\$1.25
Soft Drinks - Coke, Sprite, Root Beer, etc.....\$1.75

- I'd like to order.....
- What does this mean.... ?
- What ingredients does this dish contain?

Unit 3: Serving a table

Basic rules are created as a guide, and not necessarily followed rigidly. With the proper atmosphere established at the table, eating becomes an enjoyable experience and not a mere task that must be done three times a day.

3.1. How to reserve a table

Read and practice the following dialogues. Can you understand the underlined words from the context?

Dialogue 1

- Waiter: Hello. Can I help you?
- Guest: Hi, yes. We'd like a table for two.
- Waiter: Do you have a reservation?
- Guest: No, we don't.
- Waiter: I'm sorry, we are fully packed at the moment.
But we have a cancellation at 9:00.
- Guest: At 9:00? That's fine.
- Waiter: O.K. Your name, please?
- Guest: Brown.
- Waiter: Would you prefer smoking or non-smoking area?
- Guest: Non-smoking, please.
- Waiter: Good. Can you, please, go to table 12.
- Guest: Sure. Thank you.

Dialogue 2

- John: Hello, is that the Mexican restaurant? I'd like to reserve a table
for two.
- Clerk: Is this for today, sir?
- John: Yes, today seven o'clock, please.

- Clerk: Yes, would you prefer a table at the window or in the centre of the hall? You can reserve a table on the outdoor terrace as well which remains open until midnight on warm evenings.
- John: Actually, I would prefer to be outside on the terrace.
- Clerk: Right, your order is confirmed, sir. Thank you for choosing us.

Task 1.

Fill in the blanks with the words from the box.

fully	family-run	smoking	reservation	cancel
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- In order to get a good table in the evening you should make a in time.
- When there are no vacant seats the restaurant is packed.
- If you want to smoke a cigarette you should go toarea.
- If the guests are busy they can the reservation.
-restaurant is smaller and friendlier.

Task 2

Put the lines in order and act out a dialogue.

- Hello, Hotel Blue Bay. Can I help you?
- Sure. That's possible. Looking forward to seeing you tomorrow evening.
- That's fine. Can I make a reservation for 7 o'clock tomorrow?
- I'm sorry, we are fully packed at the moment. What about tomorrow?
- Yes, please. I'd like to reserve a table for 7 o'clock today.

Task 3

Put the phrases in order.

- I'd like to reserve a table
- Four
- Is this for today sir?
- For how many people, sir?
- Your order is confirmed, sir.
- Thank you, sir.
- Looking forward to seeing you today, sir.
- No, Sunday, five o'clock.
- Thank you.

3.2. Taking the order

Are you ready to take your first table? Here are some questions that you may need to ask your guests.

Task 1.

Fill in the blanks with the appropriate word.

appetizer

cooked

decided

finished

interest

needing

save

separate cheques

so far

specials

1. Can Ianyone in a cold beverage to start?
2. Has everyone, or do you need a few more minutes with the menus?
3. Would you like to hear today's..... ?
4. Is anyone interested in soup or salad as an?
5. How would you like your steak..... ?
6. Is there anything else you'llbe just now?
7. And how is everything?
8. Are you all..... with your plate?
9. Did anyone..... room for dessert tonight?
10. Is this all together, or would you like..... ?

Task 2

Answers from your Guests

How will your guests respond to your questions? They need to understand you, but even more importantly, you need to understand them! Fill in the blanks and check your answers.

bill bite rare menu order pitcher
 sauce special board split

1. We'll take a..... of draft with four glasses, please.
2. I think we are all ready to..... .
3. We read the..... on our way through.
4. I think we'll get an order of garlic bread to..... .
5. I like my steakso that there is a little pink in the middle.
6. Do you have anyto dip the chicken fingers in?
7. Everything is..... thank you.
8. I can't eat another
9. We'll have coffee while we look at the dessert.....
10. You can put it all on one, thanks.

Reading

Greeting your customers is the first chance you get to make a good impression.

Exercise 1: This is a list of instructions on how to greet a customer. This list is not in the correct order. Please order the text by writing a number for each paragraph.

How to Greet the Customer at the Table

Instructions

(paragraph number:) Ask your customers if they'd like to hear the specials. Some people know right away what they're going to eat. Maybe they order the same thing every time they come to the restaurant and don't need to hear the list of specials.

(paragraph number:) the table once your customers are settled. Make sure they're not in the middle of a deep conversation. If they are, wait until they seem to be ready to look over the menu.

(paragraph number:) the customers time to look over the menu and return promptly, even if you're busy. It's very annoying to people to have to wait to place their order.

(*paragraph number:*) the table by introducing yourself. Say that you'll be their server tonight.

(*paragraph number:*) until your customers are seated by the host or hostess. Give them a few minutes to get settled and open their menus.

(*paragraph number:*) about whether or not your customers would like to start off with something to drink. Some customers will automatically assume this means an alcoholic drink, but make it clear that this includes soda, juice and other beverages, too.

Vocabulary

How to set the table

First you have to know the names of table items. They can be grouped into three main categories.

Cutlery: the general name for all spoons and knives used for eating and serving food.

Drink ware: all the containers for holding drinkable liquids.

Dishware: The general name for the dishes and bowls used in serving and eating food



Put the items in the right column:

napkin
 knife
 coffee pot
 tablecloth
 dessertspoon
 steak knife
 goblets
 water glass
 bowl
 cheese knife
 cups
 wine glass
 dish
 chopsticks
 placemats
 fork
 coffee cup saucer
 sugar bowl
 salad servers
 soup spoon

Dishware	Drink ware	Cutlery	Others

To set the table, you will need a dinner plate, glass, fork, knife, spoon and a napkin.

First, lay the table cloth. Then place the plate. Place the knife on the right side of the plate, next to plate but not under it. The spoon is placed next to the knife. If there is a dessert spoon, it is placed above the dinner plate. Place the fork in the left side of the plate. The napkin is folded and placed next to the fork. The glass is placed directly above the knife

Centrepieces are often used. You can use anything to make them (flowers, candles, fruit, etc.), depending on the situation (formal dinner, romantic supper, wedding banquet, etc).

Unit 4: Understanding your guests

No matter how hard you try, things are bound to go wrong once in a while. Food gets burned, orders get forgotten in the middle of a dinner rush, or new servers simply forget all their training. No matter the reason for the complaint, the important thing is to try and please the customer.

4.1. Dealing with guests

Politeness is very important in the English language. In any conversation everybody constantly says 'please' and 'thank you'.

For the waiting staff it is even more important because they have to make a good impression on customers, so use the language politely and always smile.

Don't forget to say...

Please	Thank you	You're welcome
I'm very sorry	Excuse me	Of course
Don't worry		

Useful language to deal with customers.

Greeting

Good morning/afternoon/evening, sir/ madam
Welcome to our restaurant.
Can I help you?
Do you have a reservation this evening?

Taking to the table

Come with me
This way, please
Here you are
Will this table be all right?

Taking the order

Here's the menu
Would you like to see the wine list?
I'll return in a few minutes to take your order.
Are you ready to order now?
What would you like to have/drink?

May I recommend the chicken?
Excellent choice, madam/sir
Please, enjoy your meal.

Read the following dialogues and try to understand the underlined words form the context. Discuss whether the participants are polite or not.

Dialogue 1

Peter: I'd like to have a chicken sandwich and cherry tart served with chocolate sauce.

Waiter: OK. So, that's, a chicken sandwich and cherry tart served with chocolate sauce.

Peter: Ah, sorry. Can I change the cherry tart served with chocolate sauce?

Waiter: Certainly.

Peter: I'll have fresh strawberries served with sugar and orange juice, please

Dialogue 2

Peter: I want a cup of coffee and two tuna sandwiches.

Waiter: O.K. Do you want anything else?

Peter: Yes. Bring me some beer.

Waiter: Which beer do you want?

Peter: Local beer will do.

Waiter: I'll go and see if there is some left.

Peter: Right.

Waiter: (some time later) No, we have not got any.

Task 1

Read the direct phrases, then write them in a more polite way.

Choose from the box:

Could you...	Shall I...	I'm afraid...	Would you like to...
May I suggest...	Would you mind...	Would you like me...	
There's been a slight misunderstanding	Can you wait a minute...		
Would you like...	Actually...		

1. Wait a minute!

....., please.

2. We haven't got any left

.....we haven't got any left.

3. Sit down, please

. take a seat?

4. You are wrong. I'm not the head waiter.

..... I'm not the head waiter.

5. Do you want some water?

. some water?

6. Move to another table.

. moving to another table?

7. Confirm that tomorrow, please

.confirm that tomorrow, please?

8. Do you want a taxi?

. to get you a taxi?

9. You've got the wrong date

. about the date.

10. Try this wine

..... that you try this wine?

11. Do you want my help?

11.help you?

4.2. Complaining

The most important aspect in any business is the customer. However, even the best business can have unhappy customers.

At a restaurant customers may complain about the **service**, about the **food** and about the **restaurant** itself. Customers will probably be satisfied if you listen to their complaints patiently and offer a solution.

Here is a list of adjectives related to complaints.

Adjectives to complain about the service

slow

unfriendly
impolite
rude
clumsy
cheeky

Adjectives to complain about the food

very spicy
stale
too cold , too sweet
uneatable
underdone
overcooked
not warm enough
dry
salty

Adjectives to complain about the restaurant

uncomfortable
expensive
smelly
noisy
dirty
draughty
small table
too cold, too hot
tiny

Remember

too + adjective

This wine is too expensive

not+adjective+enough

That table is not good enough for Mr Smith

There are a number of formulas used when complaining in English. It's important to remember that a direct complaint or criticism in English can sound rude or aggressive. It's best to mention a problem in an indirect manner. Here are some of the most common:

- I'm sorry to have to say this but...
- I'm sorry to bother you, but...
- Maybe you forgot to...
- I think you might have forgotten to...
- Excuse me if I'm out of line, but...
- There may have been a misunderstanding about...
- Don't get me wrong, but I think we should...

Read the following dialogue and try to complete the sentences.

The guest is complaining to the waiter about the service he got at the restaurant of a well-known hotel chain.

Jessy: (very angry) Waiter!

Waiter: Yes madam?

Jessy: I would like to make a complaint.

Waiter: Is there anything wrong?

Jessy: Anything wrong? You should ask if there is anything right!

Waiter: What's the problem, madam?

Jessy: I've eaten my dinner breathing of smoke, and it is clearly forbidden to smoke in restaurants. It took you twenty minutes to bring me the starter, and it was only some salad. Then ...

Waiter: (interrupting) I apologize...

Jessy: (even angrier) Do not interrupt me, please; I haven't finished with the complaints. Your colleague, the other waiter, spilled the red wine over my skirt when he was trying to serve it. He tried to clean the skirt, and it only made it worse. Look at my skirt now! It's ruined!

Waiter: I can see that, we will pay for that, don't worry.

Jessy: Then the main course, roast beef, was completely cold and it was impossible to eat it. Not to speak of the dessert: a slice of cheese on a plate, is that what you call 'cheese selection'?

Waiter: I'm very sorry, would you like to change your dessert?

Jessy: No! I want to make a written complaint and go!

Waiter: OK, if that is your wish, I will get the complaints book for you

Jessy: (raising her voice) Thank you!

Task 1

1. Jessy calls the waiter because
2. The problem with the starter was that ...
3. The other waiter spilled...
4. The waiter offers as a solution ...
5. Jessy now wants to...

Task 2

Fill in the blanks with one of the words below. There can be more than one answer. Two words are extra.

clean	cold	some	hot	new	cup
easy	stale	dirty	strong	broken	

- a. This soup is (1) and I like my soup very (2)
Can you change it, please?
- b. This knife is (3) Can you bring me a (4) one,
please?
- c. This glass is (5) Can you bring me a (6) one?
- d. This bread is (7) Can you bring me fresh bread, please?
- e. This coffee is very weak and I like (8) coffee. Can you bring
me another (9)....., please?
- f. This orange juice is not (10) enough. Can you bring me some
ice cubes?
- g. This pasta is very (11) and spicy. Can you bring me a glass of
(12).....water?

Task 3

Read the following complaints and write a suitable apology.

Complaints

1. It is too hot in the restaurant.
2. My meat is raw.
3. The waiter isn't very friendly.
4. We ordered our food an hour ago.
5. We ordered sparkling water, not still water.
6. There's a fly in my soup.
7. The glass is dirty

Reading

Tips on Serving Tables

By Lee Morgan, eHow Contributor

Being a successful waiter or waitress in a restaurant means providing accurate and friendly service that will lead to gratuities from the guests at your tables. Since the hourly wage associated with this position is not likely to be very high, the majority of your income will rely directly on how well you do your job. Following a few guidelines on how to impress the diners in your section will result in higher tips in many instances.

1. Be Personable But Not Personal

- Be friendly and attentive to those seated at your table and make them feel welcome and important. If your guests feel like you care about them, they may ask for you specifically the next time they come in, according to Make-Better-Tips.com.

Introduce yourself immediately and make eye contact with those you are speaking to. Be confident and let the guests know that you are capable.

Remember you are still a stranger, so do not get too personal. Telling a woman at your table that you like the color of her shirt is okay, but asking her how she got the scar above her eye is not.

2. Be A Menu Expert

- Nothing will destroy your credibility with a customer like appearing to be lost in your own job.

Study the menu regularly, know the details about the entrees and know exactly what the specials are.

Recommend items that you like and know the kitchen's substitution policies, pricing, whether certain items contain dairy or other commonly allergic substances and be aware of how the items are prepared. Also be prepared to make suggestions based on what is popular among the masses. Many people want to try what everyone else likes to eat.

3. Beverage Tips

- Customers generally expect to get something to drink soon after they are seated. Take beverage orders quickly and accurately to get the table off to a good start, according to Make-Better-Tips.com.

Pay special attention to the parent's reaction when children are ordering drinks. Either check for their approval or wait for them to confirm the order before writing it down.

When a guest orders an alcoholic beverage, ask if he needs a glass of water. Some people wish to drink water with their alcohol to balance its effect, and they will like that you cared enough to ask.

Make sure you have learned how to properly open a bottle of wine. Guests love to have a bottle opened tableside, and if you have to hold the bottle between your legs to wrestle the cork out and then leave crumbled cork floating in the wine, it will not be a great experience for them.

4. Write It And Repeat It

- Order accuracy can make or break your tip. Listen closely to what the person orders, write it down in as much detail as you need and then repeat each order back to the table to ensure accuracy.

Some servers believe it is more impressive to memorize orders and not write anything down. The ability to do this will be outweighed by the unimpressive act of bringing out the wrong entrée.

In addition to making sure you get the order in properly, you should check the food before it comes out to make sure it is right. It is far better to correct it in the kitchen than to have the customer send it back unhappy

[Tips on Serving Tables | eHow.com http://www.ehow.com/way_5698246_tips-serving-tables.html#ixzz1ZYJbgErT](http://www.ehow.com/way_5698246_tips-serving-tables.html#ixzz1ZYJbgErT)

Answer the following questions about the text:

a. What are Lee's recommendations for greeting customers?

Being friendly and attentive to the people at your table and making them feel welcome and important. He also recommends introducing yourself immediately and making eye contact with those you are speaking to.

b. What is the best way of taking an order?

Listening to what the person orders, writing it down in detail and then repeating each order back to the table.

Find a word or expression in the text that means:

1. Helpful, making sure that people have what they need. **attentive**
2. Products made from milk. **dairy**
2. Extra money given to waiting staff for good service. **tip**
3. A dish served before the main course. **entrée**
4. The chef's best dishes today. **specials**
5. When something makes you feel ill. **allergic**
6. Drinks. **beverages**

Unit 5. Back of the house

Working in the food and beverage industry may also mean working where the food gets stored, prepared, and cooked. The kitchen area, which is also where the dishes get cleaned, is commonly referred to as **the back of the house**.

5.1. Restaurants

Types of restaurants

How many types of restaurants can you name?

Take away buying and consuming food from a restaurant or establishment that sells prepared food.

Fast food restaurant

Sometimes known as a quick service restaurant or QSR, is a specific type of restaurant characterized both by its fast food cuisine and by minimal table service.

Buffet is a system of serving meals in which food is placed in a public area where the diners generally serve themselves. It is a popular method for feeding a large number of people with minimal staff. Buffets are offered at various places including hotels and many social events

A drive-through, or drivethru (also called a drive-in), is a business that serves customers who pull up in their vehicles. Orders are taken, and goods or services are provided using a window or microphone, while the customers remain in their vehicles.

Fine dining restaurants are full service restaurants with specific dedicated meal courses. The wait staff is usually highly trained and often wears more formal attire. Fine-dining restaurants are almost always small businesses and are generally either single-location operations or have just a few locations. Food portions are smaller but more visually appealing. Fine dining restaurant has a certain rules of dining which must be followed by visitors.

Pub

Mainly in the UK and other countries influenced by British culture, a pub (short for public house) is a bar that serves simple food fare. Traditionally, pubs were primarily drinking establishments with food in a decidedly secondary position, whereas the modern pub business relies on food as well, A typical pub has a large selection of beers and ales on tap.

A **casual dining restaurant** is a restaurant that serves moderately-priced food in a casual atmosphere. Except for buffet-style restaurants, casual dining restaurants typically provide table service. Casual dining restaurants usually have a full bar with separate bar staff, a larger beer menu and a limited wine menu. They are frequently, but not necessarily, part of a wider chain, particularly in the United States.

Family style restaurants are restaurants that have a fixed menu and fixed price, usually with diners seated at a communal table such as on bench seats. True to their name, these restaurants tend to be single-family businesses.

Bistro and brasserie

In France, a brasserie is a café doubling as a restaurant and serving single dishes and other meals in a relaxed setting. A bistro is a familiar name for a café serving moderately priced simple meals in an unpretentious setting, especially in Paris; bistros have become increasingly popular with tourists. When used in English, the term *bistro* usually indicates either a fast casual dining restaurant with a European-influenced menu or a café with a larger menu of food.

Read about the different areas in a restaurant

Main door : it is the area where the customers are welcomed. There is a piece of furniture called the 'Podium'. Here the reservation book can be found.

Bar and waiting room: They are the places where customers can wait having a cocktail until their table is free.

Dining room: area where tables are placed. It is divided into zones to facilitate service for the waiters. Each waiter is in charge of one zone.

Private dining room: it is an area separated from the main dining room by a curtain or sliding wall for privacy.

Reception of orders and delivery area: It is the area where waiters place the order and receive the dishes. a lamp with infrared light keeps food warm until the waiters get it.

Kitchen: it is the production area where food is made to be served in the dining room later. It is managed by a chef.

Read the following text and dialogue and try to understand the underlined words from the context.

Address: 20 Wordsworth Street , London 2343

Phone: 234567

Opening just in time for end-of-work drinks,
 this restaurant is really just for that,
 a place to go to unwind from the pressures of life in a no-thrills,
easy paced place with amazing architectural designs.

Opening Hours: Mon - Fri 12:00pm - 2:00pm

Sat - Sun 6:00pm - 11:00pm

Dialogue

- John: Have you planned where you are taking your guests tonight?*
- Jill: No, I haven't, have you got any ideas?*
- John: Why don't you take them out to Fontana? I have been there several times.*
- Jill: Can you tell me where it is located?*
- John: 20, Wordsworth Street. It's really good. The dining room is spacious, airy and well-planned, with nice prints on walls.*
- Jill: What about the menu?*
- John: Oh, the menu runs from fish to pasta, steaks and chicken. You can order anything.*
- Jill: There are two children among my guests....*
- John: Never mind, there is a children entertainment room inside and children's playing area outside. They can either play inside the building or go out and have fun there. Besides, Fontana has a large bar for drinks before the dinner.*
- Jill: Shall I reserve the tables beforehand?*
- John: Yes, it seems a good idea. Reserve two tables in the main dining room or even in the VIP room, to be on the safe side.....*

Task 1.

Read text again and answer the following questions.

1. Where is this restaurant located?
2. Can you phone there?
3. When does it open on Monday?
4. When can you go there at the week-end?
5. What does the restaurant offer?

Task 2.

Read the dialogue again and decide whether the statements are True or False.

1. Jill has already planned the evening. T F
2. John suggests going to Fontana. T F
3. John has been at Fontana before. T F

4. The restaurant is located on 45, Main street. T F
5. The restaurant specializes in seafood. T F
6. The dining room is large and bright. T F
7. Children are welcome at the restaurant. T F
8. The restaurant does not have a VIP room. T F

5.2. Restaurant staff

Read the following text and try to understand the underlined words from the context.

Interviewer: Here with us today is Trevor Tonhill, manager of the restaurant of the year - *Santa Fe*. Trevor, can you tell us a few words about your restaurant?

Trevor Tonhill: Our restaurant is quite big. It has five dining rooms, one VIP dining-room and two bars. In addition, it has children's play areas where children can play and have fun together with the members of our staff. Each dining room has its own foyer and a cloak-room. We are proud of our outdoor terrace which is often used in warm weather. As we are very popular, we recommend our prospective guests to reserve tables beforehand.

Interviewer: It goes without saying that you have a good team working together with you....

Trevor: Yes, I work with assistant manager and three accountants who help me to manage the restaurant effectively. Besides we have a team of young waiters, barmen and barmaids - they all contribute to the high quality service guaranteed at our restaurant.

Interviewer: You have forgotten chefs....

Trevor: No, our chef is the pride of our restaurant. Tim Martini is an award – winner of a number of competitions. He has created his own team of kitchen staff and cooks who look after the Mexican cuisine we specialize in.....

Interviewer: And what about prices?

Trevor: We serve wide selection of delicious dishes....our prices are fair and affordable.

Task 1.

Read the radio interview between Trevor Thonhill and the journalist again and decide whether the statements are True or False.

1. Trevor is a sous-chef of the restaurant. T F
2. *Santa Fe* has five dining rooms. T F
3. Trevor works on his own. T F
4. Children are looked after at the restaurant. T F
5. Tim Martini is a well-known chef. T F

Every restaurant is staffed with a wide range of people, specializing in a particular job carried out on the daily basis. These staff members have specific duties and responsibilities.

The food and beverage manager is responsible for the restaurant and the kitchen. Three people report directly to him: the head waiter, the bar manager, and the head chef.

The head waiter manages the specialist wine waiters and the other waiters and waitresses. He is in charge of their appearance, behaviour and efficient service.

The bar manager is responsible for the bar staff. These are barmen and/or barmaids who are highly qualified professionals and provide customers with a speedy and effective service.

The head chef manages the kitchens and under him comes the assistant or sous chef. Then any other chefs report to the sous chef. Finally, the kitchen porters come at the bottom of that reporting line.

Task 2.

Complete the sentences with the words from the box.

head chef	food and beverage manager	barmen/barmaids	bar manager
sous chef	waiters		

1. The manages the bars on a day-to-day basis.
2. The serve drinks to customers, mix cocktails and clean all the glasses.
3. The manages the day-to-day running of the kitchen.

4. The serve food to restaurant customers.
5. The helps the head chef and looks after the kitchen staff.
6. The is responsible for the restaurant and the waiting staff.

Task 3.

Read the text again and number the jobs according to their hierarchy.

- a) food and beverage manager
- b) kitchen porters
- c) the head waiter
- d) the head chef
- e) the sous chef/assistant chef
- f) the bar manager

Task 4.

Read the text again and fill in the grid.

Position	Responsible for
head waiter	
sous chef	
waiters	
bar manager	
bartenders	

Reading and Writing

Read the following text and try to understand the underlined words from the context.

You will never tire of eating out in London as there are hundreds and hundreds of restaurants to choose from – for every taste, desire and pocket.

London has the whole range – bargain eateries, takeaways, vegetarian corners, and exclusive and expensive restaurants.

And then of course the cuisines... London's multicultural communities have made the city's restaurants with distinctive in flavours, ingredients and spices.

You will find classic and avant-garde French, Chinese, Thai and Japanese; traditional and modern Italian; "Indian" style foods from India, Pakistan, Bangladesh and Sri Lanka;

Ethiopian, Egyptian, Nigerian and Moroccan delicacies; Lebanese and Persian dishes; Argentinean, Mexican and Colombian meals; and of course, British food – traditional and experimental. There are a number of meat courses from beef, veal, lamb and pork. In London radio presenters offer advice on some of the areas to go to in order to find quality food. They discuss ethnic communities that live in London. The journalists do not provide the names of restaurants but describe where to go and what to sample. It's up to you to choose the exact location... explore and enjoy!

Task 1.

Answer the questions.

1. What kind of restaurants are there in London?
2. What makes eating out in London interesting and exciting?
3. Name ethnic cuisines mentioned in the text.
4. How can journalists help people to choose where to eat out?

Vocabulary

Whether the establishment is a restaurant, cafe, or fast-food joint, there are a number of different jobs in the back of the house, all requiring different

types of English skills. Even though you may not have to deal with English guests directly, you will have to understand their needs. You may also need to communicate with co-workers whose first language is English. Study the expressions, vocabulary, and dialogue .

baker:	specializes in baking bread and desserts
dishwasher:	cleans dishes, floors, restrooms
executive chef:	highest cook, trained in culinary arts
food preparation worker:	helps other cooks by doing odd jobs such as slicing and portioning
head cook:	cook with the most seniority and experience
kitchen manager:	person who is in charge of the staff in the back of the house
line cook:	cook that helps with food preparation, but may not have experience or training
short order cook:	specializes in fast-food, simple cooking
sous chef:	chef that is second in command, works under and learns from executive/head chef

Wait staff to chef

- Can you put a rush on table two's order?
- What's the ETA (estimated time of arrival) on the lasagna?
- How much longer for the roasted chicken?
- What's the soup of the day?
- One of my customers wants to know what you put in your cream sauce.
- Didn't I punch in a garlic bread with cheese?
- I'm missing three side salads.
- Table seven said to give compliments to the chef.
- My customer says this hamburger isn't cooked enough.
- Are you too busy to make me a staff meal?
- How much should I charge for an extra side of salsa?

Chef to wait staff

- Can you run this food? It's getting cold.
- The special is a rack of lamb with a tossed salad.
- I can do it, but it's going to cost extra.

- We just got five orders at once.
- It's going to be another minute for the rice.
- Are all of these separate cheques for the same table?
- Did you want the chicken wings to come up first?
- You asked for that hot sauce on the side, right?
- How does your table like their cheesecake?
- Don't forget to punch in those salads.
- Taste this soup and tell me what you think.

Sample Conversation

- Executive chef:** Get ready. Anna is punching in her order of ten now.
- Line cook 1:** Should I get the salads and soups ready?
- Executive chef:** Yes, let's see. We need five Caesar salads and two soups of the day.
- Line cook 1:** Any holds?
- Executive chef:** Yes, hold the croutons on one salad, and put the dressing on the side for another one.
- Line cook 2:** Should I get the steaks on the grill?
- Executive chef:** We're going to hold on the steaks until the appies are out. I need you to put down two orders of fries.
- Line cook 2:** I thought we were all out of fries?
- Executive chef:** Oh, that's right. Did you tell Anna that when she started?
- Line cook 2:** No, but I wrote it on the notice board.
- Executive chef:** Mary, can you tell Anna there's no fries left for her table's order. Ask her what they want instead.
- Waitress:** She just went for a smoke break. I'll check with them.
- Executive chef:** It's to go with the kids' meals. Tell them we can do roasted or mashed potatoes instead.
- Waitress:** Kids? Oh, they're not going to be happy about that.
- Executive chef:** Tell them ice cream for dessert is on me.

Answer key

1.1. How to order a drink

Task 1

Reading comprehension questions:

1. a (Jugs of beer)
2. A glass of beer
3. \$0.75

Task 2

Cold drinks: still water, iced tea, peach juice, tap water, lemonade, bitter

Hot drinks: Hot chocolate, milk shake, tea, coffee

Alcoholic drinks: dry Martini, ale, cider, stout, liqueur, rosé, gin, red wine, brandy, whisky sour, larger, sparkling wine

1.2. How to make a cocktail

Task 2

1. light; 2. juice; 3. ice; 4. strawberry; 5. tomato; 6. Worcester; 7. sliced; 8. squeeze; 9. served;

1.3. Bars and bartenders

Task 1.

1. T; 2. F; 3. F; 4. F; 5. T; 6. F

Task 2.

Possible answers: 1. If the area of the bar is enlarged and dancing becomes the primary function, it may be called a discotheque; 2. a) to watch matches and games; b) to meet someone to possibly get married to later; c) to have fun and discuss things related to bikes.

Task 3

1. F; 2.T; 3.F; 4. T; 5. T; 6. T; 7. T; 8.T

Task 4.

1. bar manager; 2. bartenders; 3.head chef; 4. sous chef; 5. food and beverage manager;

Reading

A Drink at the Bar

1. A stressful day
2. About the bartender taking so long
3. whisky sour
4. An ashtray
5. He's been walking around town to get to meetings
6. Nuts and crackers
7. A stirrer
8. The stale peanuts
9. A drink on the house
10. Jack Daniel's

Writing

Task 1

Margarita

Ingredients for Margarita:

- Tequila
- Triple Sec
- Lime Juice
- Salt

Quantities for one drink:

1 1/2 oz Tequila, 1/2 oz Triple Sec, 1 oz Lime Juice, Salt

Preparation:

Rub rim of cocktail glass with lime juice, dip rim in salt.

Shake all ingredients with ice, strain into the salt-rimmed glass, and serve

2.1. Ordering food

Task 1.

Possible answers:

- a) What would you like to order?; Are you ready to order?; Would you like to order?
- b) I'd like to order; Can I order..?; I'd like to have...

Task 2

1. F; 2. F; 3. F; 4. T; 5. T.

2.2. Menus

Task 1

1. served; 2. mixed; 3. marinated; 4. tomato; 5. roasted; 6. new; 7. French.

Task 2. 1. T; 2. F; 3. F; 4. T.

Task 3

Salads: 5; 6; 10. Vegetables: 4; 9; 11; 12; 13; Meat dishes: 8; 14.
Desserts: 1; 2; 3; 7.

Task 4.

Starters/soups - mushroom soup, chicken broth, melon;

Salads/vegetables - Caesar salad, green salad, prawn salad, chicken and parsley salad;

Main courses - grilled steak with red wine sauce, fish with potatoes (fried, mashed, boiled);

Drinks - white wine, beer, red wine.

2.3. Recipes

Task 1.

- 1. eggs - poach, fry ,boil;
- 2. fish - fry; boil;
- 3. chicken - boil, roast, stew;
- 4. lamb - roast, boil, stew;
- 5. beef - boil, stew, roast;
- 6. carrots - stew, boil.

Task 2.

Positive: 1. too spicy; 2. just right; 3. very fresh; 4. very tender; 5. delicious.

Negative: 1. burnt; 2. too salty; 3. disgusting; 4. underdone; 5. too sweet;
6.

Reading

Peter and the Smell of Soup

1. b
2. c
3. a
4. a
5. b
6. a

3.1. How to reserve a table

Task 1.

1. reservation; 2. fully; 3. smoking; 4. cancel; 5. family-run

Task 2.

1, 5, 4, 3, 2.

Task 3.

a; c; h; d; b; e; i; f; g.

3.2. Taking the order

Task 1

1. interest, 2. decided 3 specials 4. appetizer 5. cooked 6. needing
7. so far 8. finished 9. save 10. separate cheques

Task 2

1. pitcher 2. order 3. menu 4. split 5. medium rare 6. sauce
7. delicious 8. bite 9. special 10. board bill

Reading

Task 1: This is the ordered list of instructions on how to greet a customer.

1 Wait until your customers are seated by the host or hostess. Give them a few minutes to get settled and open their menus.

2 Approach the table once your customers are settled. Make sure they're not in the middle of a deep conversation. If they are, wait until they seem to be ready to look over the menu.

3 Greet the table by introducing yourself. Say that you'll be their server tonight.

4 Ask your customers if they'd like to hear the specials. Some people know right away what they're going to eat. Maybe they order the same thing every time they come to the restaurant and don't need to hear the list of specials.

5 Inquire about whether or not your customers would like to start off with something to drink. Some customers will automatically assume this means an alcoholic drink, but make it clear that this includes soda, juice and other beverages, too.

6 Give the customers time to look over the menu and return promptly, even if you're busy. It's very annoying to people to have to wait to place their order.

4.1. Dealing with guests

Task 1.

1. Can you wait a minute; 2. I am afraid ; 3. Would you like to....;
4. There's been a slight misunderstanding; 5. Would you like...;
6. Would you mind...; 7. Could you...; 8. Would you like me
9. There's been a slight misunderstanding; 10. May I suggest... ; 11. Shall I....

4.2. Complaints

Task 1

1. a
2. b
3. b
4. c
5. c
6. a
7. c
8. b

Task 2

1. Jessy calls the waiter because ...**she wants to complain.**
2. The problem with the starter was that ...**she had to wait too long.**
3. The other waiter spilled...**red wine over her shirt.**
4. The waiter offers as a solution ... **to pay for it.**
5. Jessy now wants to... **leave the restaurant.**

Task 3

1. cold; 2. hot; 3. dirty; 4. clean; 5. broken/dirty; 6. clean/new; 7. stale; 8. strong; 9. cup; 10. cold; 11. hot; 12. cold.

Task 4

1. It is too hot in the restaurant.
We will open the window right now
2. My meat is raw.
I'll ask the chef to cook it a bit more.
3. The waiter isn't very friendly.
I am very sorry. he is probably a bit stressed today
4. We ordered our food an hour ago.
Accept my apologies. I'm afraid we are too busy today
5. We ordered sparkling water, not still water
I am very sorry. I'll bring another bottle right now.
6. There's a fly in my soup.
I'll ask the manager to come
7. The glass is dirty
Sorry sir, I'll bring a clean one immediately

Reading

- a. What are Lee's recommendations for greeting customers?

Being friendly and attentive to the people at your table and making them feel welcome and important. He also recommends introducing yourself immediately and making eye contact with those you are speaking to.

- b. What is the best way of taking an order?

Listening to what the person orders, writing it down in detail and then repeating each order back to the table.

5.1. Restaurants

Task 1.

1. 20 Wordsworth Street, London;
2. Yes, you can;
3. 12:00 pm;
4. The menu runs (covers, includes) everything from fish to pasta, steak and chicken.

Task 2.

1. F; 2. T; 3. T; 4. F; 5 .F; 6. T; 7. T; 8. F.

5.2. Restaurant staff

Task 1.

1. F; 2. F; 3. F; 4. T; 5. T.

Task 2.

1. bar manager; 2. barmen/barmaids; 3. head chef; 4. waiters; 5. sous chef;
6. food and beverage manager.

Task 3.

1, 4, 2, 2, 3, 2.

Task 4.

Position	Reports/responsible to
Head waiter	Food and beverage manager
Sous chef	chef
Waiters	Head waiter
Bar manager	Food and beverage manager
Bartenders	Bar manager

Reading and Writing

Task 1.

Suggested answers:

1. All kinds, for every taste, desire and pocket;
2. A wide variety of eating out facilities: a wide choice of restaurants and cuisines;
3. French, Chinese, Japanese, Italian, Indian, Ethiopian, Egyptian, Nigerian, Moroccan, Lebanese, Persian, Argentinean, Mexican, Colombian, British;
4. Discuss ethnic cuisines and describe where to go and what to sample.

Glossary

Note: Many English words and expressions about food come directly from French. This is why some words about food are written with an accent (for example: à la carte). However, you may also see such words written without accent.

Vocabulary <i>part of speech</i>	Meaning	Example sentence
à la carte <i>adjective</i>	without a side dish	Is it possible to get the steak à la carte ? I don't eat potatoes.
à la mode <i>adjective</i>	with ice cream	Would you like your apple pie à la mode ?
alcohol, liquor <i>noun</i>	a distilled liquid such as rum or whiskey	This beer has 5% alcohol .
all you can eat <i>adjective</i>	customers pay one fee and can eat as much as they wish	These are all you can eat fries, so let me know if you want more.
appetizer <i>noun</i>	small snack before a meal	Would you like some garlic bread or another appetizer to start?
appetizing <i>adjective</i>	looks pleasing to eat	I'm afraid these pancakes don't look very appetizing .
apron <i>noun</i>	a cloth covering worn over the clothes while cooking	Remove your apron before you come out to the dining room.
awful (taste) <i>adjective</i>	very bad taste	The customer said that her pasta was awful .
bar <i>noun</i>	place in an establishment where people go to get a drink (especially alcoholic drinks)	If you sit up at the bar you don't have to order any food.
barbeque <i>noun/verb</i>	southern style of cooking over a grill	The barbeque wings are our specialty.
barstool <i>noun</i>	tall seats that customers use at the bar	The guest fell off his barstool before he even ordered a drink.

bartender <i>noun</i>	staff member that mixes, pours, and serves alcoholic beverages	I do part-time work as a bartender in a local pub.
beverage <i>noun</i>	drink	Can I bring you some beverages while you look at the menus?
bill, cheque, check <i>noun</i>	the slip of paper that tells the customer how much to pay	Table 3 would like you to bring them their cheque .
black coffee <i>adjective + noun</i>	coffee without any milk	Should I bring some cream, or do you take your coffee black ?
boil <i>verb</i>	style of cooking that involves placing food in a deep pot of extremely hot water	We usually boil the potatoes first so that they will cook faster.
book off <i>verb</i>	mark a day that you cannot work	I need to book off the first week of May.
booster seat <i>noun</i>	a plastic unit that fits on top of a chair to help small children reach the table	Will your child be needing a booster seat today?
booth/bench <i>noun</i>	type of seating in which people sit side by side on a cushioned area	We'd prefer a booth if you have one available.
booze <i>noun(idiom)</i>	alcohol	You've been into the booze already, haven't you?
bottle opener <i>noun</i>	a device used for opening beer bottles that don't twist off	All of the servers keep bottle openers on their keychains.
bread basket <i>noun</i>	slices of bread and butter served before and with a meal	I'll bring you a bread basket to hold the kids down until dinner.
breaded <i>adjective</i>	rolled and cooked in bread crumbs	The shrimp is breaded in our homemade batter.
buffet <i>noun</i>	self-serve tables of food that are set out for the customer to pick and choose from	The plates and everything you need are up at the buffet .
burnt <i>adjective</i>	overcooked to the point of turning black	The toast is burnt around the edges.
buspan <i>noun</i>	rubber tub used for collecting dirty dishes	The buspan is stacked so high it's too heavy for me to carry.

busboy, busser <i>noun</i>	a person who helps out in a restaurant (especially clearing and setting tables)	Ask the busboy to help you bring out all of the food.
cash <i>noun</i>	paper money payment	I don't have any cash . Do you accept Visa?
cash out <i>verb</i>	counting and submitting the payment of all of the customers bills at the end of one's shift	Don't forget to include any coupons from tonight when you cash out later.
cashier <i>noun</i>	staff member responsible for collecting customer's money at the front of an establishment	We don't have a cashier ; you have to pay your server.
charge <i>verb</i>	to add a fee	I will have to charge you an extra dollar to add ice cream.
check on <i>verb</i>	make sure the guests are satisfied	You should always check on your guests about two minutes after you serve the meal.
chef <i>noun</i>	staff member who is professionally trained to prepare food	Our head chef is one of the best cooks in town.
clear <i>verb</i>	remove finished or unused items from a table	You need to clear this table and set it for four.
cocktail <i>noun</i>	an alcoholic drink with juice	Would anyone care for a cocktail on this warm sunny day?
coffee maker <i>noun</i>	machine that dispenses coffee into a glass container for pouring	You need to teach the new waitress how to operate the coffee maker .
coffee round <i>noun</i>	an offering of coffee and refills around a section of a restaurant	Let's ask the busboy to do a coffee round while we take a smoke break.
combo, combination <i>noun</i>	mixture	The combo platter has veggies, ribs, and chicken fingers.
comment card <i>noun</i>	a piece of paper that customers are given to record their dining experience	When she asked for a comment card I knew she was going to complain about the food.

complaint <i>noun</i>	a problem with service or food	The guest brought his complaint to the manager.
condiments <i>noun</i>	types of sauces that are added for flavouring (i.e. mustard)	All of the condiments you should need are on the table.
cook <i>verb/noun</i>	prepare and heat food until it is ready to serve	The guest says that this chicken isn't cooked enough.
corkscrew <i>noun</i>	tool for removing the cork from the top of a wine bottle.	You will need to learn how to work a corkscrew before you start bartending.
counter <i>noun</i>	flat area often used for placing dishes on or preparing food	I left one of the salads on the kitchen counter by mistake.
coupon <i>noun</i>	a slip of paper that offers the customers a discounted rate	Your coupon is only valid for food, not for alcoholic drinks.
complimentary <i>adjective</i>	free of charge	The desserts are complimentary because the dinner took so long.
creamer <i>noun</i>	small plastic container of cream for coffee	Will you need more than two creamers for your coffee?
credit card <i>noun</i>	a plastic card that allows people to pay for something later	You forgot to sign your credit card slip.
customer, guest <i>noun</i>	person who goes to an establishment to be served	It is our policy that the customer is always right.
customer service <i>noun</i>	treatment of guests	Our restaurant got the award for having the best customer service this year.
cutlery, silverware, utensils <i>noun</i>	tools for eating with (fork, knife, spoon)	In a fine dining restaurant the staff has to polish the silverware .
cut off <i>verb</i>	stop serving a customer any more alcohol	I cut off the man with the beard because he'd had too much to drink.
debit <i>noun</i>	use bank card to pay directly from bank account	Can we pay by debit here, or do you only take credit cards?
deep fried <i>adjective</i>	cooked in a large pot of oil	Most of the appetizers on our menu are deep fried .
defrost, thaw <i>verb</i>	remove frozen food from the freezer to prepare	Don't forget to defrost some pies for tomorrow.
delicious <i>adjective</i>	very good taste	The cookies were so delicious they were gone in half an hour.

delivery <i>noun</i>	food brought to the home	Do you have delivery or do we have to come in to eat?
designated driver <i>adjective + noun</i>	person in a party who agrees not to consume alcohol in order to drive everyone home safely	Is there a designated driver in your party or are you taking a taxi?
dessert <i>noun</i>	sweet treat after a meal	I think we're too full to have dessert tonight.
dessert tray <i>noun</i>	a plate of all of the desserts that customers can view and order from	I'll bring the dessert tray around and see if I can tempt any of you with a slice of cake or pie.
dirty dishes <i>adjective + noun</i>	plates that customers are finished with	I'll just clear these dirty dishes and make some room for you.
discount <i>noun</i>	at a cheaper cost	We got a discount because we are regular customers.
dish pit <i>noun</i>	area in the restaurant where the dirty dishes are placed.	Jody is not going to want to go into the dish pit today.
dishwasher <i>noun</i>	the staff member/machine that washes the dirty dishes	Can you bring the dishwasher these pans to clean?
doggie bag <i>noun</i>	unfinished food that is packed up for the customer to take home	I can't finish my steak, but I'll take a doggie bag .
double <i>noun</i>	two shots of alcohol in one drink	Make that a double in a tall glass, please.
draft <i>noun</i>	beer from a keg that pours out of a tap	We have a selection of local beers on draft .
dressing <i>noun</i>	liquid topping for salads	Would you like Italian or French dressing ?
dry <i>adjective</i>	no sauce	I'll have dry toast with two eggs.
entrée, main course <i>noun</i>	the largest part of a meal (after appetizer, before dessert)	The entrées are after the lunch specials on page 6 of the menu.
fast-food <i>noun</i>	an eatery that offers quick inexpensive food	We don't provide table service. This is a fast-food restaurant.

fine dining <i>noun</i>	a very expensive eating establishment	The waiters wear bowties because it's a fine dining restaurant.
float <i>noun</i>	small amount of cash used to make change at the beginning of a server or bartender's shift	I need a roll of quarters for my float .
free refills <i>adjective + noun</i>	beverages that can be filled again without any cost	Have all of the soda you want; it's free refills here.
fry <i>verb</i>	cook over an element in oil	Don't fry the vegetables too long or they will go soggy.
garnish <i>noun/verb</i>	food that is added to a plate for appearance or colour (i.e. parsley or fruit)	Don't forget to garnish all of the entrees that go out.
glassware <i>noun</i>	group of drinking glasses	Make sure the glassware doesn't have any spots before you put it away.
gloves (plastic) <i>noun</i>	covering for the hands to prevent the spread of germs	Whenever you are handling food make sure you are wearing gloves .
gratuity/tip <i>noun</i>	extra money given as a thank you for service	When we have a large party we're allowed to add a 15% gratuity to the bill.
greet <i>verb</i>	say hello and welcome customers to the establishment	Your priority as a hostess is to greet the guests at the door with a smile.
grill <i>noun/verb</i>	cooking over iron slats that allow for oil and fat to drop down	The healthiest way to prepare meat is on a grill .
hairnet <i>noun</i>	a covering worn on the head while preparing food	If you don't want to wear a hat, you can wear a hairnet .
happy hour <i>noun</i>	short amount of time when alcoholic drinks are on sale	We're expecting a rush because it's almost happy hour .
highball <i>noun</i>	alcohol served with soda	Our highballs are on for half price today.
highchair <i>noun</i>	a tall chair with a plastic tray designed for a baby	The party is for ten plus a highchair .
hold <i>verb</i>	leave off/without	I'll take a hamburger, hold the bun.
homemade <i>adjective</i>	made from a recipe	We serve the best homemade soup in town.

host, hostess <i>noun</i>	staff member in charge of greeting and seating customers in a restaurant	Please wait and the hostess will seat you.
ingredients <i>noun</i>	all of the different foods that are combined in a recipe	I'll check the ingredients to make sure there aren't any nuts.
kettle <i>noun</i>	pot for boiling water for tea	I'll put the kettle on and make some fresh tea.
last call <i>noun</i>	the last chance for a person to get an alcoholic drink before the establishment closes	We'll have two more screwdrivers for last call .
lemon, lime wedge <i>noun</i>	a small segment of lemon or lime put on the rim of a glass	I'd like a lemon wedge for my ice water please.
lineup <i>noun/verb</i>	a number of people waiting for something	Is this the lineup to pay or get seated?
liqueur <i>noun</i>	alcohol that has a syrupy/sweet taste	Can I offer you a coffee liqueur to go with your dessert?
make change <i>verb + noun</i>	give customers money back from a payment	We can make change if all you have is large notes.
manager <i>noun/adjective</i>	person in charge of a section of a restaurant	I'd like to speak to the floor manager about the service.
melt <i>verb</i>	warm to soften (i.e. cheese/butter)	First, melt two tablespoons of butter in the microwave.
menu <i>noun</i>	a booklet of all of the food that can be ordered	Do you have a children's menu we could see?
microwave <i>noun</i>	a small appliance that heats and cooks food quickly	We can heat your dinner in the microwave if you like.
mild <i>adjective</i>	not spicy	I'd like a half dozen mild chicken wings.
nightclub <i>noun</i>	establishment where adults go to dance and drink alcoholic beverages	If you work at the nightclub you will have to stay until 2 AM.
non alcoholic beverage <i>adjective + noun</i>	a drink that resembles a certain drink without the alcohol	Can I order a non alcoholic beer?

notepad <i>noun</i>	paper that a server uses to write down orders	Just let me grab my notepad and I'll take your order.
on the rocks <i>preposition + noun</i>	on ice	I'll take a whiskey on the rocks .
on the side <i>preposition + noun</i>	request for a food item to NOT be put on top of another food item	For the nachos, can we have the sour cream on the side ?
order <i>verb/noun</i>	make a request to a server	Is everyone ready to order lunch now?
over charge <i>verb</i>	give a customer a bill that is too high (by mistake)	I think you over charged us for our drinks; we only had one each.
pack up <i>verb</i>	put in a take-out container for the customer to bring home	Would you like me to pack up the rest of that pizza?
party <i>noun</i>	group of people at or waiting for a table	A party of twelve just walked in without a reservation.
patio <i>noun</i>	outdoor seating	We closed the patio because it looks like it's going to rain.
paycheque <i>noun</i>	money given to the staff every week or two	You'll get a paycheque every other Monday.
pitcher, jug <i>noun</i>	a container with a spout to pour water, beer, or other beverages out of	We'll take a pitcher of beer with four glasses.
portion <i>noun/verb</i>	a separate amount of food	The chicken fingers are already portioned in the freezer.
pour <i>verb</i>	dispense liquid from a container	Can I pour you folks another glass of water?
prepare <i>verb</i>	get food ready	The servers have to prepare the salads themselves.
pub <i>noun</i>	establishment that specializes in casual food and alcoholic beverages	I can wear whatever I want when I work at the pub .
punch clock and punch card <i>noun</i>	a machine that staff members place a card into when they begin and finish a work shift	I don't want staff members hanging around the punch clock .

punch in, out <i>verb</i>	put a card in the punch clock to mark the time you start and end a shift	You can punch out as soon as you finish sweeping the floors.
punch something in <i>verb</i>	enter an order into a computer system	I'm going to punch in a large order now, so get ready.
rare <i>adjective</i>	cooked meat that is pink inside	This steak is too rare for me to eat.
recipe <i>noun</i>	list of ingredients and instructions for preparing a certain type of food	Our chef is so talented that he almost never bothers with a recipe .
regulars <i>noun</i>	people who come into an establishment often	You can give the regulars a complimentary drink from time to time.
reservation <i>noun</i>	a request to have a table saved for a certain amount of people	We don't take any reservations ; it's first come first served here.
restrooms <i>noun</i>	place for people to use a toilet and wash hands	The restrooms are to your left and down the stairs.
roll-up <i>noun</i>	a set of cutlery wrapped in a napkin	Before we punch out we have to prepare enough roll-ups for the night shift.
rush <i>noun</i>	a large amount of customers arriving at the same time	We always have a rush after church on Sundays.
rush <i>noun/verb</i>	prepare quickly for a certain reason	Can you put a rush on this spaghetti; I forgot to punch it in.
sauce <i>noun</i>	liquid flavouring added to food	What kind of sauce would you like on your ice cream, butterscotch or chocolate?
schedule <i>noun/verb</i>	a notice of the time and date each staff member has to work in a certain period of time	If you want to book off a day, let me know before I make the schedule .
seasoning <i>noun</i>	dry flavouring added to food	He wants the chicken plain without any seasoning .
self-serve <i>adjective</i>	the customers bring their own food items to the table and do not pay for service	We have a buffet on, so it's self-serve for lunch.
senior's discount <i>noun</i>	a reduced price for people over a certain age (i.e. over 65)	We have a senior's discount of 25% off on Mondays.

separate cheques <i>adjective + noun/verb +noun</i>	a different bill for each member/group sitting at a table	We asked for separate cheques but it all came on one bill.
serve <i>verb</i>	look after a customer, bring items to a customer	Is there someone in charge of servicing out on the patio?
set <i>verb</i>	get a table ready with items such as cutlery and glassware	I need you to clear and set table five for a party of eight.
shade <i>noun</i>	place outside that is not in the sun	We'd like to sit on the patio if there is any shade .
shot <i>noun</i>	one ounce of alcohol served in a small glass (shot glass)	Let's do a shot to get this party started.
shooter <i>noun</i>	an ounce of alcohol and juice combined	Is there a shooter that has orange juice in it?
side dish <i>noun</i>	choice of food that goes with a main meal	The two side dishes are mashed potatoes or French fries.
sour <i>adjective</i>	acid or fermented taste	I think the milk has gone sour from sitting out of the fridge too long.
sous chef <i>noun</i>	staff member who works under and assists the main chef	Our sous chef is leaving to become the head chef at another restaurant.
specials <i>noun</i>	items that were prepared particularly for a certain day and are usually at a reduced price	Would you like to hear the specials before you decide on lunch.
specialty <i>noun</i>	food item that a restaurant is popular for	Homemade fish and chips is our specialty .
spicy <i>adjective</i>	hot flavour	Any item with three chillies beside it means that the dish is very spicy .
stay <i>verb</i>	to eat in the restaurant	Are these coffees to go or to stay ?
stir, mix <i>verb</i>	spin round and round with a spoon	Stir the soup for a few minutes before you serve it.
straw <i>noun</i>	long hollow plastic stick for drinking out of	Can I please get a straw for my ice tea?
straight up <i>adjective</i>	alcoholic drink without any mix or ice	He always has a straight up glass of rum after his meal.

substitute <i>verb</i>	replace one item for another	Can I substitute the carrots for corn?
supervisor <i>noun</i>	staff member in charge of watching over things and dealing with problems	When I'm not here George will be your supervisor .
sweet <i>adjective</i>	taste with a lot of sugar	If you like sweet things, you'll love our chocolate cheesecake.
take-out <i>adjective/verb</i>	food that is packed up and eaten at home	You can either eat in or order food to take-out .
two-minute check <i>noun</i>	a visit to a table approximately two minutes after the food has been served to check for satisfaction	Don't forget to do your two-minute check to make sure the steak is cooked properly.
terminal <i>noun</i>	computer system for punching in food orders	There's one terminal in the kitchen and one on the bar.
till <i>noun</i>	drawer of a cash register that money is kept in	You need a key to open the till and make change.
to go <i>verb</i>	to take out of the restaurant	We're just going to order a pizza to go .
toppings <i>noun</i>	food items that go on top of other food items to add flavour	What type of toppings would you like to have on your pizza?
uniform <i>noun</i>	clothing that staff members have to wear	The uniform here is black pants and a white shirt.
waiter, waitress <i>noun</i>	staff member in charge of taking orders and serving food and beverages	When I got promoted from a hostess to a waitress I started making tips.
waiting list <i>noun</i>	list of groups who want a table to eat at	We have a twenty minute waiting list tonight.
warm up <i>verb</i>	heat food to an enjoyable temperature for eating	Would you mind warming up the baby's bottle for me?
well-done <i>adjective</i>	cooked for longer than average	The meat was so well-done it had no flavour.
wine list <i>noun</i>	a menu of all of the wine you can order from the glass, litre, or bottle	You will notice that we have a lot of local wine on our wine list .
winery	a place where wine is made,	There is another winery up the hill that

<i>noun</i>	tasted, and sold	you might enjoy stopping at.
wine tasting <i>adjective</i>	sampling different types of wine	If you are interested in trying some wines you should go on a wine tasting tour.

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