

**CAREER  
PATHS**

# Hotels & Catering

Virginia Evans  
Jenny Dooley  
Veronica Garza



Express Publishing



# Hotels & Catering

Book  
**1**

Virginia Evans  
Jenny Dooley  
Veronica Garza



**Express Publishing**



# Table of Contents

Unit 1 - Meet our staff .....	4
Unit 2 - Welcome! .....	6
Unit 3 - Hotel amenities .....	8
Unit 4 - Family-friendly lodging .....	10
Unit 5 - Valet service .....	12
Unit 6 - The guest room .....	14
Unit 7 - Checking in .....	16
Unit 8 - Meet the restaurant staff .....	18
Unit 9 - Taking a reservation .....	20
Unit 10 - Breakfast service .....	22
Unit 11 - At the bar .....	24
Unit 12 - Meet the kitchen staff .....	26
Unit 13 - Utensils .....	28
Unit 14 - Food service equipment .....	30
Unit 15 - Food preparation .....	32
Glossary .....	34

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What kinds of jobs are available in hotels?
- 2 What do hotel employees do?



1 bellhop

2 doorman

3 concierge

4 front desk clerk

5 valet

6 night auditor

7 maintenance worker

8 housekeeper

## Employee of the Month

March

Tom Yarborough - Front Desk Clerk

*What do you do on a regular day at work?*

I work with the **doorman**, **valet** and **elevator operator** to make guests feel welcome. Then I **check in** the guest. Finally, I ask the **bellhop** to take the guest's bags to the guest's room.

*Do you think that teamwork is important?*

Yes. **Teamwork** is a big part of my job. I talk to the **night auditor** every morning. She shares important guest information with me. Sometimes guests have questions about the city. So I tell them to speak to the **concierge**. Other times, there are problems with the rooms. The **housekeepers** and **maintenance workers** fix those problems.

## Vocabulary

3 Match the jobs (1-8) with the duties (A-H).

- A a person who parks cars for guests
- B a person who rents rooms to guests
- C a person who handles guests and financial matters at night
- D a person who waits at the hotel entrance and greets new guests
- E a person who fixes broken items in the hotel
- F a person who cleans the hotel
- G a person who tells hotel guests about local entertainment
- H a person who carries bags to rooms for guests

## Reading

2 Read the hotel newsletter, and then mark the following statements as true (T) or false (F).

- 1 — Tom Yarborough rents rooms to guests.
- 2 — The night auditor's job is to tell guests about the city.
- 3 — The maintenance workers fix problems with the hotel rooms.



- 4 a) Complete the word or phrase that is similar in meaning to the underlined part.

- 1 The act of working together with others helps the hotel staff provide great service.  
t \_ \_ \_ w \_ \_ k
- 2 Allison arrives at the hotel and goes to the front desk to rent a hotel room. \_ \_ e \_ k \_ \_
- 3 The person who cleans hotel rooms cleaned my room this morning. h \_ \_ s \_ k \_ \_ \_ e r

- b) Use the photographs on p 4 to present the jobs available at a hotel.

- 5 Listen and read the newsletter again. What does an elevator operator probably do?

## Listening

- 6 Listen to an interview with the employee of the month at the Royal Point Hotel. Then choose the correct answers.

- 1 The interview is mostly about the employee's...  
A opinions about his job.  
B feelings about his co-workers.  
C previous work experience.  
D goals for the future.
- 2 What is his position at the hotel?  
A front desk clerk    B doorman  
C bellhop    D concierge

- 7 Listen again, and fill in the blanks.

Interviewer: Mr. Huxley, what's your 1 \_\_\_\_\_ about your job?

Employee: Every day is a new experience. I meet new people and work with a great 2 \_\_\_\_\_.

Interviewer: Oh, so your 3 \_\_\_\_\_ help you do your job?

Employee: Yes. I work with the doorman and the 4 \_\_\_\_\_ every day.

Interviewer: I see. Tell me, what's your goal as a 5 \_\_\_\_\_?

Employee: My goal is to make the guests happy.

Interviewer: I think you're a great choice for 6 \_\_\_\_\_.  
Congratulations.

Employee: Thank you. I'm very happy about it.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*What's your favorite part of your job?*

*Do your co-workers help you do your job?*

*What's your goal as a...?*

**Student A:** You are an interviewer for a monthly newsletter. Ask Student B questions to find out:

- what his or her job is
- which employees he or she works with
- what his or her goals are at work

Make up a name for the employee of the month.

**Student B:** You are a hotel employee. Answer Student A's questions. Make up a job and a goal for your job.

## Writing

- 9 Use the conversation in Task 8 to fill out an interview note sheet.

### Interview Notes

What is the hotel employee's position?

\_\_\_\_\_

What hotel employees does he or she work with? \_\_\_\_\_

What does the hotel employee like best about the job? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





*Pop*  
*Royal Point*  
*Hotel*

## New Employee Training Manual

### Welcoming Our Guests

Why do people from all over the world choose the Royal Point Hotel? Because of our friendly **atmosphere**. How can you make guests feel welcome? Here are some tips:

- Greet new guests with a friendly "**welcome**". Also, be sure to **introduce yourself**. Begin your introduction with the phrase, "Allow me to introduce myself."
- **Address** all guests as "sir" or "ma'am." The **title** "Mr." or "Ms." followed by the guest's last name is also appropriate.
- Is a guest having trouble carrying his or her **luggage**? Offer to **take his or her bags**. A guest may have **additional baggage** in his or her **car trunk**. Don't forget to ask!

### Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What makes people feel welcome during hotel stays?
- 2 How do you make people feel welcome?

### Reading

- 2 Read the training manual for new employees, and then choose the correct answers.

- 1 What is the main idea of the training manual?
  - A how to welcome new hotel employees
  - B ways to make guests comfortable at the hotel
  - C steps to introducing people who don't know each other
  - D how to improve communication between employees
- 2 According to the passage, which of the following is true about employees at the Royal Point Hotel?
  - A They rarely speak to hotel guests.
  - B They allow guests to introduce themselves first.
  - C They are responsible for learning guests' addresses.
  - D They sometimes refer to guests by their last names.
- 3 What is probably true about guests?
  - A They stay at the same hotel each time they travel.
  - B They use their car trunks to store extra bags.
  - C They don't share their first names with employees.
  - D They pay employees to carry their luggage.

### Vocabulary

- 3 Match the words or phrases (1-9) with these definitions (A-I).

- 1 \_ atmosphere
- 2 \_ welcome
- 3 \_ introduce yourself
- 4 \_ address
- 5 \_ title
- 6 \_ luggage
- 7 \_ take his/her bags
- 8 \_ additional baggage
- 9 \_ car trunk

- A more or extra luggage
- B to talk to someone
- C the mood of a place
- D the bags that you take with you when you travel
- E a space in the back of a car that is for storing things
- F a word used before a person's name to show respect
- G to help carry someone's belongings
- H to make guests feel comfortable in a new place
- I tell someone your name



- 4 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Give me permission to help you carry your bags. \_ l \_ \_ w \_ m \_
- 2 The guest takes a lot of bags on her trip. l \_ \_ g \_ \_ e
- 3 The doorman says his name to the guest. i \_ t \_ \_ d \_ c \_ \_ h \_ m \_ \_ \_ \_

- 5 Listen and read the passage again. What ways are appropriate to address guests?

## Listening

- 6 Listen to a conversation between a doorman and a guest. Then mark the following statements as true (T) or false (F).

- 1 \_ The guest's luggage is in her car trunk.
- 2 \_ The guest prefers to carry her own bags.
- 3 \_ The doorman checks in the guest at the front desk.

- 7 Listen again, then fill in the blanks.

Doorman: 1 \_\_\_\_\_ to the Royal Point Hotel!

Guest: Thank you. I'm 2 \_\_\_\_\_ to be here.

Doorman: And we're 3 \_\_\_\_\_ you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

Guest: It's nice to meet you, Mr. Hayes.

Doorman: It's nice to meet you, too. May I 4 \_\_\_\_\_?

Guest: Sure. My luggage is in my 5 \_\_\_\_\_.

Doorman: Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the 6 \_\_\_\_\_?

Guest: All right. Thank you very much.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

Welcome to the Royal Point Hotel!

May I take your bags?

Why don't you check in at the front desk?

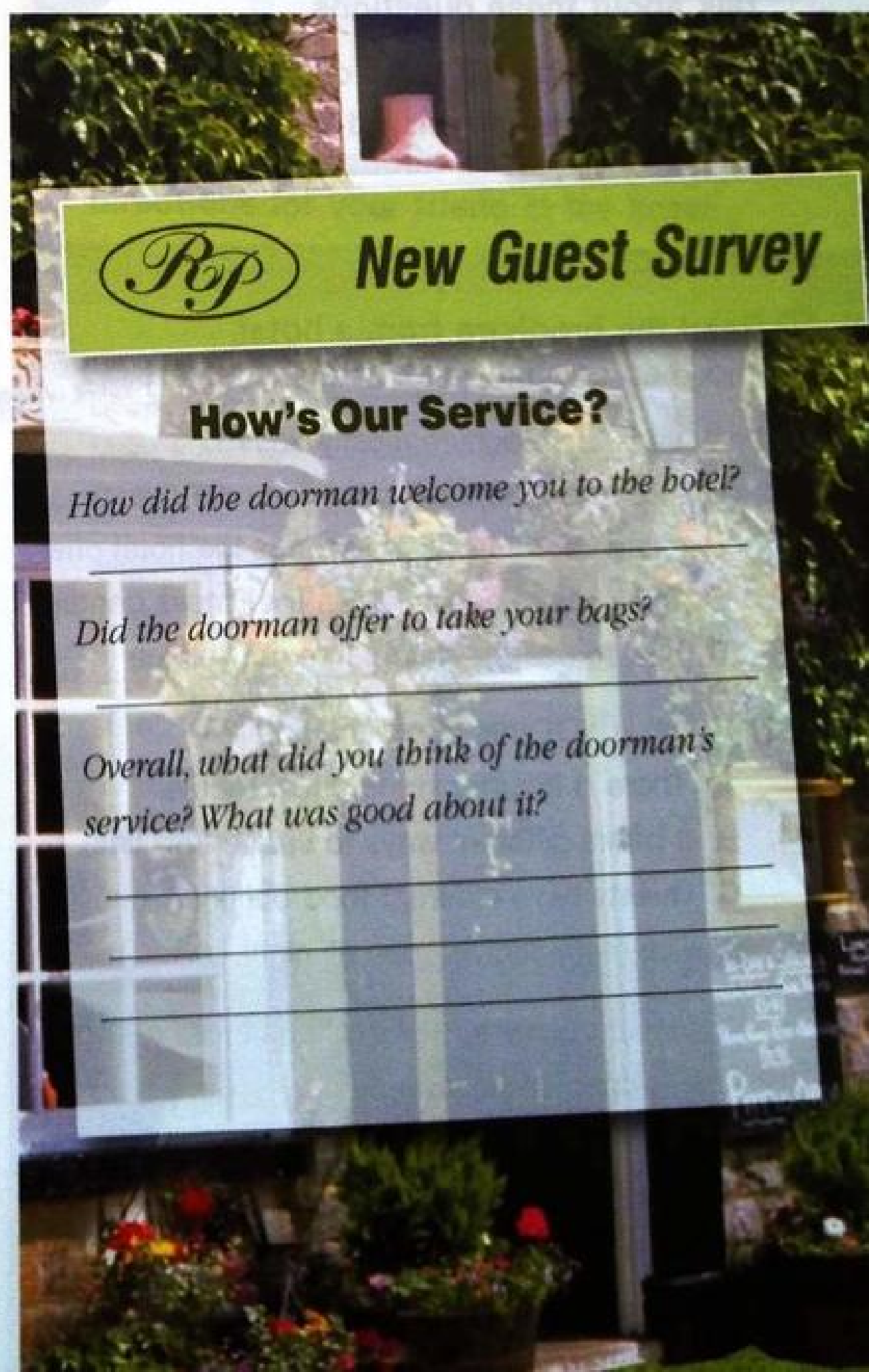
**Student A:** You are a doorman for the Royal Point Hotel. Make Student B feel welcome at the hotel. Be sure to:

- introduce yourself
  - offer to take his or her bags
  - direct him or her to the front desk
- Make up a name for yourself.

**Student B:** You are a guest at the Royal Point Hotel. Respond to Student A's statements and questions.

## Writing

- 9 Use the conversation in Task 8 to complete a survey about hotel service.



**New Guest Survey**

**How's Our Service?**

How did the doorman welcome you to the hotel?

Did the doorman offer to take your bags?

Overall, what did you think of the doorman's service? What was good about it?





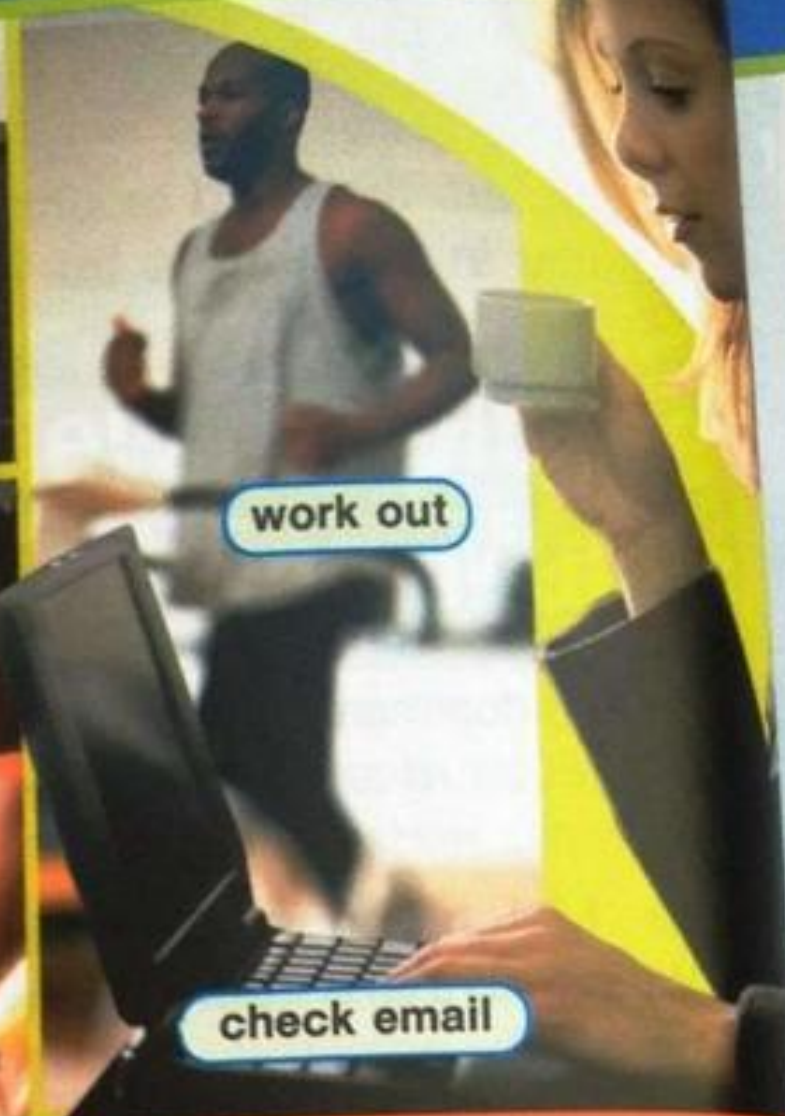
fitness center



vending machine



ice machine



work out



hotel restaurant



relax



check email



heated pool

## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What activities do hotels offer guests?
- 2 What places can you find inside a hotel?

## Reading

- 2 Read the brochure from a hotel, and then choose the correct answers.

- 1 What is the brochure mostly about?
  - A how the front desk clerk can help guests
  - B the different kinds of services the hotel offers
  - C the kinds of equipment in the fitness center
  - D how to use the hotel's Internet service
- 2 Which is NOT true about the hotel?
  - A There is Internet in the guest rooms.
  - B It offers different ways to spend free time.
  - C Guests have different food options.
  - D The restaurant is open all night.
- 3 What is probably true about the fitness center?
  - A It is open 24 hours a day.
  - B It has an area to do work.
  - C It has a vending machine inside.
  - D It has Internet access available inside.

*Rp*  
Royal Point  
Hotel

## Amenities

Welcome to the Royal Point Hotel.  
We offer more than just a place to sleep.

Relax in the heated pool or work out in the fitness center. Want to check your email or surf the web? It's not a problem. WiFi Internet access is available throughout the hotel.

Feeling hungry? Visit our hotel restaurant. It is open from 7a to 10pm. Or use the vending machines and ice machine when you want a snack or a cold drink. They are available anytime on every floor.

Need anything else? Ask the clerk at the front desk. He or she is always happy to help you!

## Vocabulary

- 3 Put the phrases from the word bank under the correct heading.

Word BANK

surf the web    vending machine  
hotel restaurant    fitness center  
check email    work out    ice machine

Food and Drink	Exercise Activities	Computer



4 Complete the word or phrase that is similar in meaning to the underlined part.

- George works hard all year long. On vacation, he wants to spend time not working. \_ e \_ \_ \_
- Guests with laptop computers take advantage of the wireless communication service.  
\_ \_ F \_ \_ l \_ t \_ r \_ \_ \_
- Frannie swims in the large hole filled with warm water. \_ e \_ \_ e \_ \_ \_ o \_

5 Listen and read the passage again. How many places in the hotel can you get food from?

## Listening

6 Listen to a conversation between a hotel guest and an elevator operator. Then choose the correct answers.

- What is the guest looking for?  
A a vending machine  
B the hotel restaurant  
C the swimming pool  
D the fitness center
- What will the guest probably do first?  
A go to the ground floor  
B pass the front desk  
C use the ice machine  
D visit the fitness center

7 Listen again, and fill in the blanks.

Guest: Excuse me, can you direct me  
1 \_\_\_\_\_?

Operator: Of course! First, take the elevator to the  
2 \_\_\_\_\_.

Guest: That's what I thought! Then what?

Operator: Go right as you leave the  
3 \_\_\_\_\_.

Guest: Do I pass the 4 \_\_\_\_\_?

Operator: Yes, you do. And 5 \_\_\_\_\_  
\_\_\_\_\_ down the hall. Turn right  
again at the ice machine.

Guest: Oh, I think I took a 6 \_\_\_\_\_  
\_\_\_\_\_ the last time.

Operator: Just look for the fitness center. The  
swimming pool is not far from there.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Where is the...?

Take the elevator.

Turn left at... .

**Student A:** You are a hotel guest, and you want to find something in the hotel. Ask Student B questions to find out:

- how to get to the place you want
- what is nearby
- what floor you need to go to

**Student B:** You are an elevator operator. Answer Student A's questions.

## Writing

9 Use the conversation in Task 8 to write directions for your friend in the hotel.

Hi, \_\_\_\_\_.

Meet me at the \_\_\_\_\_ at

\_\_\_\_\_ o'clock. To get there, take the  
elevator to \_\_\_\_\_. When you get there,  
turn \_\_\_\_\_ and go past the

\_\_\_\_\_. Keep going \_\_\_\_\_.

The \_\_\_\_\_ is near the

\_\_\_\_\_.

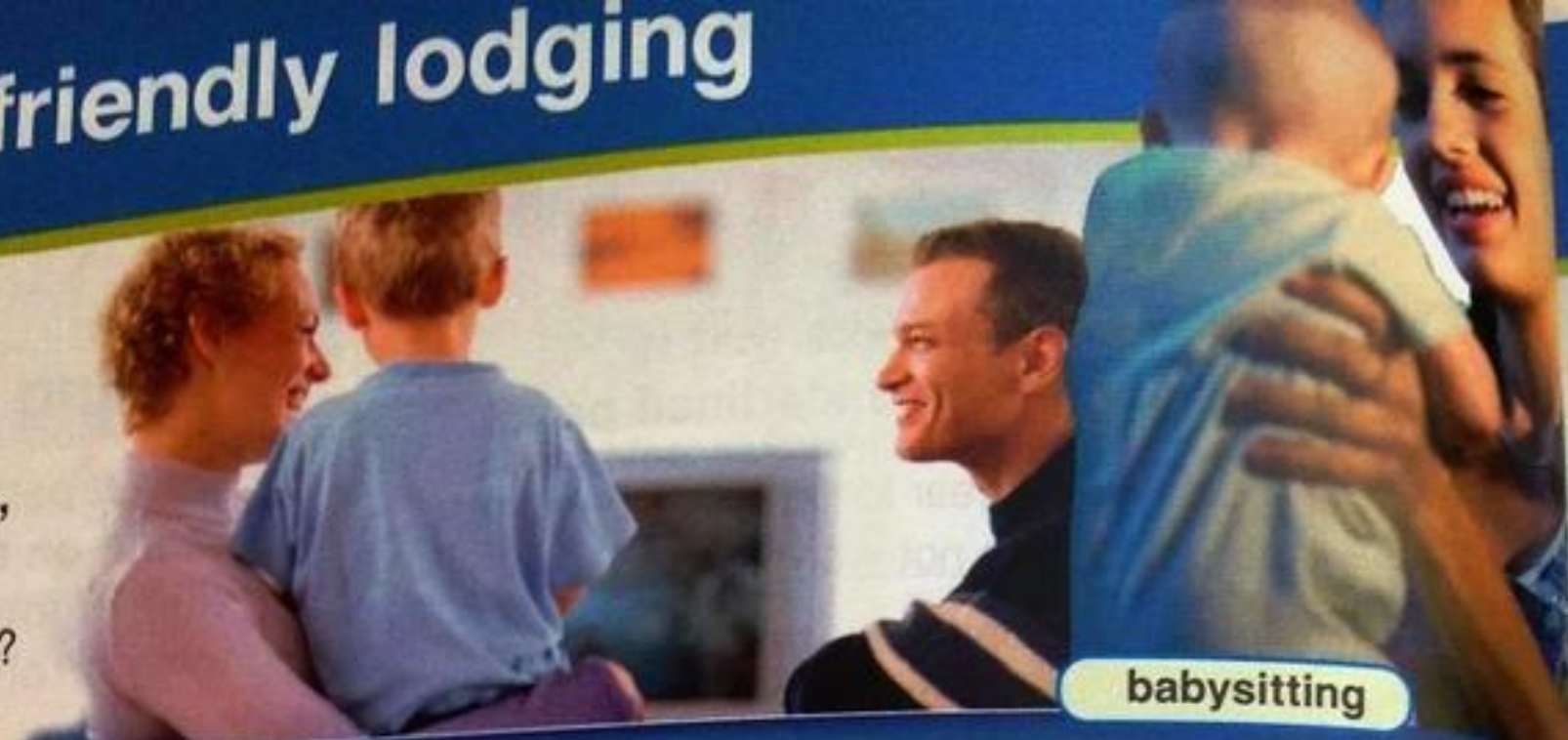
See you soon!



## Get ready!

1 Before you read the passage, talk about these questions.

- Is it hard to travel with children? Why?
- What activities do families do on vacation?



babysitting



## Family-Friendly Lodging

Looking for a vacation that's fun for the entire family? Visit the Royal Point Hotel, where family vacations are easy.

Our guest rooms are perfect for families. Order **kid-friendly** movies on **pay-per-view**. Watch the newest hit movies on the TV in your room. And remember, we provide **cribs** upon request.

What about

entertainment beyond your hotel room? Visit our hotel restaurant. It has a **children's menu** that satisfies **picky** eaters. Or rent a **stroller** from the front desk and explore the nearby attractions. Do mom and dad want a quiet evening together? Let us do the **babysitting**. With our professional **childcare specialists** and a fun **playroom**, you don't have to worry.



crib



stroller



playroom

## Reading

2 Read the text on a hotel website, and then choose the correct answers.

- What is the main idea of the website?
  - how to set up childcare at the hotel
  - how to choose a kid-friendly hotel
  - why the hotel is good for guests with children
  - ways to make family vacations less expensive
- Which of the following is NOT true?
  - The hotel offers a babysitting service.
  - Guests have access to movies in rooms.
  - All guest rooms come with cribs.
  - Kids have a place to play at the hotel.
- According to the passage, what is special about the hotel's restaurant?
  - It has toys.
  - It features a playroom.
  - It offers meals for children.
  - It has televisions.

## Vocabulary

3 Match the words and phrases (1-7) with the definitions (A-G).

- |                          |                  |
|--------------------------|------------------|
| 1 — playroom             | 5 — crib         |
| 2 — kid-friendly         | 6 — babysit      |
| 3 — childcare specialist | 7 — upon request |
| 4 — pay-per-view         |                  |

- a special bed for babies
- something that is done or made for children
- a place with toys and games
- a person who knows how to take care of kids
- something done or provided when someone asks for it
- a system of bill



- 4 Complete the sentences with words from the word bank.

## Word BANK

stroller children's menu picky

- 1 Michael is very \_\_\_\_\_ and only eats certain foods.
- 2 Put the baby in the \_\_\_\_\_ when you go outside.
- 3 The restaurant has many choices available on its \_\_\_\_\_.

- 5 Listen and read the passage again. What can guests do with their children at the hotel?

## Listening

- 6 Listen to a conversation between a front desk clerk and a guest. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ The parents want to take the kids to a show.
- 2 \_\_\_ The childcare service is free of charge.
- 3 \_\_\_ Toys are provided for the children.

- 7 Listen again, and fill in the blanks.

Clerk: Good afternoon, Mr. Clark. How can I  
1 \_\_\_\_\_?

Guest: My wife and I want to go to a show tonight. But we don't want 2 \_\_\_\_\_ our kids.

Clerk: Well, we offer free 3 \_\_\_\_\_.

Guest: How does that work?

Clerk: You just leave your children in the  
4 \_\_\_\_\_ office. It's on the second floor.

Guest: Is there anything for the kids to do there?

Clerk: Yes. There's a playroom with a lot of  
5 \_\_\_\_\_.

Guest: Good! The babysitting 6 \_\_\_\_\_ sounds perfect!

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

How can I help you?

How does that work?

It's on the... floor.

**Student A:** You are a guest. You want to go out for the evening without your children. Ask Student B questions to find out about:

- hotel childcare
- what the kids get to do
- how much it costs

Make up somewhere you want to go.

**Student B:** You are a clerk at the front desk of the hotel. Answer Student A's questions. Make up a name for your guest.

## Writing

- 9 Use the conversation in Task 8 to complete the childcare release form. Make up a number of children. Use today's date.

## Childcare Office

Date: \_\_\_\_\_

Family name: \_\_\_\_\_

Number of children: \_\_\_\_\_

Reason for seeking childcare: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





## Get ready!

- 1 Before you read the passage, talk about these questions.

- Where do people put their cars at a hotel?
- What services do hotels offer to help guests with cars?



parking attendant

valet ticket

parking garage

## Relax and Leave the Parking to Us!

After all, you're on holiday!

The Royal Point hotel is happy to offer all guests **convenient valet parking**. To use the service, follow these steps:

- Park your car in front of the hotel.
- Be sure to take any **valuables** out of the car.
- Give your **car keys** to one of the parking **attendants**. Just look for the employees in the blue **uniforms**.
- Take the **valet ticket** that the parking attendant gives you.
- Know that your car is **safe** in our **parking garage** until you need it.
- To **pick up** your car, give the valet ticket to the parking attendant. Please pay at this time.



## Reading

- 2 Read the pamphlet about a hotel's valet service, and then mark the following statements as true (T) or false (F).

- \_\_\_ The hotel offers valet service for free.
- \_\_\_ The hotel advises guests to remove expensive items from their cars.
- \_\_\_ Guests need their valet tickets in order to pick up their cars.

## Vocabulary

- 3 Complete the sentences with words from the word bank.

## word BANK

uniform park valuables convenient  
parking attendant valet parking

- There are not a lot of places to \_\_\_\_\_ a car downtown.
- The Wilsons use the hotel's valet service because it is more \_\_\_\_\_ than looking for a parking space.
- Mrs. Peters puts her jewelry and other \_\_\_\_\_ in a drawer where nobody else can find them.
- The \_\_\_\_\_ took the car keys and parked the guest's car.
- Allen wears a \_\_\_\_\_ to work so people will know he is an employee.
- James uses \_\_\_\_\_ instead of driving around.

- 4 Choose the correct word or phrase in bold.

- The parking attendant gives Mr. Wilson a (**valet ticket** / parking attendant) so that he can get his car back easily when he returns.
- Gertrude uses the (**car keys** / parking garage) to unlock her car and turn the car on.
- James puts his car in the garage so it will be (**valuable** / safe). He doesn't want anything bad to happen to his car.
- The hotel's (**uniform** / parking garage) is very large and can fit many cars inside.
- Laura (**parks** / picks up) her car.



- 5 Listen and read the passage again. What color clothes do parking attendants wear?

## Listening

- 6 Listen to a conversation between a hotel guest and a parking attendant. Then choose the correct answers.

- What does the hotel guest want?  
A help finding her valuables  
B for the attendant to park her car  
C directions to the parking garage  
D instructions for picking up her car
- What item does the parking attendant need from the guest?  
A the valet ticket  
B the parking fee  
C the room number  
D the car keys

- 7 Listen again, and fill in the blanks.

**Hotel Guest:** Excuse me, do you work here?

**Parking Attendant:** Yes, ma'am. I'm a 1 \_\_\_\_\_.

**Hotel Guest:** Perfect! I'd like to use the 2 \_\_\_\_\_.

**Parking Attendant:** I can help you with that. May I have your 3 \_\_\_\_\_?

**Hotel Guest:** Sure, 4 \_\_\_\_\_. Do you need anything else?

**Parking Attendant:** No, but please make sure to remove any 5 \_\_\_\_\_ from your car.

**Hotel Guest:** Of course. I have my purse and cell phone with me.

**Parking Attendant:** Okay, here's your 6 \_\_\_\_\_. You need that in order to pick up your car.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I need to use the valet service.*

*May I have your car keys?*

*Do you need anything else?*

**Student A:** You are a hotel guest, and you need to use the valet service. Ask Student B questions to find out:

- what items the parking attendant needs
- what you need to do before you leave your car
- how to pick up the car

**Student B:** You are a parking attendant at the Royal Point Hotel. Answer Student A's questions. Give Student A instructions for picking up his or her car.

## Writing

- 9 Use the pamphlet in Task 2 and the conversation in Task 8 to complete the valet ticket. Create some personal details.



## VALET TICKET

Guest's name: \_\_\_\_\_

Guest's room number: \_\_\_\_\_

Instructions to pick up car: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# The guest room



## The Royal Point Hotel has the perfect room for you.

At the Royal Point Hotel, we offer everything a modern traveler needs. Stay with us and you feel at home.

### Rooms and Suites

The Royal Point Hotel offers 180 **deluxe** rooms and 20 **luxury suites**.

- Our deluxe rooms include one king or two double beds.
- Our luxury suites include a bedroom, a **living room**, a **dining room** and a kitchen.

All of the rooms at the Royal Point Hotel include the following:

- TV
- desk
- mini-bar
- coffee maker
- hair dryer
- iron and ironing board

**A Home away from Home**

## Get ready!

- 1 Before you read the passage, talk about these questions.

- What items are usually in a hotel room?
- What items do you like to have in a hotel room?

## Reading

- 2 Read this brochure from a hotel, and then choose the correct answers.

- What is the main idea of the brochure?
  - the availability of hotel rooms
  - the reasons why guests choose luxury suites
  - what items come in different hotel rooms
  - where guests can find different items in their rooms

- According to the passage, what is NOT included in each room?
  - a hairdryer
  - a bed
  - a living room
  - a mini-bar

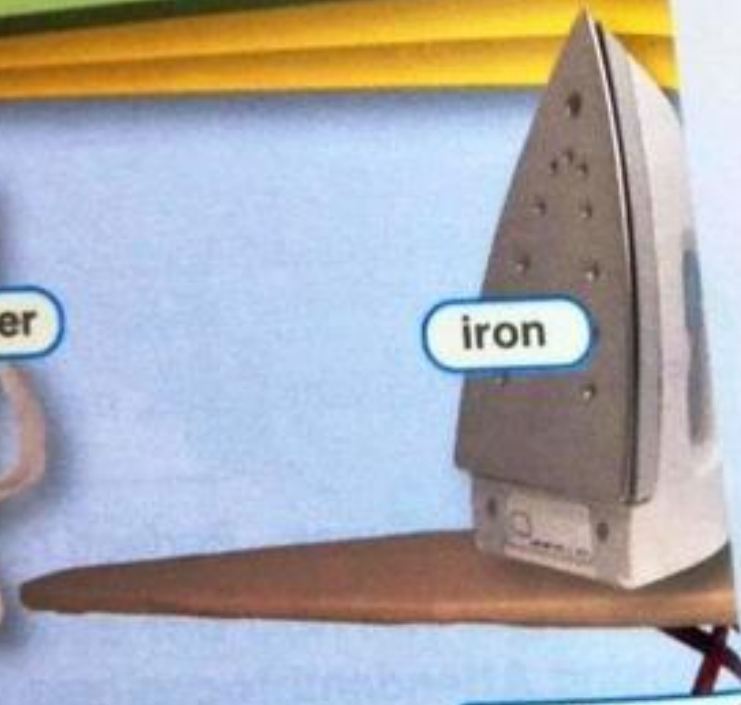
- According to the passage, what is true about the suites at the hotel?
  - They include three beds.
  - They have four separate rooms.
  - There are as many suites as deluxe rooms.
  - There are suites that don't have kitchens.



hairdryer



coffeemaker



iron

ironing board

## Vocabulary

- 3 Match the words and phrases (1-6) with the definitions (A-F).

- |                   |                  |
|-------------------|------------------|
| 1 ___ suite       | 4 ___ hair dryer |
| 2 ___ mini-bar    | 5 ___ iron       |
| 3 ___ coffeemaker | 6 ___ deluxe     |

- a machine that prepares a hot beverage
- a machine that gets very hot and makes clothes smooth and flat
- several rooms that are connected
- high-quality and expensive
- a small fridge in a hotel room with snacks and drinks inside
- a machine that...



- 4 Complete the sentences with words and phrases from the word bank.

## word BANK

feel at home    ironing board    luxury  
dining room    desk    living room

- Kate pays extra to stay in a \_\_\_\_\_ hotel because she enjoys the extra services there.
  - The clean rooms and comfortable beds make guests \_\_\_\_\_ at the hotel.
  - The hotels asks that guests only eat at the table in the \_\_\_\_\_, not on the sofa or bed.
  - I sit at the \_\_\_\_\_ to write postcards.
  - Use the \_\_\_\_\_ when you get the wrinkles out of your clothes.
  - Sara sits on the sofa and watches television in the \_\_\_\_\_.
- 5 Listen and read the passage again. How many rooms are there in a luxury suite?

## Listening

- 6 Listen to a conversation between a booking agent and a guest. Then mark the following statements as true (T) or false (F).
- \_\_\_ The guest would like to book three rooms.
  - \_\_\_ No luxury suites are available.
  - \_\_\_ The guest chooses to stay in the deluxe room.
- 7 Listen again, and fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1 \_\_\_\_\_ Department. My name is Sam. How may I help you?

Guest: Hello. I'd like to 2 \_\_\_\_\_ a room.

Agent: We offer two room types: the deluxe room and a 3 \_\_\_\_\_ suite.

Guest: What's the difference between the deluxe room and a suite?

Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, 4 \_\_\_\_\_ and dining room.

Guest: But is it more 5 \_\_\_\_\_?

Agent: Yes, it is.

Guest: It sounds nice. But I think a 6 \_\_\_\_\_ is enough for me.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'd like to book a room.*

*We offer two room types.*

*What's the difference between the deluxe room and a suite?*

**Student A:** You are a guest, and you would like to book a hotel room. Ask Student B questions to find out:

- the types of hotel rooms available
- the difference between the rooms

**Student B:** You are a booking agent at the Royal Point Hotel. Answer Student A's questions. Make up a name for yourself and what types of rooms are available.

## Writing

- 9 Use the picture below and the conversation in Task 8 to complete the feedback form. Make up a guest name.

 *Royal Point Hotel*

### Guest Feedback

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

Room type: \_\_\_\_\_

What did you like about your room? \_\_\_\_\_

What items were in your room? \_\_\_\_\_





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 How do people rent hotel rooms?
- 2 What questions do hotel employees ask at check-in?

## Reading

2 Read this training guide for hotel employees, and then choose the correct answers.

- 1 What is the purpose of the document?
  - A to show employees how to look for room damage
  - B to explain how guests make reservations
  - C to teach the steps of renting a room to guests
  - D to explain how guests complete registration forms
- 2 What happens after employees collect the damage deposit?
  - A the guest returns the registration form
  - B the guest receives a key to the room
  - C the employee asks for payment
  - D the employee finds an available room
- 3 According to the passage, what is NOT true about guests with reservations?
  - A They fill out a registration form.
  - B They state the number of guests.
  - C They receive a room key.
  - D They pay a damage deposit.

## Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- |                   |               |
|-------------------|---------------|
| 1 ___ double      | 4 ___ smoking |
| 2 ___ non-smoking | 5 ___ vacancy |
| 3 ___ single      | 6 ___ assign  |

- A to give a guest a room
- B a room with a bed for one person
- C a room with beds for two people
- D a room where smoking is not okay
- E a room where smoking is okay
- F an available room

# Guide to Checking In and Welcoming Guests to the Royal Point Hotel

room key

326W



non-smoking

### Step 1: FIND AN AVAILABLE ROOM

For Walk-in guests:

Ask the guest about the following information:

- Preferred Room Type:
  - ☐ single ☐ double
  - ☐ smoking ☐ non-smoking
- Number of Guests
- Length of Stay

Use the information to look for a vacancy.

For guests with reservations:

Ask the guests about the following information:

- Name or reservation number

### Step 2: ROOM ASSIGNMENT AND REGISTRATION

Assign a room to the guest. Then ask the guest to complete a registration form.

### Step 3: DAMAGE DEPOSIT

Collect credit card information or cash for the damage deposit.

### Step 4: ISSUE ROOM KEY

Give the guest the room key and wish him or her a nice stay at our hotel.

single

double



- 4 Fill in the blanks with the correct words: *reservation number, registration form, walk-in, room key, damage deposit, reservation.*

- 1 The hotel does not accept \_\_\_\_\_ guests when there are no rooms available.
- 2 Mr. Formiga makes a(n) \_\_\_\_\_ to stay at a room at the Royal Point Hotel.
- 3 Penny uses a \_\_\_\_\_ to open the door of her hotel room.
- 4 The guests left a stain on the carpet. The hotel used the \_\_\_\_\_ to pay for the cost of replacing the carpet.
- 5 Ms. Johnson tells the front desk clerk her \_\_\_\_\_. Then the front desk clerk finds the details of Ms. Johnson's stay.
- 6 James wrote his home address and phone number on the \_\_\_\_\_.

- 5 Listen and read the passage again. How many types of guests must hotel employees deal with?

## Listening

- 6 Listen to a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or (F) false.

- 1 \_\_\_ The man is a walk-in guest.
- 2 \_\_\_ The man tells the employee his reservation number.
- 3 \_\_\_ The man wants a non-smoking room.

- 7 Listen again, and fill in the blanks.

Employee: Welcome to the Royal Point Hotel.  
How 1 \_\_\_\_\_ you today?

Guest: Hi. I want to 2 \_\_\_\_\_.

Employee: Do you have a(n) 3 \_\_\_\_\_?

Guest: Yes, I do.

Employee: Okay. What name is the reservation 4 \_\_\_\_\_?

Guest: Edward Green.

Employee: All right, Mr. Green. Your reservation is for a single 5 \_\_\_\_\_ room. And you're staying for two nights. Is that correct?

Guest: Yes, 6 \_\_\_\_\_.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*Do you have a reservation?*

*What name is the reservation under?*

*Your reservation is for a... room.*

**Student A:** You are an employee at the Royal Point Hotel. Ask Student B questions to find out:

- reservation information
- Make up some room details

**Student B:** You are a guest at the Royal Point Hotel. Answer Student A's questions. Create personal information about yourself.

## Writing

- 9 Use the dialogue in Task 8 to fill out this registration form.



## Guest Registration

Guest Name: Maria Smith

☐ Reservation ☒ Walk-in

Room Type: double, smoking

Length of Stay: three nights

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

☐ Reservation ☐ Walk-in

Room Type: \_\_\_\_\_

Length of Stay: \_\_\_\_\_

Arrival Date	Arrival Time	Departure Date	Departure Time
		Adults	Children
		Deposit Paid	

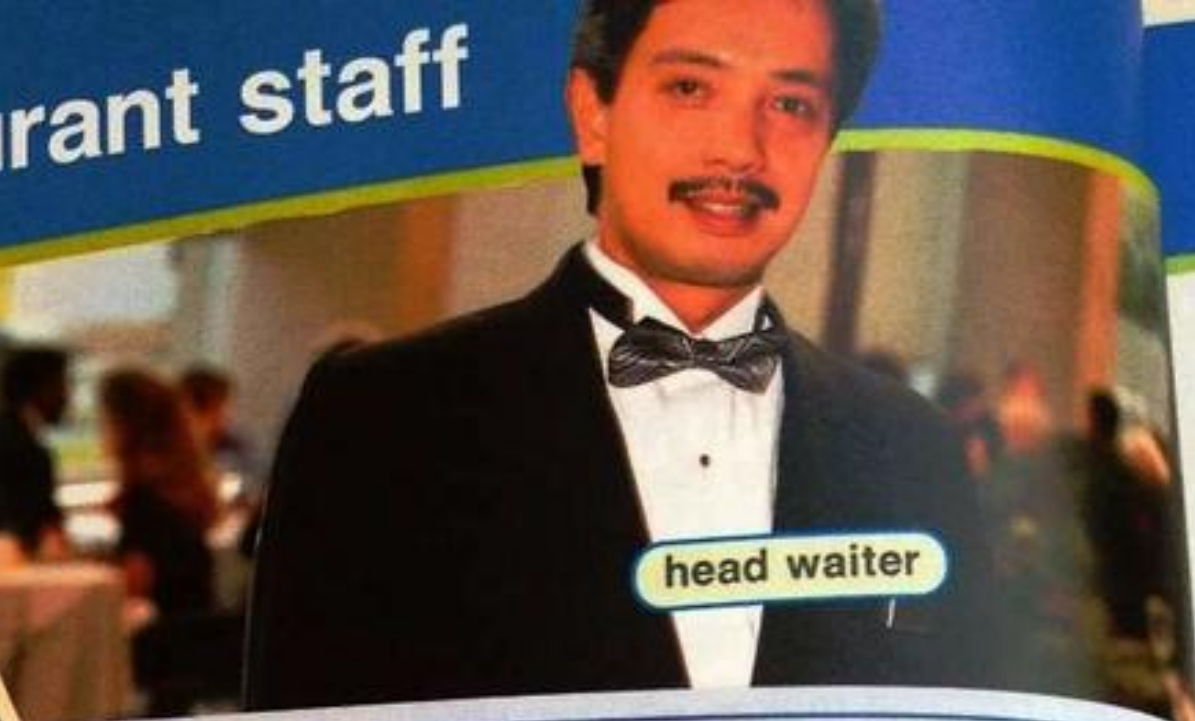




## Get Ready!

1 Before you read the passage, talk about these questions.

- 1 What jobs are available in restaurants?
- 2 Which job in a restaurant seems most difficult?



## The Post Meridian Restaurant

\*\*\*\*\*

## NOW HIRING

Are you friendly? Do you work well with other people? Then join the **front-of-house** team at the Post Meridian Restaurant. We are currently hiring **waitstaff**. **Servers** are responsible for the following duties:

- working with the **host** or **hostess** to help customers to their seats
- putting **utensils** and **napkins** on tables before customers arrive
- explaining the different **dishes** on the menu to customers
- taking food orders
- bringing orders to kitchen staff
- delivering food from the kitchen to customers
- helping **bussers** **clear tables** during busy **shifts**
- following directions from the **head waiter**



For more information, call Jim Paisley at 555-1907.

## Reading

2 Read the job posting for the Post Meridian Restaurant, and then mark the following statements as true (T) or (F) false.

- 1 \_\_\_ Servers give directions to bussers.
- 2 \_\_\_ Hosts and hostesses are assisted by servers.
- 3 \_\_\_ Many employees bus tables on busy nights.

## Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- |              |                   |            |
|--------------|-------------------|------------|
| 1 ___ busser | 3 ___ hostess     | 5 ___ host |
| 2 ___ server | 4 ___ head waiter |            |

- A a female restaurant employee who greets customers and takes them to open tables
- B a restaurant employee who takes orders and delivers food
- C a restaurant employee who takes used plates and glasses from tables
- D a male restaurant employee who greets customers and takes them to open tables
- E a restaurant employee who gives directions to and organizes all waitstaff

4 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 After customers eat, an employee takes the dirty plates away.

c \_ \_ \_ \_ \_ t \_ e t \_ b \_ \_

- 2 There are no tools that people use to eat food on table five.

\_ t \_ n \_ \_ l \_

- 3 The customer has a question about one of the meals listed on the menu.

d \_ \_ \_ e \_

- 4 The employees who work in the public area of the restaurant have excellent communication skills.

\_ r \_ \_ t \_ \_ f \_ h \_ \_ s \_

- 5 Danielle wipes her mouth with her piece of cloth that is used to clean oneself while eating.

n \_ \_ k \_ \_

- 6 Robert works on the morning eight-hour period of work.

s \_ i \_ \_

- 7 The restaurant is open from 11:00 a.m. to 11:00 p.m.



- 5 Listen and read the job posting again. What would someone who is interested in the job do next?

## Listening

- 6 Listen to a conversation between a head waiter and a job applicant. Then choose the correct answers.

- What is the conversation mostly about?  
A the duties of Riley Café hostesses  
B the responsibilities of a head waiter  
C the woman's experience in restaurants  
D the benefits of working at the Post Meridian
- Why does the woman want a new job?  
A She needs more shifts.  
B She expects higher pay.  
C She wants more experience.  
D She dislikes her current job.

- 7 Listen again, and fill in the blanks.

Head Waiter: Hi, Rebecca. I'm Jim, the 1 \_\_\_\_\_. Thanks for coming.

Applicant: 2 \_\_\_\_\_. The Post Meridian seems like a great place to work.

Head Waiter: It really is. So, you work at another restaurant right now?

Applicant: Yes. I'm a server at the Riley Café. But I need 3 \_\_\_\_\_.

Head Waiter: Well, experience as a server is good. What are your 4 \_\_\_\_\_ there?

Applicant: I 5 \_\_\_\_\_, deliver food and set out napkins and utensils.

Head Waiter: I see. Sometimes we need our waitstaff to help the hosts, too.

Applicant: 6 \_\_\_\_\_. I also have experience as a hostess.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*You work at another restaurant now?*

*Yes. I'm a server at ...*

*Sometimes we need our waitstaff to ...*

**Student A:** You are a head waiter. You are interviewing someone for a server position. Talk to Student B about:

- current job
- responsibilities
- extra duties

Create personal details for you and the person being interviewed

**Student B:** You are interviewing for a server position. Answer Student A's questions. Create a place where you are currently employed.

## Writing

- 9 Use the interview in Task 8 to take notes about an applicant.



# Interview Notes



Applicant Name: \_\_\_\_\_

Applying for: \_\_\_\_\_

Currently working at: \_\_\_\_\_

Responsibilities there: \_\_\_\_\_

Other experience: \_\_\_\_\_





table for two

booster seat



## The Post Meridian Restaurant *Friday, April 2nd*

\*\*\*\*\*

	Time	Party size	Contact Person	Phone number	NOTES
1	6:00	4	Jason Ginsburg	383-1292	Has child, needs <b>booster seat</b>
2	6:00	2	Gina Dearborn	316-0442	Requested <b>al fresco</b> seating
3	6:15	2	Jim McDonnell	380-0124	Celebrating birthday (provide free dessert)
4	6:15	3	Kurt Channing	381-9642	May have one extra guest: seat at <b>table for 4</b>
5	6:30		<b>opening</b>		
6	6:30	10	Jean Dorton	316-8291	Seat in <b>party room</b>

### Reminders:

- always check for **open tables** before **booking**
- update the **log** after **cancellations**
- set out **high chairs** before guests arrive (when applicable)
- review the details of the reservation before hanging up

## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What kind of restaurants require reservations?
- 2 How do you make a reservation?

## Reading

- 2 Read the page from a restaurant log, and then choose the correct answers.

- 1 What is the purpose of the document?
  - A teaching the steps of taking a reservation
  - B showing the booking details at a restaurant
  - C informing customers of available tables
  - D describing the restaurant's seating policies
- 2 What is true about the restaurant?
  - A It makes arrangements for young children.
  - B It has a limit of 10 people per party.
  - C It does not provide outdoor seating.
  - D It charges a fee for cancelled reservations.
- 3 According to the document, which is NOT true about the restaurant customers?
  - A One of them is having a birthday.
  - B They have reservations before 7 o'clock.
  - C One of them is not sure about the party size.
  - D They are arriving within ten minutes of each other.

## Vocabulary

- 3 Choose the correct meaning of the underlined word or phrase.

- 1 Janie rents a party room at her favorite restaurant to celebrate her birthday.
  - A a place in a restaurant for special events
  - B a place where employees write details about a period of time
  - C a place where young children sit
- 2 The host informs me that there is no opening at the restaurant until 8pm.
  - A decision to not do something you agreed to do earlier
  - B availability or space at a place
  - C outdoor eating area
- 3 Dario places his son in the booster seat and orders his food.
  - A tall chair that small children sit in to eat
  - B group of people who visit a restaurant
  - C private part of a restaurant where groups meet for



4 Choose the correct word or phrase to complete each sentence.

- 1 The host shows the (log/party) to their table.
- 2 There is now a table available because of a (booking/cancellation).
- 3 Ms. Rogers provides a (high chair/party room) for the customer's baby.

5 Listen and read the restaurant log again. How many people are going to the restaurant to eat that night?

## Listening

6 Listen to a conversation between a hostess and a restaurant patron. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ There are no tables available before 8pm.
- 2 \_\_\_ Mr. Billings requests a table for two.
- 3 \_\_\_ The restaurant has chairs for children.

7 Listen again, and fill in the blanks.

**Hostess:** Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

**Patron:** Hi. I'd like to 1 \_\_\_\_\_ a table for tonight.

**Hostess:** Of course. May I have your 2 \_\_\_\_\_, sir?

**Patron:** It's Mark Billings.

**Hostess:** Okay, Mr. Billings. I don't have any 3 \_\_\_\_\_ until 8 o'clock. Is that okay?

**Patron:** Yes, 4 \_\_\_\_\_.

**Hostess:** Great. How many people are in your 5 \_\_\_\_\_?

**Patron:** Three - that's two adults and one toddler. Do you provide 6 \_\_\_\_\_?

**Hostess:** Yes, sir, we can 7 \_\_\_\_\_ that.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'd like to reserve a table.*

*I have an opening at 8 o'clock.*

*How many people are in your party?*

**Student A:** You are an employee at a restaurant. A customer wants to reserve a table. Ask Student B questions to find out:

- name
- number of people

Make up your personal details.

**Student B:** You are a restaurant customer. You want to reserve a table. Answer Student A's questions. Create your requirements and personal details.

## Writing

9 Use the conversation in Task 8 to complete the reservation. Write reminders to the person taking reservations at the restaurant. Make up a phone number for the contact.



## The Post Meridian Restaurant

\*\*\*\*\*

	Time	Party size	Contact Person	Phone number	NOTES
1	7:30	4	Quentin Marshall	380-1921	table by window
2					

Reminders:

---

---

---





buffet



fried eggs



continental breakfast



scrambled eggs



pancakes

## The Post Meridian Restaurant

\*\*\*\*\*

at the Royal Point Hotel

### Breakfast Voucher

(\$10 for brunch upgrade)

No: 247895

#### ☐ Continental breakfast

- Includes a **pastry, toast, or bagels**
- Free **refills** on beverages (including coffee, juice, or tea)

#### ☐ Buffet breakfast

#### ☒ À la carte menu (\$25 limit)

- Choose from **pancakes, eggs (over easy, scrambled or fried)**. See menu for more options.

Hours: 7:30 am to 11:30 am

Name: Wes Doherty Room No.: 315 Date: 3 JUNE

Issued By: Carol Baker (front desk associate)

Please give this **coupon** to the employee at the restaurantNo cash value Excludes **gratuities**

toast

bagels

## Reading

2 Read the document from a hotel restaurant, and then choose the correct answers.

- What is the purpose of the document?
  - providing hotel guests a morning meal
  - informing employees about meal options
  - notifying hotel guests of nearby restaurants
  - giving customers information about lunch prices
- According to the document, the continental breakfast...
  - is not available after 11:30am.
  - is worth twenty-five dollars.
  - includes scrambled eggs.
  - does not come with drinks.
- What is probably true about Mr. Doherty?
  - He decides to have lunch.
  - He has to pay a tip for the meal.
  - He drinks coffee with breakfast.
  - He gives the voucher to a front desk clerk.

## Vocabulary

3 Put the words and phrases in the word bank under the correct heading.

**Word** BANK

fried eggs eggs over easy pastry  
pancakes toast scrambled eggs bagels

Continental Breakfast  
Items

À la carte Menu  
Items

## Get ready!

1 Before you read the passage, talk about these questions.

- What do people in your country eat in the morning?
- What foods do people eat in the morning in other countries?



**4 Match the words (1-5) with the definitions (A-E).**

- |             |              |
|-------------|--------------|
| 1 — voucher | 4 — buffet   |
| 2 — brunch  | 5 — gratuity |
| 3 — refill  |              |

- A a paper that allows people to get items for free  
 B money given as a reward for a service  
 C a meal that's between breakfast and lunch  
 D a meal in which guests serve themselves as much as they want  
 E another serving of a drink

**5 Listen and read the passage again. How many types of breakfast are available?**

## Listening

**6 Listen to a conversation between a hostess and a customer. Then mark the following statements as true (T) or false (F).**

- \_\_\_ Mr. Doherty gets his food from the buffet.
- \_\_\_ Mr. Doherty asks to see what his options are.
- \_\_\_ The woman takes the customer's order.

**7 Listen again, and fill in the blanks.**

**Hostess:** Good morning, and welcome to the Post Meridian Restaurant.

**Customer:** Good morning. I have a 1 \_\_\_\_\_. Here you go.

**Hostess:** Thank you, Mr. Doherty.

**Customer:** I see there's a 2 \_\_\_\_\_. Is that where I get my food?

**Hostess:** Actually, you have the 3 \_\_\_\_\_ option.

**Customer:** What does that mean?

**Hostess:** It means you choose exactly what you want 4 \_\_\_\_\_.

**Customer:** Great. May I look at the 5 \_\_\_\_\_?

**Hostess:** Certainly. A server will be here to 6 \_\_\_\_\_ shortly.

## Speaking

**8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.**

**USE LANGUAGE SUCH AS:**

*I have a breakfast voucher.*

*You have the... option.*

*What does that mean?*

**Student A:** You are an employee at the restaurant. Talk to Student B about:

- what menu option he or she has
- how to order breakfast with that option

Make up details for Student B. Answer Student B's questions.

**Student B:** You are a restaurant customer. Ask questions about your breakfast.

## Writing

**9 Use the passage in Task 2 and the conversation in Task 8 to complete the breakfast voucher.**

### The Post Meridian Restaurant

\*\*\*\*\*

at the Royal Point Hotel

#### Breakfast Voucher

(\$10 for brunch upgrade) No: 247896

☐ Continental breakfast

- Includes \_\_\_\_\_
- Free refills on beverages (including coffee, juice, or tea)

☐ Buffet breakfast

☐ À la carte menu (\$25 limit)

- Choose from \_\_\_\_\_

See menu for more options.

Hours: 7:30 am to 11:30 am

Name: \_\_\_\_\_ Room No.: \_\_\_\_\_ Date: 3 JUNE

Issued By: \_\_\_\_\_

Please give this coupon to the employee at the restaurant  
 No cash value Excludes gratuities







cocktails

red wine

white wine

pitcher



bartender

## HAPPY HOUR at

### The Post Meridian

\*\*\*\*\*

Daily 5pm to 7pm

Imported and domestic beers on tap are half-price.  
Finish two pitchers of beer, get the third free.

House wines by the glass are \$5.  
Get half off when you order any bottle of red wine or white wine on our wine list.

All well drinks and cocktails are \$4.

Happy hour pricing does not apply to our top shelf liquors.

Please note, we don't serve minors  
and our bartenders ask for ID.

## Get ready!

- 1 Before you read the passage, talk about these questions.

- What are some drinks at a bar?
- What kind of drinks do you order?

## Reading

- 2 Read the flyer from a bar, and then mark the following statements as true (T) or false (F).

- \_\_\_ The restaurant has a Happy Hour every day.
- \_\_\_ Bartenders check ID to see customers' ages.
- \_\_\_ Top shelf liquors are on sale during Happy Hour.

## Vocabulary

- 3 Put the words and phrases in the word bank under the correct heading.

### Word BANK

cocktail imported red well drink  
white on tap house domestic

Types of Wine	Types of Beer	Beverage With Liquor
_____	_____	_____
_____	_____	_____
_____	_____	_____

- 4 Complete the word or phrase that is similar in meaning to the underlined part.

- Paul orders the best and most expensive liquor at the bar.    - o - s - e l -
- The bar has several beers that come in and are served from a large container.    o - t - p
- The worker at a bar asks for ID.



- 4 Janie and Marissa share a container of juice.  
\_ \_ \_ c h \_ \_
- 5 Rita shows the worker her card that shows her identity and picture before buying alcohol. \_ \_
- 6 The team went to the bar during a time with special pricing on alcoholic drinks to enjoy a drink. h \_ \_ \_ y \_ o \_ r
- 7 The bar does not allow people under the legal age to enter. \_ i \_ o \_ s
- 8 Tim asks to see the menu of wines available before he orders. \_ \_ n \_ l \_ \_ \_

- 5 Listen and read the flyer again. Which drinks are excluded from happy hour pricing?

## Listen

- 6 Listen to a conversation between a bartender and a customer, and then choose the correct answers.

- 1 What is the dialogue mostly about?
  - A what type of drink to order at a bar
  - B forms of acceptable identification
  - C the differences between red and white wine
  - D special pricing on certain drinks at the bar
- 2 What is probably true about the bar?
  - A It does not serve beer on tap.
  - B It doesn't have a happy hour.
  - C It is open until midnight.
  - D It sells single servings of wine.

- 7 Listen again, and fill in the blanks.

Bartender: Good evening. What 1 \_\_\_\_\_  
\_\_\_\_\_ to drink?

Customer: I'm not sure if I feel like a 2 \_\_\_\_\_ or  
a glass of wine. Can I see the wine list?

Bartender: Sure. We have red wine and white  
wine 3 \_\_\_\_\_.

Customer: I think I'll have a glass of the  
4 \_\_\_\_\_.

Bartender: Good choice. Can I see  
5 \_\_\_\_\_?

Customer: Sure, here you go.

Bartender: Thank you. Enjoy your wine.

Customer: 6 \_\_\_\_\_

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*What can I get you to drink?*

*I'll have a*

*Can I see some ID?*

**Student A:** You are a bartender. Student B is a customer. Talk to Student B about:

- drink order
- types of drinks
- identification

**Student B:** You are a customer, and you want to order a drink. Ask about some drinks.

## Writing

- 9 Use the flyer and the pictures below to complete the order that the bartender receives from a large group of customers. Create details for the party.



## DRINK ORDER

Party Name: \_\_\_\_\_

Number of drinks: \_\_\_\_\_

Type of drinks: \_\_\_\_\_



## Get ready!

1 Before you read the passage, talk about these questions.

- Who works in a restaurant kitchen?
- What tasks must different employees do?

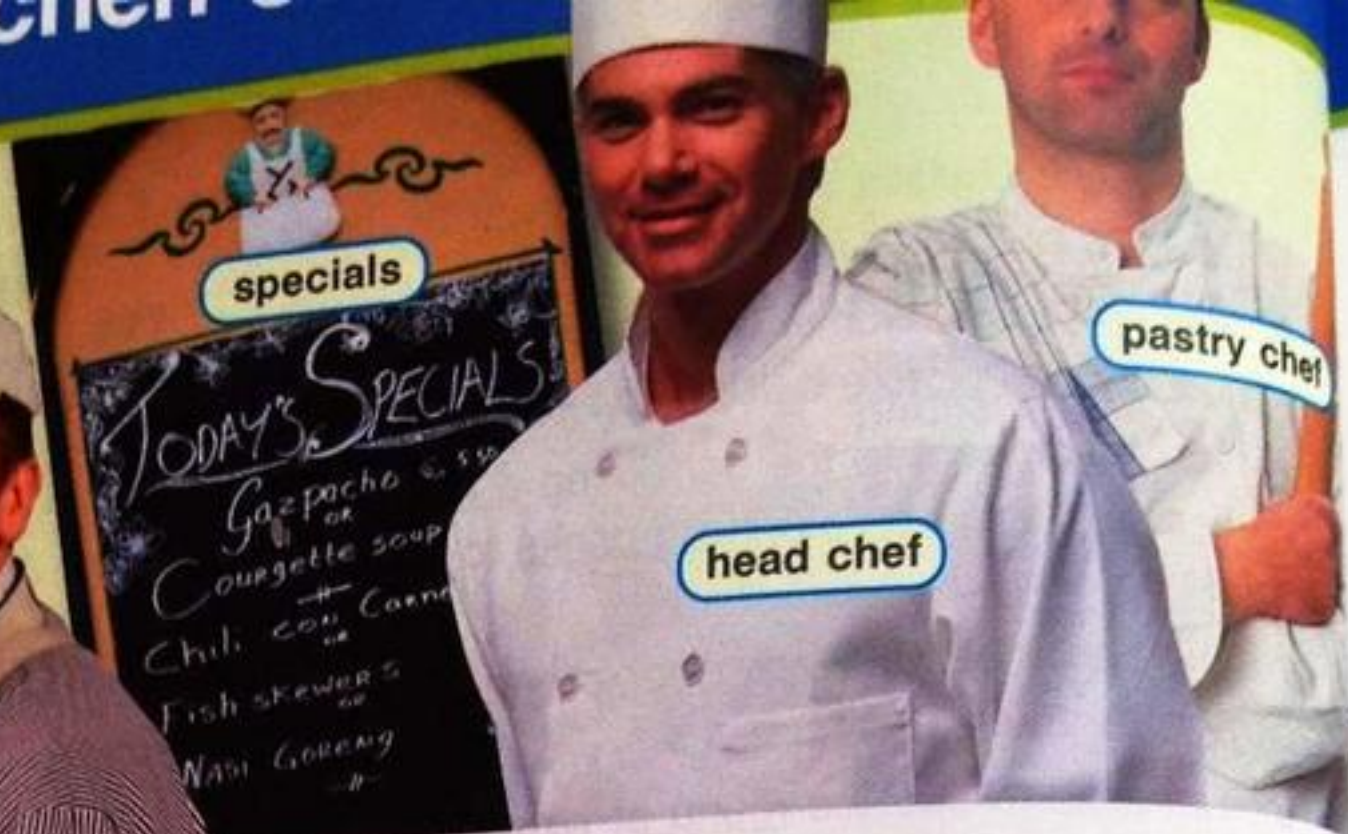


butcher

## Reading

2 Read the article from a travel magazine, and then choose the correct answers.

- What is the main idea of the article?
  - who creates the menu at the restaurant
  - the people who work in the kitchen at a restaurant
  - what makes the kitchen staff at the restaurant special
  - the most important customer service positions at a restaurant
- According to the article, what is true about the restaurant?
  - It has breakfast and lunch service.
  - It offers a special dish every night.
  - Its butcher and prep cooks do similar work.
  - Its chefs also serve food in the restaurant.
- Which of the following is NOT true about the head chef?
  - They work with the sous chef on a daily basis.
  - They influence what foods the restaurant serves.
  - They give instructions to the butcher.
  - They are responsible for preparing dessert.



specials

head chef

pastry chef

## Behind the Scenes

by Julie Redkin

Customers know that the service at the Post Meridian is great. But few people know what happens **behind the scenes**.

Every morning, the **head chef** and the **sous chef** choose the day's **specials**. Then they tell the **butcher** which meats they need. And they also give directions to **prep cooks**.

At 6 o'clock, the restaurant opens. **Line cooks** listen to the **caller** to find out what foods to cook. On busy nights, a **swing cook** helps the line cooks at different food **stations**. Finally, the **pastry chef** prepares desserts. Everyone in the kitchen works together to make sure that customers have a great meal!

## Vocabulary

3 Match the job positions (1-8) with the descriptions of the job (A-H).

- |               |                 |
|---------------|-----------------|
| 1 — head chef | 5 — swing cook  |
| 2 — sous chef | 6 — butcher     |
| 3 — prep cook | 7 — pastry chef |
| 4 — line cook | 8 — caller      |

- generally cooks one type of food all night, such as sauces, fish or vegetables
- is in charge of all activities in the kitchen
- works at more than one food station when other cooks need help
- cuts up large pieces of meat
- helps the head chef and is in charge if the head chef is not there
- tells the kitchen staff what food customers ordered
- makes desserts
- prepares food before the rest



4 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 All of the fish is prepared at the fish place in a kitchen where a specific type of food is cooked. s \_ \_ t \_ o \_
- 2 The server described the restaurant's meals that are only available on certain days to the customers. \_ \_ e \_ i \_ \_ s
- 3 Janie got a job as a dishwasher and learned what happens in the part that is not visible in restaurants. \_ e \_ \_ n \_ \_ \_ \_ s \_ e n \_ \_

5 Listen and read the article again. How many different kitchen employees work in the mornings?

## Listening

6 Listen to a conversation between a line cook and a sous chef. Then mark the following statements as true (T) or false (F).

- 1 \_ The restaurant opened 15 minutes early.
- 2 \_ The line cook is responsible for preparing the special.
- 3 \_ The line cook needs help from the swing cook.

7 Listen again, and fill in the blanks.

Sous Chef: How long until we 1 \_\_\_\_\_ the restaurant?

Line Cook: It's a 2 \_\_\_\_\_, so we have fifteen minutes before opening.

Sous Chef: Is all the 3 \_\_\_\_\_ done?

Line Cook: Yes, ma'am.

Sous Chef: What 4 \_\_\_\_\_ are you working tonight?

Line Cook: I'm in charge of the 5 \_\_\_\_\_.

Sous Chef: Excellent. Our 6 \_\_\_\_\_ for tonight is salmon.

Line Cook: So I'll probably need some help. Is there a 7 \_\_\_\_\_ available tonight?

Sous Chef: Yes. And he's great with fish.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE LIKE:

*Is all the prep work done?*

*I'm in charge of the fish station.*

*Our special for tonight is...*

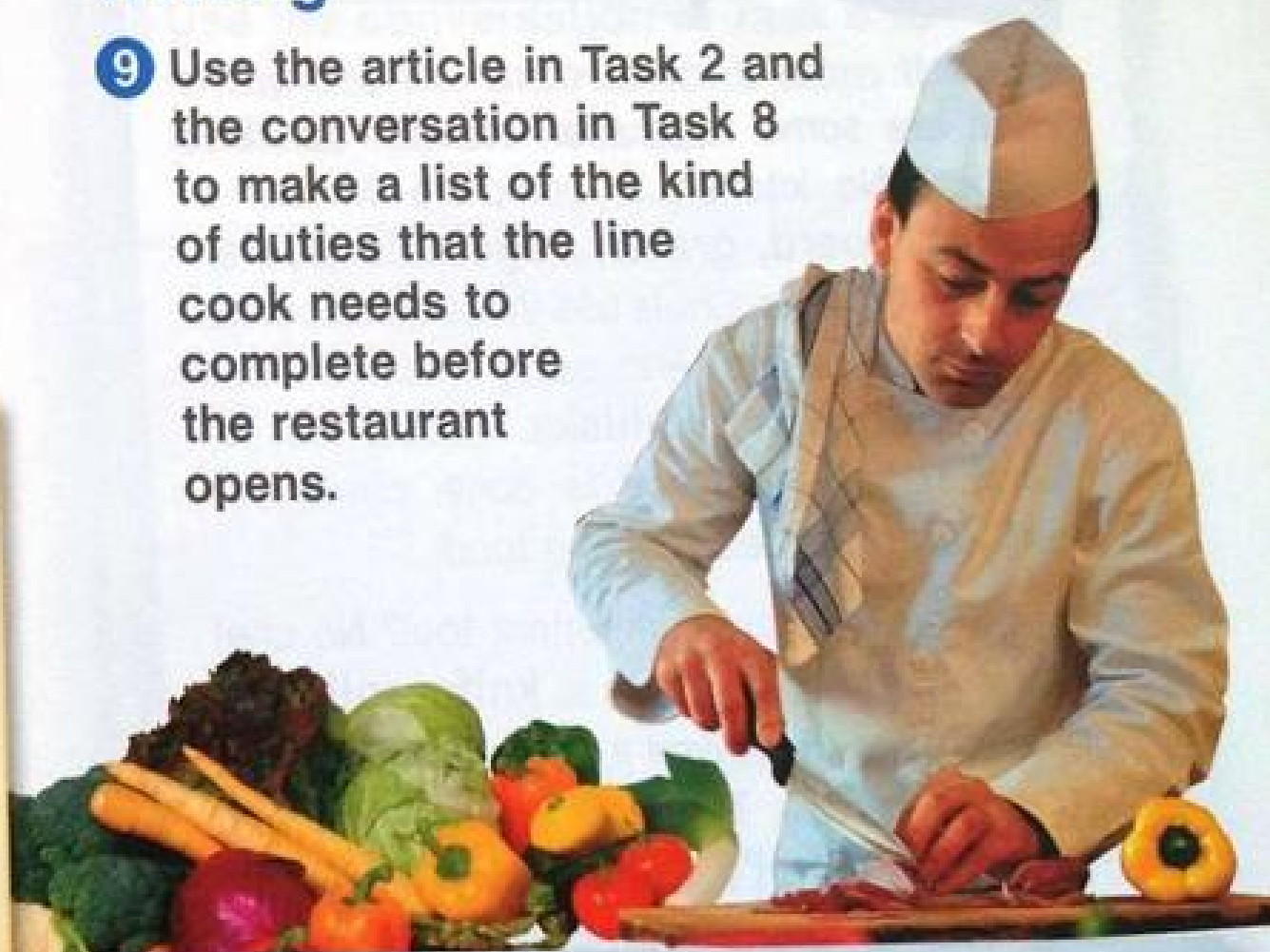
**Student A:** You are a sous chef. Talk to Student B about:

- when the restaurant opens.
- the day's special
- if the food prep is done.

**Student B:** You are a line cook at the Post Meridian Restaurant. Answer Student A's questions and tell them what station you will work at.

## Writing

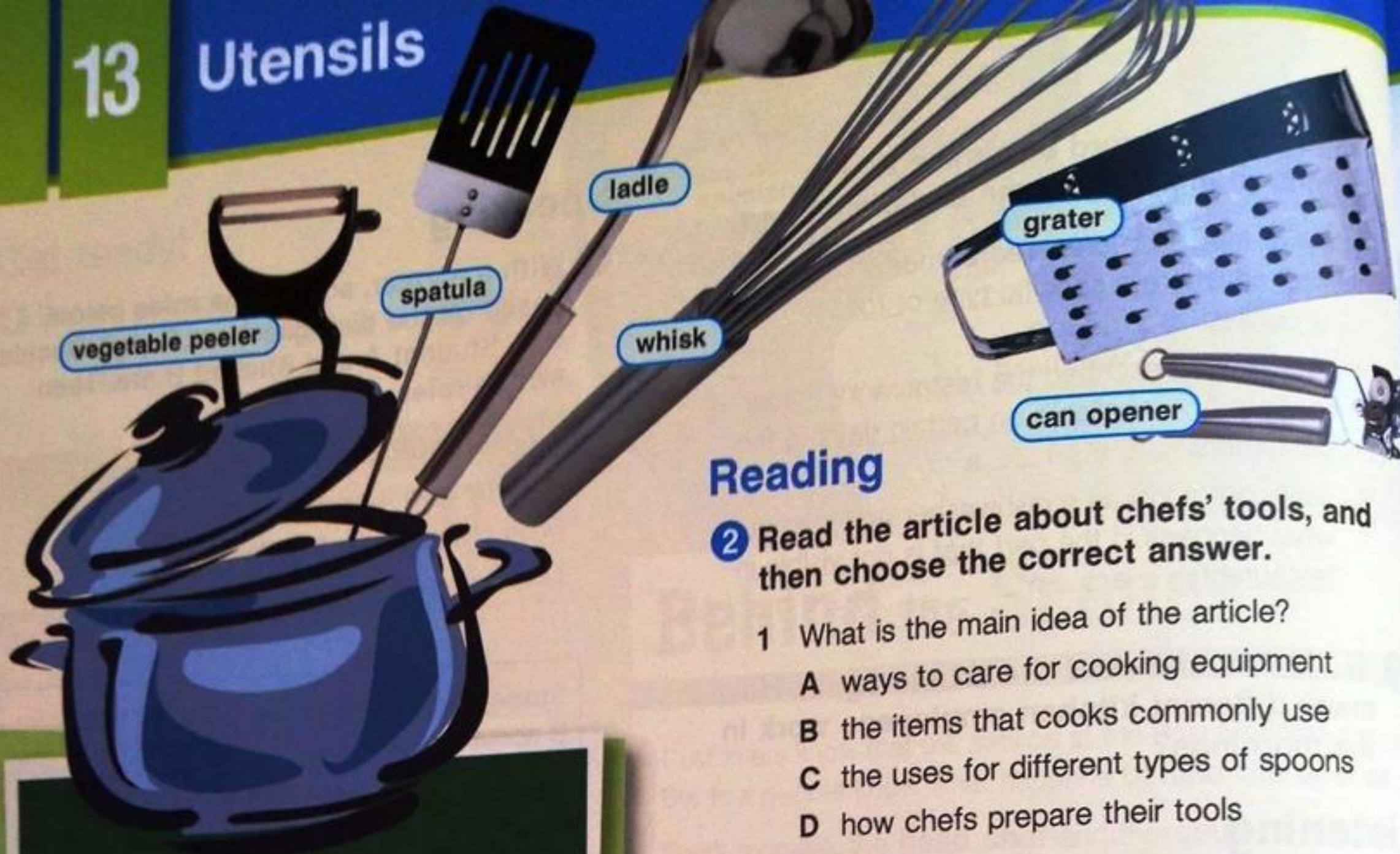
9 Use the article in Task 2 and the conversation in Task 8 to make a list of the kind of duties that the line cook needs to complete before the restaurant opens.



### Station

1. Identify the night's \_\_\_\_\_
2. Do the \_\_\_\_\_
3. Ask the \_\_\_\_\_ for help





## A CHEF'S TOOLS



chef's knife

What are some tools that no chef can live without? No kitchen is complete without a **cutting board**, **grater**, **vegetable peeler** and **can opener**. Chefs use these items before they start cooking. And even small kitchens have **spoons** and **whisks**. These are for mixing food. After food is done, chefs use **spatulas** or **ladles** to serve food.

What is a chef's most important tool? No chef enters a kitchen without a **knife roll**. This contains all of the knives a chef needs during a restaurant service. The most important knife in that set is a **chef's knife**. Many cooks like using one of these knives because it can perform a number of tasks.

### Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What items do people use to prepare food?
- 2 What can you do with a chef's knife?

### Reading

- 2 Read the article about chefs' tools, and then choose the correct answer.

- 1 What is the main idea of the article?
  - A ways to care for cooking equipment
  - B the items that cooks commonly use
  - C the uses for different types of spoons
  - D how chefs prepare their tools
- 2 According to the passage, chefs' knives are popular because they...
  - A are inexpensive.
  - B come with a knife roll.
  - C do many things.
  - D are easy to clean.
- 3 According to the passage, which of the following items is NOT used to prepare food before cooking?
 

A vegetable peeler	C spatula
B knife	D whisk

### Vocabulary

- 3 Choose the word or phrase closest in meaning to the underlined part.

- 1 Helen uses the kitchen tool with a flat side to pick up the piece of cake and set it on the plate.
 

A spatula	B ladle
C whisk	
- 2 Roger chops the fruit on a piece of wood used to cut foods on.
 

A can opener	B knife roll
C cutting board	
- 3 Paulina takes the skin off of the carrots by using a kitchen tool that strips the outside of foods off.
 

A vegetable peeler	
--------------------	--



#### 4 Match the words or phrases with the blanks.

##### 1 ladle / spoon

- A Ricky uses his \_\_\_\_\_ to eat his cereal.  
B The chef gets the \_\_\_\_\_ and serves the soup.

##### 2 chef's knife / cutting board

- A I crushed the garlic and cut it into small pieces with my \_\_\_\_\_.  
B It damages the surface to cut directly on the counter, so I always use a \_\_\_\_\_.

##### 3 can opener / knife roll

- A Jack keeps his knife collection in his \_\_\_\_\_.  
B Lisa opens the tuna can with a \_\_\_\_\_.

##### 4 whisk / grater

- A Olivia uses the \_\_\_\_\_ to mix the eggs.  
B Sam cuts the cheese into small pieces with a \_\_\_\_\_.

#### 5 Listen and read the article again. Which utensils are used to combine different types of food?

### Listening

#### 6 Listen to a conversation between a line cook and a dishwasher. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ There are no clean spatulas in the kitchen.
- 2 \_\_\_ The man gives the woman a grater.
- 3 \_\_\_ The woman plans to wash the utensils.

#### 7 Listen again, and fill in the blanks.

Line Cook: Hi, Kevin. I need your help.

Dishwasher: 1 \_\_\_\_\_, Kathy?

Line Cook: I need a spatula, but I think we're 2 \_\_\_\_\_ clean ones.

Dishwasher: Yes, there's a 3 \_\_\_\_\_ of them at the sink. Do you need me to wash a few for you?

Line Cook: Yes, please. And can you wash the 4 \_\_\_\_\_ for me, as well?

Dishwasher: Sure, I'll do that 5 \_\_\_\_\_.

Line Cook: Thanks a lot! Please leave the 6 \_\_\_\_\_ at my station.

Dishwasher: No problem.

### Speaking

#### 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

##### USE LANGUAGE SUCH AS:

*I need your help.*

*I need a...*

*Do you want me to wash them for you?*

**Student A:** You are a line cook. Tell Student B:

- what utensils you need
- where to put the clean utensils

**Student B:** You are a dishwasher. Listen to Student A and ask about:

- how you can help him or her
- where to put the clean utensils

### Writing

#### 9 Use the conversation in Task 8 to complete the instructions from the line cook to the dishwasher.

### The Post Meridian Restaurant

\*\*\*\*\*

Dear \_\_\_\_\_,

I need your help. Please wash the following utensils for me: \_\_\_\_\_.

Place the clean tools \_\_\_\_\_.

Thanks for your help.

Best, \_\_\_\_\_







stockpot

sheet pan

## Get ready!

- 1 Before you read the passage, talk about these questions.

- What tools do chefs use to cook?
- What items are in kitchens?

## Reading

- 2 Read the letter from a supplier, and then choose the correct answers.

- What is the purpose of the letter?
  - to list the delivery items
  - to identify problems with an order
  - to tell the customer about new products
  - to inform the customer about a sale
- Customers place an order by...
  - sending an order form to the director of sales.
  - contacting the company's sales representatives.
  - calling the executive chef of the restaurant.
  - visiting the company's website on the Internet.
- According to the letter, what is probably true about Mr. Gibson?
  - He has never purchased anything from Com Kitchen Industries.
  - He does not own a commercial gas range.
  - He is responsible for purchasing kitchen equipment.
  - He is a sales representative for the Post Meridian Restaurant.

## Com Kitchen Industries

THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!

John Gibson, Executive Chef,  
Post Meridian Restaurant

Dear Mr. Gibson,

Thank you for your recent order. Based on your previous orders, I have put together a list of new products that you may enjoy:

## Fire It Up Gas Range

- 45 cm griddle • 2 open burners

## Chasey Oven

- temperature range 65°-260°C
- automatic timer

## Mix-A-Lot Mixer

- 3 speeds

## Milton Countertop Deep Fryer

- two fry baskets

## Bake It Oven Rack

- Fits 12 sheet pans

## Mollier Stockpot

- stainless steel

Visit our website for other great deals. To order these products, please call one of our sales representatives today!

Sincerely,

Gillian Watkins, Director of Sales, Com Kitchen Industries

## Vocabulary

- 3 Choose the correct word or phrase in bold.

- The line cook lifted the (fry basket / griddle) from the hot oil and took out the onion rings.
- Shelly makes a soup in the (stockpot / oven rack).
- Chef Madsen uses a(n) (automatic timer / gas range) to heat food.
- Kevin owns a (countertop / stainless steel) stockpot.
- Diane combines the ingredients



4 Complete the word or phrase that is similar in meaning to the underlined part.

- Allison fries potatoes in the machine that cooks food in hot oil. d \_ \_ \_ f \_ \_ e \_
- The pastry chef arranges the desserts on a large, flat cooking container and puts it into the oven. s h \_ \_ t \_ \_ \_
- Jared adjusts the part of a stove that creates heat until the flame is very small. \_ \_ \_ n b \_ \_ \_ \_ r

5 Listen and read the letter again. What job does the person who wrote the letter do?

## Listening

6 Listen to a telephone conversation between an executive chef and a sales representative. Then choose the correct answers.

- Why does the man call the woman?
  - to inform her that he received her letter
  - to ask about the price of a product
  - to complain about a tool he purchased
  - to place an order for an item
- What will the man probably do next?
  - look for his credit card
  - give his credit card number
  - ask to pay with a check
  - call Com Kitchen Industries again

7 Listen again, and fill in the blanks.

S. R.: Com Kitchen Industries. This is Gillian Watkins.

E. C.: Hello, Ms. Watkins. This is John Gibson 1 \_\_\_\_\_ Post Meridian Restaurant.

S. R.: Good afternoon, Mr. Gibson. How can I help you?

E. C.: I received 2 \_\_\_\_\_ from your company yesterday.

S. R.: Are you interested in 3 \_\_\_\_\_ for any of those products?

E. C.: Yes, I'd like to order the Mix-a-Lot 4 \_\_\_\_\_.

S. R.: 5 \_\_\_\_\_. I just need a credit card number to place the order.

E. C.: Oh, I don't have my card. I'll 6 \_\_\_\_\_ and call again.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*This is ... from the ...*

*How can I help you?*

*I'd like to order the ...*

**Student A:** You are a sales executive at a kitchen equipment company. Talk to Student B about:

- a product they want to order
  - the features of that product
  - when the company will send the product
- Make up a delivery date.

**Student B:** You are an executive chef at a restaurant. Tell student A what you would like to order.

## Writing

9 Use the passage in Task 2 and the conversation in Task 8 to complete the order form. Use today's date.



### ORDER FORM

Date: \_\_\_\_\_

Sales Representative: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Product: \_\_\_\_\_

Ship Date: \_\_\_\_\_

 **Com Kitchen Industries**  
THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!





## Reading

2 Read the prep list from a hotel restaurant, and then mark the following statements as true (T) or false (F).

- 1 \_\_\_ The document shows cooks how to make an omelet.
- 2 \_\_\_ Omelets are part of the restaurant's breakfast menu.
- 3 \_\_\_ The food is not used as soon as it is prepared.

## Vocabulary

3 Match the words and phrases (1-9) with the definitions (A-I).

- |                   |                    |
|-------------------|--------------------|
| 1 ___ dice        | 6 ___ prep list    |
| 2 ___ mince       | 7 ___ plastic wrap |
| 3 ___ julienne    | 8 ___ grate        |
| 4 ___ slice       | 9 ___ cooler       |
| 5 ___ ingredients |                    |

- A cut something into very small pieces  
 B a paper that says how to get food ready for dish  
 C a machine that keeps food cold  
 D cut something into strips like matchsticks  
 E cut something into small squares  
 F a thin material that is used to cover food  
 G shred something into small strips  
 H the foods that go in a cooler

June 17



## Breakfast Service

### Food Prep List

#### Ingredients:

- 5 dozen eggs
- 1 kg onions
- 1 kg spinach
- 1 kg tomatoes
- 1 kg red peppers
- 400 g bacon
- 400 g cheese
- 500 g mushrooms
- 50 g garlic

### Menu Item: Omelet Bar

1. **Peel** and **mince** the onions
2. Wash and **chop** the spinach
3. **Julienne** the tomatoes
4. **Dice** the red peppers
5. **Grate** the cheese
6. **Slice** the mushrooms

Notes: Place all of the prepared items in separate bowls and seal with **plastic wrap**. Then place all of them on cart number three and store in the **cooler**.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do people do to food before it's cooked?
- 2 What foods require a lot of preparation?



4 Complete the word or phrase that is similar in meaning to the underlined part.

- The lettuce must be cut into large, uneven pieces. c \_ \_ p \_ \_
- Sara takes the skin off the carrot before eating it. \_ e e \_ s
- Oscar takes a block of cheese and makes small, long strips of it. s h \_ \_ \_ s

5 Listen and read the prep list again. Where should the food be placed before going in the cooler?

## Listening

6 Listen to a conversation between a sous chef and a prep cook. Then choose the correct answers.

- What is the conversation about?  
A changing the menu  
B preparing a dish  
C looking for ingredients  
D writing a prep list
- What will the prep cook do first?  
A peel the cucumbers  
B slice the tomatoes  
C wash the ingredients  
D julienne the tomatoes

7 Listen again, and fill in the blanks.

Sous Chef: Jack, can you 1 \_\_\_\_\_ the salads on tonight's menu?

Prep Cook: Sure. What 2 \_\_\_\_\_ do I need?

Sous Chef: Lettuce, tomatoes and cucumbers.

Prep Cook: Okay. Do you want me to 3 \_\_\_\_\_ the cucumbers?

Sous Chef: Yes. But first, 4 \_\_\_\_\_ all of the ingredients.

Prep Cook: Will do. 5 \_\_\_\_\_ to slice or julienne the tomatoes?

Sous Chef: According to the 6 \_\_\_\_\_, you need to slice them.

Prep Cook: That's what I thought. I'll do that right away.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Can you get started on the prep for the...?

What ingredients do I need?

Do you want me to... the... ?

**Student A:** You are a sous chef. Make up a dish. Then tell Student B to prepare the ingredients. Talk about:

- what ingredients are needed
- how to prepare each ingredient

**Student B:** You are a prep cook. Listen to Student A's instructions. Ask questions about:

- what ingredients are needed
- how to prepare each ingredient

## Writing

9 Use the prep list in Task 2 and the conversation in Task 8 to complete the prep list.

Date: \_\_\_\_\_

Service: ☐ Breakfast ☐ Lunch ☐ Dinner

Menu Item: \_\_\_\_\_

Ingredients: \_\_\_\_\_

Prep Instructions:

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

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

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

**The Post Meridian Restaurant**

\*\*\*\*\*

at the Royal Point Hotel



# Glossary

- à la carte [ADV PHRASE-U10] If something is **à la carte**, it is offered from a menu and paid for separately and not as part of a package.
- additional [ADJ-U2] If something is **additional**, it is more or extra.
- address [V-T-U2] To **address** someone is to talk to them.
- al fresco [ADJ-U9] If an area is **al fresco**, it is outdoors.
- allow someone [V PHRASE-U2] To **allow someone** to do something is to give him or her permission.
- assign [V-T-U1] To **assign** something is to make someone responsible for doing something.
- atmosphere [N-UNCOUNT-U2] The **atmosphere** is the mood of a place.
- automatic timer [N-COUNT-U14] An **automatic timer** is a machine that alerts people when a certain amount of time has passed.
- babysit [VI/VT-U4] To **babysit** someone is to take care of him or her because their parents are unavailable or busy.
- bagel [N-COUNT-U10] A **bagel** is a round piece of bread with a hole in the middle.
- baggage [N-UNCOUNT-U2] **Baggage** is a person's bags that contain personal belongings.
- bartender [N-COUNT-U11] A **bartender** is a person whose job it is to make and serve drinks in a bar.
- behind the scenes [ADJ -U12] If something happens **behind the scenes**, it takes place in private and not in public.
- bellhop [N-COUNT-U1] A **bellhop** is a person who carries a guest's bags to his or her room.
- book [VI/VT-U9] To **book** something is to make plans to do something or be somewhere at a certain time in the future.
- booster seat [N-COUNT-U9] A **booster seat** is a tall seat that small children sit on to eat.
- brunch [N-UNCOUNT-U10] **Brunch** is a meal between breakfast and lunch.
- busser [N-COUNT-U8] A **busser** is a restaurant worker who takes away dirty plates from a table.
- butcher [N-COUNT-U12] A **butcher** is a person whose job is to cut up or sell meat.
- caller [N-COUNT-U12] A **caller** is a person whose job is to deliver the food orders to the kitchen.
- can opener [N-COUNT-U13] A **can opener** is a tool that opens metal containers of food.
- cancellation [N-COUNT-U9] A **cancellation** is the decision not to do something that you planned to do before.
- car key [N-COUNT-U5] A **car key** is a piece of metal that opens and starts a car.
- car trunk [N-UNCOUNT-U2] A **car trunk** is a space in the back of a car used to store baggage and other personal belongings.
- check email [V PHRASE-U3] To **check email** is to see if you have electronic mail.
- check in [PHRASAL V-U1] To **check in** is to tell the front desk clerk your name so that he or she can assign you to a room.
- chef's knife [N-COUNT-U13] A **chef's knife** is a large knife with a broad blade that is used to do many tasks in the kitchen.
- childcare specialist [N-COUNT-U4] A **childcare specialist** is a person that knows how to take care of kids.
- children's menu [N-COUNT-U4] A **children's menu** is a list of meals that are intended for kids.
- chop [V-T-U15] To **chop** something is to cut it into big, uneven pieces.



clear a table [V PHRASE-U8] To **clear a table** is to take away the dirty plates from a table after people eat.

cocktail [N-COUNT-U11] A **cocktail** is an alcoholic drink that is made by mixing other drinks together.

coffeemaker [N-COUNT-U6] A **coffeemaker** is a machine that makes coffee.

continental breakfast [N-COUNT-U10] A **continental breakfast** is a small meal that usually only includes coffee, juice, and a pastry.

convenient [ADJ-U5] If something is **convenient**, it is useful or easy because it does not waste time or cause problems.

cooler [N-COUNT-U15] A **cooler** is a machine that keeps food cold.

countertop [ADJ-U14] A **countertop** item is something that goes on the flat working surface in kitchens.

coupons [N-COUNT-U10] A **coupon** is a piece of paper that people use to get discounts on items.

crib [N-COUNT-U4] A **crib** is a special bed for small children and babies.

cutting board [N-COUNT-U13] A **cutting board** is piece of wood, stone or plastic that is used to cut food on.

damage deposit [N-COUNT-U7] A **damage deposit** is the money hotel guests must pay immediately at check-in. It is returned to the guest if nothing in the room is damaged.

deep fryer [N-COUNT-U14] A **deep fryer** is a machine that cooks food in hot oil.

deluxe [ADJ-U6] If something is **deluxe**, it is of good quality and costs a lot of money.

desk [N-COUNT-U6] A **desk** is a table with drawers that you sit at in order to work.

dice [V-T-U15] To **dice** something is to cut it into small squares.

dining room [N-COUNT-U6] A **dining room** is a room where you eat meals.

dish [N-COUNT-U8] A **dish** is food that is part of a meal.

domestic beer [N-COUNT-U11] A **domestic beer** is a beer that is made in the country in which it is served.

doorman [N-COUNT-U1] A **doorman** is a person who greets guests at a hotel and carries their bags inside.

double [N-COUNT-U7] A **double** is a room with beds for two people.

eggs over easy [N-COUNT-U10] **Eggs over easy** is an egg dish. It includes eggs that are cooked on both sides with the yolk intact.

elevator operator [N-COUNT-U1] An **elevator operator** is a person who runs the elevator in a building.

feel at home [V PHRASE-U6] To **feel at home** is to be comfortable and at ease in a place.

fitness center [N-COUNT-U3] A **fitness center** is a place that has exercise equipment.

fried eggs [N-COUNT-U10] **Fried eggs** are eggs that are cooked in oil.

front desk clerk [N-COUNT-U1] A **front desk clerk** is a person who checks in guests and assigns them to a hotel room.

front-of-house [ADJ-U8] If something is **front-of-house**, it relates to or takes place in the public part of a restaurant.

fry basket [N-COUNT-U14] A **fry basket** is a container that holds foods that are fried in a deep fryer.

gas range [N-COUNT-U14] A **gas range** is a type of stove that uses gas to create heat.

grate [V-T-U15] To **grate** something is to make it into small and long strips by using a special tool.



- grater [N-COUNT-U13] A **grater** is a tool that cuts items into thin strips.
- griddle [N-COUNT-U14] A **griddle** is a flat, metal surface that gets hot and is used to cook food.
- hair dryer [N-COUNT-U6] A **hair dryer** is a device that dries hair by blowing warm air onto it.
- happy hour [N-UNCOUNT-U11] **Happy hour** is a limited period of time, often in the early evening, when drinks are cheaper than usual.
- head chef [N-COUNT-U12] A **head chef** is in charge of the kitchen and is responsible for creating the menu, cooking, ordering supplies and overseeing the other workers.
- head waiter [N-COUNT-U8] A **head waiter** is a restaurant worker who gives directions to and organizes the waitstaff.
- heated pool [N-COUNT-U3] A **heated pool** is a large hole filled with warm water that you can swim in.
- high chair [N-COUNT-U9] A **high chair** is a tall seat that very young children sit in to eat.
- host [N-COUNT-U8] A restaurant **host** is a male restaurant worker who greets customers and sits them at available tables.
- hostess [N-COUNT-U8] A restaurant **hostess** is a female restaurant worker who greets customers and sits them at available tables.
- hotel restaurant [N-COUNT-U3] A **hotel restaurant** is a place to eat inside a hotel.
- house wine [N-COUNT-U11] A **house wine** is a cheap wine that is featured by a restaurant and that is not listed on the menu under its usual name.
- housekeeper [N-COUNT-U1] A **housekeeper** is a person who cleans a home or building.
- ice machine [N-COUNT-U3] An **ice machine** is a machine that makes ice.
- ID [N-COUNT-U11] An **ID** is a document that proves your name, address and age. It often has a photograph on it.
- imported beer [N-COUNT-U11] An **imported beer** is a beer that is made in a country other than the one in which it is served.
- ingredient [N-COUNT-U15] An **ingredient** is one of the foods that is used to make a meal.
- introduce yourself [V PHRASE-U2] To **introduce yourself** is to tell your name to someone you don't know.
- iron [N-COUNT-U6] An **iron** is a device with a heated surface, used to make clothes smooth and flat.
- ironing board [N-COUNT-U6] An **ironing board** is the narrow table on which clothes are placed when they are being ironed.
- julienne [V-T-U15] To **julienne** something is to cut it into strips like matchsticks.
- kid-friendly [ADJ-U4] If something is **kid-friendly**, it is made or done just for children.
- knife roll [N-COUNT-U13] A **knife roll** is a case that holds different types of knives.
- ladle [N-COUNT-U13] A **ladle** is a large spoon that is used to serve liquid foods, like soup.
- line cook [N-COUNT-U12] A **line cook** works at one food station, preparing and cooking one part of a meal or a specific type of food. The sous chef is usually the line cook's boss.
- living room [N-COUNT-U6] A **living room** is the main room in a house or apartment that is used for entertaining, relaxing and watching TV.



log [N-COUNT-U9] A **log** is a book in which employees write the details of a period of time.

luggage [N-UNCOUNT-U2] **Luggage** is a person's bags that contain his or her personal belongings.

luxury [N-COUNT-U6] A **luxury** is something that is enjoyable or pleasant, but is not needed. It is often expensive.

maintenance worker [N-UNCOUNT-U1] A **maintenance worker** is a person who fixes mechanical problems in a hotel.

mince [V-T-U15] To **mince** something is to cut it into very small pieces.

mini-bar [N-COUNT-U6] A **mini-bar** is a small fridge in a hotel room with snacks and drinks inside. You have to pay for the snacks and drinks.

mixer [N-COUNT-U14] A **mixer** is a machine that combines different ingredients together.

napkin [N-COUNT-U8] A **napkin** is a piece of cloth that people use to clean themselves with while they eat.

night auditor [N-COUNT-U1] A **night auditor** is a hotel worker who handles hotel guests and financial information. Night auditors work at night.

non-smoking [ADJ-U7] If a room is **non-smoking**, guests are not allowed to smoke in there.

on tap [ADJ-U11] If a beer is **on tap**, it is served in bulk from a big container using a faucet.

open burner [N-COUNT-U14] An **open burner** is a part of the stove that creates heat. The flame is visible with this type of burner.

opening [N-COUNT-U9] An **opening** is an available time to do something.

oven [N-COUNT-U14] An **oven** is a cooker with a door that bakes or heats foods.

oven rack [N-COUNT-U14] An **oven rack** is an item that is on wheels and holds large baking pans.

pancakes [N-COUNT-U10] **Pancakes** are flat cakes cooked in a pan or over a grill.

park [VI/VT-U5] To **park** a car is to leave it in a certain place while it is not in use.

parking attendant [N-COUNT-U5] A **parking attendant** is a person whose job is to help customers with parking.

parking garage [N-COUNT-U5] A **parking garage** is a place where cars are left for a certain period of time.

party [N-COUNT-U9] A **party** is a group of people who are going to the same place or event, or doing the same activity.

party room [N-COUNT-U9] A **party room** is a private area in a restaurant for special events.

pastry [N-COUNT-U10] A **pastry** is sweet bread that is typically eaten for breakfast.

pastry chef [N-COUNT-U9] A **pastry chef** is the person whose job is to make desserts in a restaurant.

pay-per-view [N-UNCOUNT-U4] **Pay-per-view** is a method of billing people for movies they order to watch on television.

peel [V-T-U15] To **peel** something is to take the skin or covering off it.

pick up [V-T-U5] To **pick up** something is to collect something from a certain place.

picky [ADJ-U4] If someone is **picky**, he or she only likes certain things.

pitcher [N-COUNT-U11] A **pitcher** is a large container with a handle and spout that holds drinks.

plastic wrap [N-UNCOUNT-U15] **Plastic wrap** is thin material that is used to cover food.

playroom [N-COUNT-U4] A **playroom** is a place with toys for kids to have fun.



# Glossary

prep cook [N-COUNT-U12] A **prep cook** works in a kitchen, preparing food to be cooked. A prep cook does not usually cook.

prep list [N-COUNT-U15] A **prep list** is a paper that says how to prepare an ingredient in order to use it in a meal.

red wine [N-COUNT-U11] A **red wine** is a wine that has been made with grape skins and is red.

refill [N-COUNT-U10] A **refill** is an amount of a liquid needed to fill up a container holding a drink.

registration form [N-COUNT-U7] A **registration form** is a document with information about a hotel guest and his or her hotel room.

relax [V-I-U3] To **relax** is to spend and enjoy time not working.

reservation [N-COUNT-U7] A **reservation** is an arrangement one makes so that a room or place is available, usually at a hotel or restaurant.

reservation number [N-COUNT-U7] A **reservation number** is a series of numbers that a hotel uses to identify a guest.

room key [N-COUNT-U7] A **room key** is an instrument which opens and locks a door.

safe [ADJ-U5] If something is **safe**, it is free from danger or harm.

scrambled eggs [N-COUNT-U10] **Scrambled eggs** are eggs that are stirred before they are cooked.

server [N-COUNT-U8] A **server** is a restaurant worker who takes orders and brings food to customers.

sheet pan [N-COUNT-U14] A **sheet pan** is a long, flat cooking container.

shift [N-COUNT-U8] A **shift** is a period of time that people work, often about eight hours.

shred [V-T-U15] To **shred** something is to make it into small and long strips by using a special tool.

single [N-COUNT-U7] A **single** is a room with a bed for one person.

slice [V-T-U15] To **slice** something is to cut it into flat pieces.

smoking [ADJ-U7] If a room is **smoking**, guests are allowed to smoke in it.

sous chef [N-COUNT-U12] A **sous chef** has the most authority after the head chef and often assists the head chef.

spatula [N-COUNT-U13] A **spatula** is a kitchen tool that has a wide side. It is used to serve food.

special [N-COUNT-U12] A **special** is a dish that chefs make for a limited period of time.

spoon [N-COUNT-U13] A **spoon** has a handle and a round part that can transfer small amounts of liquid. Used for eating liquid foods like soup or cereal.

stainless steel [ADJ-U14] Something that is **stainless steel** is made of a hard, shiny metal.

station [N-COUNT-U12] A **station** is the place where a chef makes a certain type of food.

stockpot [N-COUNT-U14] A **stockpot** is a large container used to cook liquids.

stroller [N-COUNT-U4] A **stroller** is a special seat with wheels used to move small children and babies in.

suite [N-COUNT-U6] A **suite** is made up of several rooms that are connected.

surf the web [V PHRASE-U3] To **surf the web** is to look up different subjects on the Internet.

swing cook [N-COUNT-U12] A **swing cook** works in more than one area of a kitchen, helping wherever he or she is needed.



table for (number) [N PHRASE-U9] A **table for (number)** describes how many people will sit at a table at a restaurant.

take one's bags [V PHRASE-U2] To **take one's bags** is to carry someone's bags for them.

teamwork [N-UNCOUNT-U1] **Teamwork** is the act of working together with other people in order to achieve a goal.

title [N-COUNT-U2] A **title** is a word used before a person's name to show respect.

toast [N-UNCOUNT-U10] **Toast** is a piece of bread that has been cooked so the outside is crispy.

top shelf [ADJ-U11] If a bottle of alcohol is **top shelf**, it is of a high quality and is usually expensive.

uniform [N-COUNT-U5] A **uniform** is a particular outfit that each member of a group wears.

upon request [ADV PHRASE-U4] To do something **upon request** is to do it when someone asks.

utensil [N-COUNT-U8] A **utensil** is a tool that people use to eat food.

vacancy [N-COUNT-U7] A **vacancy** is an open or available room at a hotel.

valet [N-COUNT-U1] A **valet** is a person who parks guests' cars.

valet parking [N-UNCOUNT-U5] **Valet parking** is a service that involves parking a guest's car for him or her.

valet ticket [N-COUNT-U5] A **valet ticket** is a piece of paper that lets a parking attendant know which car belongs to which customer.

valuables [N-UNCOUNT-U5] **Valuables** are personal items that are worth a lot of money.

vegetable peeler [N-COUNT-U13] A **vegetable peeler** is a tool that takes the skin off foods like potatoes or carrots.

vending machine [N-COUNT-U3] A **vending machine** is a machine that sells snacks automatically.

voucher [N-COUNT-U10] A **voucher** is a piece of paper that some businesses accept instead of money.

waitstaff [N-UNCOUNT-U8] **Waitstaff** are restaurant workers who take orders and bring food to customers.

walk-in [ADJ-U7] A **walk-in** guest is a person who does not call and arrange to have a room at a hotel before he or she arrives.

welcome [V-T-U2] To **welcome** someone is to make him or her feel comfortable in a new place.

well drink [N-COUNT-U11] A **well drink** is made from cheaper, unbranded liquors.

whisk [N-COUNT-U13] A **whisk** is a tool that has metal loops and mixes items together.

white wine [N-COUNT-U11] A **white wine** is a wine that is made without grape skins and is pale in color.



# Hotels & Catering

**Book  
2**

Virginia Evans  
Jenny Dooley  
Veronica Garza



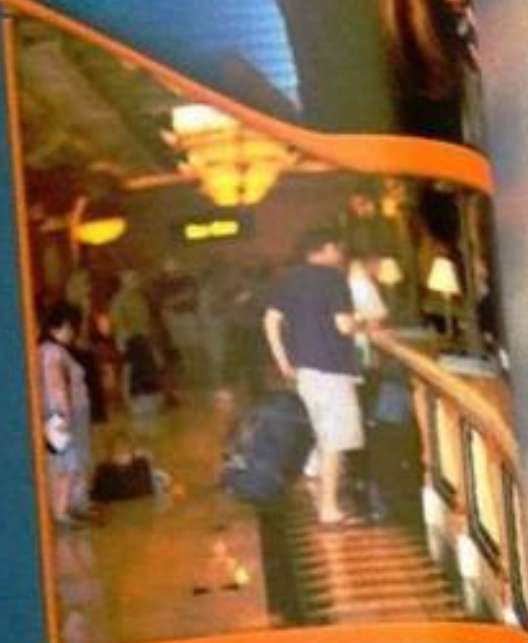


# Table of Contents

<b>Unit 1 - Making a room reservation</b> .....	4
<b>Unit 2 - Loyalty programs</b> .....	6
<b>Unit 3 - Confirming a reservation</b> .....	8
<b>Unit 4 - Housekeeping</b> .....	10
<b>Unit 5 - Concierge</b> .....	12
<b>Unit 6 - Airport transfers</b> .....	14
<b>Unit 7 - Evacuation</b> .....	16
<b>Unit 8 - Checking out</b> .....	18
<b>Unit 9 - Greeting and seating guests</b> .....	20
<b>Unit 10 - Explaining the menu</b> .....	22
<b>Unit 11 - Taking an order</b> .....	24
<b>Unit 12 - Room service</b> .....	26
<b>Unit 13 - Banquets</b> .....	28
<b>Unit 14 - Food storage</b> .....	30
<b>Unit 15 - Ordering food supplies</b> .....	32
<b>Glossary</b> .....	34



Welcome to the Royal Point Hotel's online reservation system. This website makes reserving the perfect room quick and easy.



garden view

Reservation Basics  
Select your dates:  
Check-in \_\_\_\_\_  
Check-out \_\_\_\_\_

Number of rooms: \_\_\_\_\_  
Number of guests: Adults \_\_\_\_\_ Children \_\_\_\_\_

Reservation Details  
The Royal Point Hotel offers a variety of different rooms. Select your preferences:

Garden view \_\_\_\_\_ Ocean view \_\_\_\_\_

Deluxe suite (includes kitchenette) \_\_\_\_\_

Smoking/Non-smoking \_\_\_\_\_

ocean view

Please note that during the high season, room preferences will be **subject to availability**. Now that you've chosen your room, please tell us what kind of bed you prefer:  
Two double beds \_\_\_\_\_ King-sized \_\_\_\_\_

Based on the selections you have made, we estimate the room rate. If you are **eligible** for **discounts** or **special offers**, notify the front desk **upon arrival**. Lower rates may be available during the off-season.

Calculated rack rate:

\$ \_\_\_\_\_ per night; total \$ \_\_\_\_\_

## Get ready!

1 Before you read the passage, talk about these questions.

- Do you always reserve a room when you stay at a hotel?
- What kinds of room options do hotel guests have?

## Reading

2 Read the text on a hotel website, and then choose the correct answers.

- What is the main purpose of this web page?
  - to describe the hotel grounds and surrounding areas
  - to help guests book a room at the hotel
  - to inform guests of a reservation policy change
  - to offer discounts to the customers
- According to the website, the hotel...
  - requires guests to confirm their reservation by phone.
  - does not allow smoking in guest rooms.
  - charges more money for traveling with children.
  - offers special pricing during certain times of the year.
- Which of the following is NOT true of the hotel's reservation system?
  - It lets guests book rooms through the Internet.
  - It shows the approximate price of the room.
  - It provides the room rate for discounted rooms.
  - It allows guests to express a room preference.

## Vocabulary

3 Complete the word or phrase that is similar in meaning to the underlined part.

- Clarissa rented a type of room from which guests can see a place where plants grow because she enjoys looking at flowers.  
\_ a \_ \_ e \_ \_ i e \_ room
- The hotel is nearly empty because it is a time when few people travel.  
\_ \_ f \_ \_ a s o \_
- Mr. Keller rents a room with a small space to cook meals so he can prepare his own food throughout the trip.  
k \_ \_ c h \_ \_ \_ t t \_
- During the time when many people travel, it can be hard to find a hotel room.  
\_ i \_ \_ s \_ \_ s \_ \_
- The Khan family received a special reduced rate because they rented more than five rooms.  
\_ \_ \_ c o \_ \_ \_
- Stephanie forgot her coupon and had to pay the full price of a hotel room without any discounts.  
\_ \_ c k r \_ \_ \_



4 Match the words and phrases (1-6) with the definitions (A-F).

- 1 — subject to availability      4 — upon arrival  
2 — ocean view      5 — special offer  
3 — eligible      6 — room preference

- A pricing that is not always available  
B when you get somewhere  
C to be qualified for something  
D being able to see the ocean  
E depending on whether there is enough of something  
F the kind of room a customer wants

5 Listen and read the passage again. What must you do to get a cheap rate at the hotel?

## Listening

6 Listen to a conversation between a customer and a hotel booking agent. Then (✓) check the choices that the customer makes.

- 1 ☐ deluxe suite      3 ☐ king-size bed  
2 ☐ double room      4 ☐ ocean view

7 Listen again, and fill in the blanks.

Booking Agent: Good afternoon. You've reached the Royal Point Hotel. How may I help you?

Customer: Hi - I'd like to 1 \_\_\_\_\_ for the month of July.

Booking Agent: All right. 2 \_\_\_\_\_ guests will be staying in the room?

Customer: I'll be traveling with my husband and three children.

Booking Agent: Excellent. How many beds 3 \_\_\_\_\_?

Customer: Well, at least two.

Booking Agent: Okay. There are double rooms 4 \_\_\_\_\_ available. Or if you want more space, you can take a deluxe suite.

Customer: That sounds good, but I'll 5 \_\_\_\_\_ the double room. Also, I want to use a coupon for a discount.

Booking Agent: Very well. We'll charge you the 6 \_\_\_\_\_ right now.

Customer: When will I get the discount?

Booking Agent: You'll receive the discount when you check in. Just remember to give your coupon to the clerk at the desk.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*I'd like to make a reservation.*

*How many guests... ?*

*There are... rooms available.*

**Student A:** You are a booking agent. Help Student B reserve a room. Ask questions to find out:

- how many people in the room
- how many beds
- what kind of room

**Student B:** You are a hotel customer. Answer Student A's questions. Make up details for your desired reservation.

## Writing

9 Use the conversation in Task 8 to fill out the hotel reservation form. Make up a name for the guest.



# ROOM RESERVATION

Check-in date: \_\_\_\_\_

Check-out date: \_\_\_\_\_

Name: \_\_\_\_\_

Number of guests: \_\_\_\_\_

Number of rooms: \_\_\_\_\_

Room preferences: \_\_\_\_\_

Number/size of bed(s): \_\_\_\_\_



## 2

## Loyalty programs

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 Why do people like certain hotels?
- 2 What kinds of deals do hotels offer to guests?

## Arrivals



## Loyalty Program

As a loyalty member, you gain points each time you enjoy a night in one of our hotels. And when you travel with **partner** airlines, your points add up. The more points you earn, the greater your **rewards**.

Loyalty members enjoy many benefits. Silver-level members love our **turn-down service**. Double your points and become a Gold

The Royal Point Hotel values its **repeat customers**. To show our appreciation, we present the exclusive Royal Point Hotel **Loyalty Program**. Loyalty benefits make your stay at any Royal Point Hotel better.

member. You add the benefit of **guaranteed** room availability and free room service. The highest membership level gives you **access** to even more benefits. Platinum members also earn a **complimentary stay**, plus **early check-in**.

As a member of our loyalty program, you know you are our most important customer. **Enroll** today!

## Reading

2 Read the brochure from a hotel, and then mark the following statements as true (T) or false (F).

- 1 ☐ The loyalty program offers rewards to use at the airport.
- 2 ☐ Traveling by airplane can help loyalty members get more benefits.
- 3 ☐ Members at the highest level get a free night at the hotel.

## Vocabulary

3 Fill in the blanks with the correct words: *exclusive, early check-in, complimentary, partner, repeat customer, access*.

- 1 Ms. Clark travels frequently and is a \_\_\_\_\_ at the hotel.
- 2 Only very important people are allowed in this \_\_\_\_\_ restaurant.
- 3 She didn't have to pay for the meal because it was \_\_\_\_\_.
- 4 Guests earn points by flying with the hotel's \_\_\_\_\_ airline.
- 5 This key card gives guests \_\_\_\_\_ to all the hotel entrances.
- 6 Greg arranged a(n) \_\_\_\_\_ at his hotel because his flight arrived at 7 in the morning.

4 Match the words and phrases (1-6) with the definitions (A-F).

- 1 \_\_\_\_\_ level
- 2 \_\_\_\_\_ enroll
- 3 \_\_\_\_\_ loyalty program
- 4 \_\_\_\_\_ turn-down service
- 5 \_\_\_\_\_ reward
- 6 \_\_\_\_\_ guaranteed

- A a system that provides benefits for people who use a service often
- B an act that involves getting a bed ready for guests to sleep in before they arrive
- C promised
- D to become a member of a group
- E a measure of achievement
- F something given in return for doing something good



- 5 Listen and read the brochure again. What do you need to become a Gold loyalty member?

## Listening

- 6 Listen to a conversation between a hotel guest and a front desk clerk. Then answer the questions.

- What does the front desk clerk offer the guest?
  - a discount on her next visit
  - a membership to the loyalty program
  - a higher level of membership
  - a special offer to upgrade her room
- What will the woman probably do next?
  - request room service
  - book a room for a future date
  - show the clerk her membership card
  - join a reward program for return guests

- 7 Listen again, and fill in the blanks.

Clerk: Good morning, Ms. Jones. Did you have a good night?

Guest: Oh, yes! It was great. The 1 \_\_\_\_\_ here is excellent.

Clerk: You know, as a 2 \_\_\_\_\_ member, you can get room service for free.

Guest: Really? Does it cost me anything 3 \_\_\_\_\_?

Clerk: No, the program is our way of thanking you for staying at our hotel.

Guest: Can you tell me more about it?

Clerk: Well, you start as a silver-level member. So you get 4 \_\_\_\_\_, like the turndown service. When you get more points, you can be a higher level member.

Guest: How do I 5 \_\_\_\_\_?

Clerk: It's pretty easy. Every time you check into one of our hotels, you earn points. We even have partner airlines. When you fly with Royal Jet you get points, too.

Guest: That sounds really good; I travel a lot 6 \_\_\_\_\_.

Clerk: Would you like to sign up? I can give you a 7 \_\_\_\_\_ card right now.

Guest: Yes, I think that'd be great!

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*Does it cost me anything to join?*

*As a loyalty program member, ...*

*How do I earn points?*

**Student A:** You are a guest. You want to know about the hotel's loyalty program. Ask Student B questions to find out:

- how to become a member
- what member benefits are
- how to earn points

**Student B:** You are a front desk clerk. Answer Student A's questions. Make up a name for the guest.

## Writing

- 9 Use the brochure in Task 2 and the conversation in Task 8 to create an overview of one level of the loyalty program that guests can join, including a starting level of points.



## Loyalty Program

Level: \_\_\_\_\_

List of benefits: \_\_\_\_\_

How to earn points: \_\_\_\_\_

Total points: \_\_\_\_\_





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What is the purpose of a confirmation of reservation?
- 2 What are some ways that hotel guests confirm reservations?

From: ALogan@royalpointhotels.com  
To: JWilson@directemail.com  
Subject: Reservation confirmation

Dear Mr. Wilson,

I am writing in reference to your inquiry about guest room availabilities at the Royal Point Hotel. I am pleased to say that we were able to reserve a room for you for the dates you requested. Below, please find the information you will need in order to check in:

Confirmation number: G10232

Date of arrival: March 23

The base rate is \$99 per night. However, you made a special request for an upgrade to a room that is adjacent to the outdoor swimming pool. Thus, the cost will be \$109 per night.

The room will be ready for occupancy at 2 pm. However, if you need to occupy the room before that, please contact the front desk to arrange for an early check-in. Please review the information carefully. If any of the information is incorrect, please respond to this email or call me at 1-800-555-9000. We are looking forward to your stay with us.

Respectfully,

Mrs. Ann Logan, Booking Agent, Royal Point Hotel

Date of departure: March 25

## Reading

2 Read the email from a hotel booking agent to a hotel guest, and then choose the correct answers.

- 1 What is the purpose of the email?
  - A to apologize for not being able to fulfill a special request
  - B to ask the guest for more information about the reservation
  - C to inform the guest that some hotel features are not available
  - D to make sure that the guest's reservation details are correct
- 2 The email advises the guest to contact the booking agent if...
  - A he needs to make another reservation.
  - B the details of the reservation are wrong.
  - C he plans to occupy the room before the check-in time.
  - D he is unhappy with the service at the hotel.
- 3 What is probably true about Mr. Wilson?
  - A He has stayed at the Royal Point Hotel before.
  - B He will arrive before 2pm on March 23rd.
  - C He is willing to pay more in order to be near the pool.
  - D He has not contacted Ms. Logan in the past.

## Vocabulary

3 Match the words and phrases with the blanks.

1 base rate / special request

A Most guests are placed in standard rooms unless they make a \_\_\_\_\_ for a different type of room.

B Darrell paid twice the \_\_\_\_\_ in order to stay in a room with a balcony.

2 inquiry / confirmation number

A Sam sent the company a(n) \_\_\_\_\_ about the cost of replacing the carpet in his home.

B The letter included a(n) \_\_\_\_\_, which will help hotel employees find details about Janie's reservation.

3 confirm / respond

A Ms. Kelly took a long time to \_\_\_\_\_ to the email because she was very busy at work.

B Peter called the booking agent to \_\_\_\_\_ the details of his reservation.



4 Complete the words or phrases that are similar in meaning to the underlined part.

- 1 I wrote an email to Mr. Trager about the questions he asked me earlier.  
\_ \_ t h \_ \_ e \_ \_ n c \_ \_ \_
- 2 As a worker responsible for making reservations, Sally has to know all of the current room rates.  
\_ o o \_ i n \_ a \_ \_ \_ t
- 3 The housekeeper prepared the room for people to stay in. \_ \_ \_ u \_ \_ n c y
- 4 Leslie stays in a room that is next to the elevator. \_ \_ j a c \_ n t

5 Listen and read the email again. What will the bill for Mr. Wilson's stay be?

## Listening

6 Listen to a conversation between a hotel employee and a guest. Mark the following statements as true (T) or false (F).

- 1 \_ Ms. Logan works at the front desk of the hotel.
- 2 \_ Mr. Wilson changes his departure date.
- 3 \_ The woman says she'll call back later with the confirmation.

7 Listen again, and fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1 \_\_\_\_\_ Department.  
This is Ann Logan speaking.

Guest: Hello, Ms. Logan. This is Mark Wilson.

Agent: Good morning, Mr. Wilson. How 2 \_\_\_\_\_ you?

Guest: I received the 3 \_\_\_\_\_ this morning. Thank you.

Agent: Wonderful! Was all of the information correct?

Guest: Actually, I did find one problem.

Agent: What was it?

Guest: The 4 \_\_\_\_\_ is not right.

Agent: I can fix the reservation for you right now. What date are you 5 \_\_\_\_\_?

Guest: On March 26th.

Agent: Okay, Mr. Wilson. I've made that change to the departure date.

Guest: Will you send me a new confirmation?

Agent: Yes, Sir. I'll 6 \_\_\_\_\_ it to you right now.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*How can I assist you?*

*I did find one problem.*

*Will you send me a confirmation?*

**Student A:** You are a customer. Talk to Student B about:

- a problem with your hotel reservation
- how the new confirmation will be sent

Make up a name for yourself.

**Student B:** You are a hotel employee. Listen to Student A's problem. Then come up with solutions and answer his or her questions. Make up a name for yourself.

## Writing

9 Imagine that you are a hotel booking agent. Use the information from Task 8 and the email in Task 2 to write a new confirmation to a guest of the hotel (100-120 words). Make sure to include the following information:

- Arrival and departure dates
- Room type
- Rate
- How to make changes to the reservation





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What items need to be cleaned in a hotel room?
- 2 What do housekeepers typically do?



## Cleaning Guest Rooms

*Royal Point Hotel*

At the beginning of each shift, meet with your team leader to get your room assignment list. This list includes information about:

- room assignments
- **stay-overs** and checkouts
- special requests, such as **towels** and **trash service**
- **VIP** arrivals or early arrivals

Always start with checkout rooms. These rooms must be cleaned by 3pm. A full cleaning includes:

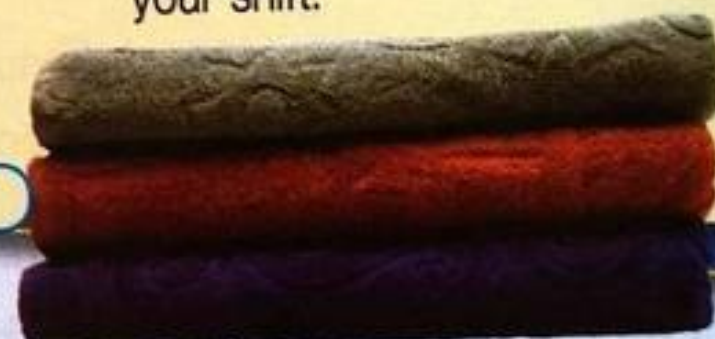
- cleaning the **toilet**, **tub** and **sink**
- changing the **towels** and **sheets**
- **making the bed**
- **vacuuming** the **carpet**
- emptying **trash bins**

- **disinfecting** all **counters** and **surfaces**
- replacing **toiletries**

Stayover rooms typically involve the following tasks:

- changing the **towels**
- **making the beds**

Always knock three times and announce your arrival before entering a room. Remember, do not enter a room that has a **Do Not Disturb (DND)** sign. Alert your supervisor if a guest has not removed the **DND** by the end of your shift.



## Reading

2 Read the employee manual for employees at a hotel, and then choose the correct answers.

- 1 What is the manual mostly about?
  - A how to get a room assignment list
  - B a guide for hotel housekeepers
  - C different items found in hotel rooms
  - D steps for disinfecting a hotel room
- 2 What is true about housekeepers?
  - A They are responsible for reporting broken items in guest rooms.
  - B They clean stay over rooms at the beginning of their shifts.
  - C They give checkouts a more complete cleaning than stay-overs.
  - D They knock before entering a room with a DND.
- 3 The team leader gives housekeepers all of the following information EXCEPT...
  - A which guests will stay another night.
  - B how many rooms to clean during a shift.
  - C which guests do not want to be disturbed.
  - D what special services some guests want.

## Vocabulary

3 Complete the sentences with words or phrases from the word bank.

**Word BANK**

**stay-over**   **disinfects**  
**trash bin**   **sheets**   **VIP**

- 1 Alicia puts clean \_\_\_\_\_ on the bed.
- 2 Gene prefers cleaning \_\_\_\_\_ rooms because it only involves a few tasks.
- 3 The housekeeper made sure the room was spotless before the \_\_\_\_\_ guest arrived.
- 4 Mark places the food wrappers in the \_\_\_\_\_.
- 5 Ursula \_\_\_\_\_ all of the surfaces in the kitchen before she starts cooking.





4 Check (✓) the sentences that are true.

- 1 — A Harry washes his hands at the sink.  
— B Terry makes the bed before she goes to sleep every night.
- 2 — A Pam dries her hair with a towel after her shower.  
— B Richard takes a bath in the counter.
- 3 — A John takes toilets like a toothbrush and soap every time he travels.  
— B Tom doesn't want a full cleaning in his room, so he asks for towels and trash service.
- 4 — A Bobby needs to use the bathroom, so he asks where the restaurant's toiletries are.  
— B Oscar vacuums the carpet because his son left cookie crumbs everywhere.

5 Listen and read the manual again. How many times should a housekeeper knock before going into a room?

## Listening

6 Listen to the conversation between a housekeeper and his team leader. Then answer the questions.

- 1 What is the housekeeper concerned about?  
A He cannot work the following weekend.  
B He cleaned more checkouts than stay-overs.  
C He didn't clean all of the rooms on his list.  
D He entered a room with a DND on the door.
- 2 Why can we guess the housekeeper has a lot of work to do?  
A Many guests have DND signs on their doors.  
B It is a busy time of the week.  
C There aren't enough housekeepers working.  
D Many guests are staying more than one night.

7 Listen again, and fill in the blanks.

- T. L.: Good afternoon, Kevin. How are you?  
H: I'm doing well, thanks.
- T. L.: Are you 1 \_\_\_\_\_ for the day?  
H: Yes. I just finished the last 2 \_\_\_\_\_ on my list.
- T. L.: Great. Were you very busy today?  
H: Yes, I had seven checkouts.
- T. L.: Wow! That's 3 \_\_\_\_\_, isn't it?  
H: Yes... but we're always busy on the weekends. Before I forget, I want to 4 \_\_\_\_\_ something.
- T. L.: Sure - what is it?  
H: The guests in 245 have had a 5 \_\_\_\_\_ up all morning. What should I do?
- T. L.: Since your shift is about over, 6 \_\_\_\_\_  
\_\_\_\_\_. The guests may request cleaning service later. But I'll take care of it.
- H: Okay. I guess that I'm done then. I'll see you tomorrow.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE LIKE:

*Were you very busy today?*

*Before I forget, I want to mention something.*

*What is it?*

**Student A:** You are a housekeeper at a hotel. Tell Student B about:

- how many stay-overs you cleaned
- how many checkouts you cleaned
- whether any guests left a Do Not Disturb sign up for your entire shift

**Student B:** You are a team leader. Listen to Student A and tell him or her what to do next. Make up a name for the housekeeper.

## Writing

9 Imagine that you are a team leader for a housekeeping department at a hotel. Use the information from Task 8 and the employee manual in Task 2 to write a room assignment list for a housekeeper on your team.

MAKE SURE TO WRITE ABOUT THE FOLLOWING:

- How many stay-overs and checkouts
- Special requests for certain rooms
- What the housekeeper should do if there is a Do Not Disturb sign?



## Get ready!

1 Before you read the passage, talk about these questions.

- How do people learn about activities when they travel?
- What are some duties of a hotel concierge?



museum



podium



shopping district

### *Rp Royal Point Hotel*

Dear Guest,

My name is Richard, and I am the chief concierge at the Royal Point Hotel. On behalf of the concierge department, I would like to extend my warmest welcome.

Our concierges are here to help you explore the **local attractions**. Don't hesitate to approach any of the members of my **multi-lingual** staff with any questions. You can always find a concierge **on duty** at the concierge's **podium** in the lobby.

We have **insider** information on many local businesses. For example, we can point you toward the **trendy shopping district** and recommend our favorite **hotspots**. Do you like art? We can give you directions to the nearest **museum** and tell you about current **exhibitions**. Sports fans can learn about upcoming football **matches** at the local **arena**.

No matter what type of entertainment you seek, our concierges can inform you about them. We hope that you have a pleasant stay!

Sincerely,  
Richard Zimmerman



arena

## Reading

2 Read the letter from a concierge to the guests of a hotel, and then choose the correct answers.

- What is the purpose of the concierge's letter?
  - to give directions to places outside of the hotel
  - to tell guests how to get tickets to sports matches
  - to describe how concierges can help hotel guests
  - to list the different places to find a concierge
- What is true about the concierges at the hotel?
  - They speak many different languages.
  - They accompany guests on shopping trips.
  - They are only available during certain hours.
  - They sell tickets to sport matches.
- What can we infer about guests at the Royal Point Hotel?
  - They spend a lot of time shopping for clothes.
  - They often get lost on their way to the local museum.
  - They are typically in their 20s and 30s.
  - They often have questions about leisure activities.

## Vocabulary

3 Check (✓) the sentences that are true.

- A There are pictures of trendy clothes in the new fashion magazine.

— B Teresa watched an exhibition at the movie theater.
- A Kendra is on duty all day tomorrow because she has the day off from work.

— B The museum has many items from old cultures.
- A The coffee shop is a hotspot and it's always busy.

— B The multi-lingual teacher doesn't know another language besides English.
- A Mr. Duke is new to town so he has a lot of insider information about local activities.

— B James reads a travel guide to find out about the local attractions.



**4** Complete the word or phrase that is similar in meaning to the underlined part.

- Mr. Willard finds the concierge behind the box-like stand with tall sides. \_ o \_ \_ u \_
- Sam and Penny watch a wrestling competition on television. \_ a t \_ \_
- The athletes play a game in the place for playing sports. \_ \_ e \_ a
- Bill takes a trip to the part of the city where you can buy different items and purchases a new shirt. \_ \_ \_ p p \_ \_ \_ d \_ s \_ r \_ c \_

**5** Listen and read the letter again. What kind of competitions can you see at the local arena?

## Listening

**6** Listen to a conversation between a concierge and a hotel guest. Then mark the following statements as true (T) or false (F).

- \_\_\_ The guest wants to change her theater tickets.
- \_\_\_ The concierge knows an employee at the theater.
- \_\_\_ Balcony seats are not close to the stage.

**7** Listen again, and fill in the blanks.

Concierge: Good evening, ma'am. How may I be 1 \_\_\_\_\_?

Guest: Would you be able to get two tickets to the theater tonight?

Concierge: I can certainly try. What type of show are you 2 \_\_\_\_\_?

Guest: A 3 \_\_\_\_\_ would be perfect. I've always wanted to see *Song of My Heart*.

Concierge: I can get tickets to 4 \_\_\_\_\_ of *Song of My Heart*. But I may only be able to get balcony seats.

Guest: I'd really prefer something 5 \_\_\_\_\_.

Concierge: I'm afraid it's too late to get tickets in the other sections.

Guest: What if I pay extra?

Concierge: Well, I can speak to 6 \_\_\_\_\_ at the theater and see if there's anything else available.

Guest: I would really appreciate that.

Concierge: I'll call your room within the next hour with information about the show. What's your room number?

Guest: I'm in 204.

Concierge: Thank you, ma'am. I hope that I can assist you.

## Speaking

**8** With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

**USE LANGUAGE SUCH AS:**

*Would you be able to get tickets to the...?*

*I can get tickets to...*

*I can speak to my contact at the...*

**Student A:** You are a guest at the Royal Point Hotel. Talk to Student B about:

- an activity you want to do
- whether Student B can help you get tickets for that event

**Student B:** You are a concierge at the Royal Point Hotel. Talk to Student A about:

- suggestions for activities
- how you can help him or her

## Writing

**9** Imagine that you are a guest at a hotel. Use the information from Task 8 to write a thank-you note to a concierge at a hotel (100-120 words). Make sure to talk about the following:

- What activity the concierge helped you arrange
- How the concierge helped you do that activity

---



---



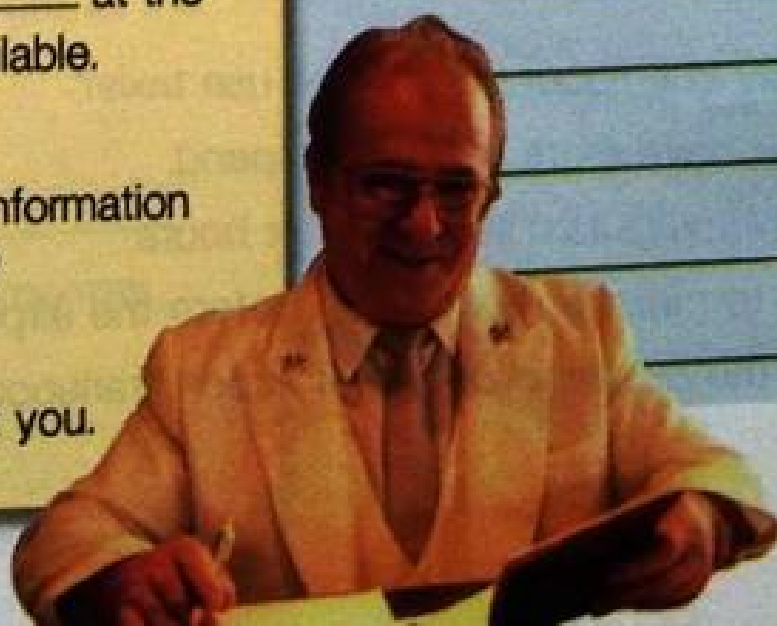
---



---



---





## Airport Transportation

**AIRPORT SHUTTLE** - We offer 24-hour on-call shuttle service to and from the airport. When you arrive at the airport, just call us. One of our drivers will pick you up and bring you straight to the hotel. You can also use the airport shuttle to travel to the airport. Our shuttle **departs** at your convenience and will take you directly to the **check-in counter**. This service is complimentary—although drivers appreciate tips!

**PUBLIC TRANSPORTATION** - City bus route #231 runs to and from the airport every half-hour. There is a **bus stop** on Kent Street on the east side of the hotel. For more details about the **bus schedule** or fare, ask the front desk.

**TAXIS** - Taxis are available anytime night or day and provide private transportation to and from the airport. **Hail a cab** from the airport yourself, or ask the front desk to arrange for a **taxi pickup** for you.



## Get ready!

- 1 Before you read the passage, talk about these questions.

- How do people get to the airport from their hotels?
- How do hotels help their guests go to the airport?

## Reading

- 2 Read the page from a hotel brochure, and then choose the correct answers.

- What is the brochure mostly about?
  - recent changes in the public transportation system
  - what transportation options are available to hotel guests
  - information about the hotel's taxis and shuttle buses
  - problems with the local transportation system
- What is NOT true about transportation to the airport?
  - The hotel provides a free shuttle service for guests.
  - Taxis are available whenever you call for them.
  - The city bus doesn't take riders directly to the airport.
  - There is a bus stop near the hotel.
- What is probably true about guests who use taxis?
  - They do not have extra money to spend.
  - They might require taxi service after hours.
  - They need to make an extra stop before the airport.
  - They have the best knowledge of airport transportation.

## Vocabulary

- 3 Match the words (1-8) with the definitions (A-H).

- |                |              |
|----------------|--------------|
| 1 _ tip        | 6 _ check-in |
| 2 _ depart     | counter      |
| 3 _ hail a cab | 7 _ bus stop |
| 4 _ run        | 8 _ on-call  |
| 5 _ taxi       |              |

- the location where a bus drops off and picks up passengers
- an area in an airport where passengers receive their tickets for the plane
- to be in service
- money a worker receives as a reward for good service
- a vehicle that transports you directly where you have to go
- to leave a location
- to get the attention of a taxi driver in order to ride in the vehicle
- available whenever a customer requests



**4 Choose the word or phrase that is similar in meaning to the underlined part.**

- 1 James looks at the list of what time buses will be at certain stops to see when the next bus arrives.  
A bus schedule    B taxi    C tip
- 2 Claudia asked for change so she could have the exact amount it costs to ride in a public vehicle.  
A bus stop    B driver    C fare
- 3 That way a bus goes doesn't operate on Sundays.  
A tip    B route    C bus stop
- 4 Expensive hotels usually have their own vehicle that transports riders to and from certain locations.  
A shuttle    B fare    C tip

**5 Listen and read the brochure again. Which bus should you catch to get to the airport?**

## Listening

**6 Listen to a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or false (F).**

- 1 \_\_\_ The front desk clerk gives the woman a bus schedule.
- 2 \_\_\_ The guest decides to take the hotel shuttle.
- 3 \_\_\_ The price of the shuttle and the bus are similar.

**7 Listen again, and fill in the blanks.**

- Clerk: Good evening, ma'am. How may I help you?
- Guest: Hello. I need to 1 \_\_\_\_\_ to go to the airport tomorrow morning.
- Clerk: Well, there are a number of options available.
- Guest: 2 \_\_\_\_\_ that there's a bus that goes to the airport from here.
- Clerk: That's right. The bus stop is on Kent Street.
- Guest: How often 3 \_\_\_\_\_?
- Clerk: If I remember correctly, it runs every 4 \_\_\_\_\_ from 8am to 8pm.
- Guest: That's no good. My plane leaves at 7.
- Clerk: You might be interested in our airport shuttle service. It leaves whenever you want, and takes you straight to the check-in counter at the airport.
- Guest: How much does it cost?
- Clerk: It's free. Though tips are 5 \_\_\_\_\_.
- Guest: I'd like to 6 \_\_\_\_\_ the service for tomorrow morning at 5am.
- Clerk: Certainly. The driver will be waiting for you!

## Speaking

**8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.**

**USE LANGUAGE SUCH AS:**

*How may I help you?*

*The bus runs every half hour.*

*If I remember correctly, ...*

**Student A:** You are a hotel employee. Give Student B suggestions about:

- the available transportation services
- how you can help in locating these services

**Student B:** You are the guest. Pretend you need to get to the airport. Tell Student A your travel preferences and needs.

## Writing

**9 Imagine that you are a hotel worker. Use the information from Task 8 and the brochure to write advice for guests who need to go to the airport (100-120 words). Make sure to answer the following questions:**

- What transportation services do the hotel and the city provide?
- What are the pros and cons of the different types of transportation?
- How can you help travelers find the type of transportation they choose?







## Get ready!

1 Before you read the passage, talk about these questions.


- 1 What kinds of emergencies can happen on holiday?
- 2 What do you do in case of an emergency?



earthquake



fire alarm



arch

## Emergency Evacuation Plan

Be prepared! As a guest at the Royal Point Hotel, it is important to know what to do in case of an emergency. Please take a moment to read this poster carefully.


In case of fire, take these precautions:

- Remain calm.
- Pull the **fire alarm** and leave the area immediately. Automatic **sprinklers** protect your room from fire.
- **Evacuate** the building through the nearest **exit**. Always take the stairs. **DO NOT** take the elevators.
- **DO NOT** return to your room.


In case of an **earthquake**:

- Stand under an **arch**. You can also seek protection under **heavy furniture**, like a desk.
- Stay away from windows. Watch out for tall shelves. Items may fall from them and injure you.

During any emergency, *always* pay close attention to the announcements from the **loudspeakers**. The Royal Point Hotel has an **intercom** system in place. We use this to communicate with our guests and share important safety information.




loudspeakers




sprinkler



EXIT



heavy furniture



elevator

## Reading

2 Read the poster in a hotel giving instructions on what to do in case of an emergency. Then choose the correct answers.

- 1 What is the poster mostly about?
  - A where to go for help in case of fire
  - B what to do in case of an emergency
  - C how to locate the exits in the hotel
  - D ways to stay safe during a storm
- 2 Which is NOT true, according to the poster?
  - A You should stay inside the building during an earthquake.
  - B It is best to take the elevator if there is an emergency.
  - C You can listen for announcements during an emergency.
  - D You should not go back to your room during a fire.
- 3 What should you stay away from during an earthquake?
 

A sprinklers	C shelves
B stairs	D loudspeakers

## Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- |                     |              |
|---------------------|--------------|
| 1 — seek protection | 4 — arch     |
| 2 — sprinkler       | 5 — intercom |
| 3 — heavy furniture | 6 — elevator |

- A to find a safe place
- B a curved doorway
- C a machine that takes people up and down to different floors
- D items in a room that are hard to move, like a desk
- E a device that sprays water
- F a system used to communicate with a whole building



- 4 Complete the sentences with words or phrases from the word bank.

### Word BANK

precautions earthquake  
fire alarm loudspeakers  
exits evacuated

- The ground started shaking during the \_\_\_\_\_.
- The voice coming from the \_\_\_\_\_ warned that a fire had broken out.
- Alison followed the \_\_\_\_\_ to avoid getting hurt during the fire.
- The people left the building through the \_\_\_\_\_.
- I pulled the \_\_\_\_\_ because I smelled smoke in the hallway.
- The guests \_\_\_\_\_ the hotel because there was a fire.

- 5 Listen and read the poster again. What should guests not do if there is a fire?

## Listening

- 6 Listen to a conversation between a hotel employee and a hotel guest during a fire. Then choose the correct answers.

- Which is true according to the hotel employee?
  - The fire is on the ground floor.
  - The guest should use the elevator.
  - There are sprinklers in the guest rooms.
  - The fire is spreading quickly.
- What is the guest worried about?
  - He will get hurt in the fire.
  - He will not find the exit in time.
  - The fire will go to other parts of the hotel.
  - His belongings will get damaged.

- 7 Listen again, and fill in the blanks.

G: What's going on? What's that noise?  
E: That's the 1 \_\_\_\_\_, sir. There's a small fire in the hotel.  
G: Fire? Oh my goodness! Where is it?  
E: It's in a guest room on the 2 \_\_\_\_\_.  
G: The third floor! That's near my room. All of my things will burn!  
E: Sir, it's very important that you 3 \_\_\_\_\_.  
G: But what about my belongings?  
E: There's a sprinkler system. It will protect your items if the fire reaches your room.  
G: What am I supposed to do now?  
E: For now, we have to evacuate the building.  
G: I don't understand. I thought you said it was just a small fire.  
E: That's correct. But we're evacuating the building 4 \_\_\_\_\_.  
G: I see. I guess I need to find the 5 \_\_\_\_\_ then.  
E: That's right. Just 6 \_\_\_\_\_ down to the ground level. You'll see the exit at the bottom of the stairs.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*What's going on?*

*It's very important that you...*

*We have to...*

**Student A:** You are an employee at the hotel. Tell Student B about:

- the type of emergency
- what the guest should do

**Student B:** You are a guest at the hotel. Ask Student A about:

- details of the emergency
- what you should do next

## Writing

- 9 Imagine you are a hotel employee. Use the information from Task 8 to write an announcement for a hotel (100-120 words). Make sure to answer the following questions:

- What is the emergency?
- What should guests do to protect themselves?
- What should guests NOT do?





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do people need to do before they check out of a hotel?
- 2 What do people forget at hotels?

## Reading

2 Read the hotel bill, and then choose the right answers.

- 1 What is the purpose of the document?
  - A to confirm the guest's reservation at the hotel
  - B to inform the guest of the amount owed to the hotel
  - C to summarize the guest's activities at the hotel
  - D to tell the guest how to make a reservation in the future
- 2 What is true about Mr. Samson?
  - A He paid for the room at check-in.
  - B He paid with a personal check.
  - C He ate in his hotel room.
  - D He lost his room keys.
- 3 What is probably true about guests who pay their bills after 12pm?
  - A They get another copy of their bill.
  - B They pay with credit cards.
  - C They keep their room keys.
  - D They have to pay extra money.

## Vocabulary

3 Complete the sentences with words or phrases from the word bank.

### Word BANK

records    personal check    service charge  
copy    room service    bill    direct

- 1 Susan does not want to go to the hotel restaurant to eat, so she orders \_\_\_\_\_.
- 2 The university keeps \_\_\_\_\_ with information about each student.
- 3 Mr. Adams wrote a \_\_\_\_\_ to pay the bill.
- 4 The original sales receipt was destroyed, but Bill had a \_\_\_\_\_.
- 5 The company has a \_\_\_\_\_ for after-hours service.
- 6 The police tried to \_\_\_\_\_ traffic away from the accident.
- 7 John studied the \_\_\_\_\_ to determine how much to pay.



Guest Copy

Thank you for staying at the

*Royal Point Hotel*

Below is a **summary of charges** for your stay.

Guest: Samson, Oscar 3506 Utrecht Rd,  
Dallas, TX 98100 USA

Dates of stay: Jan 06 - Jan 08

Guest number: 14021 Room number: 341

Date	Description	Charges
1/06	Room charge	90.00
1/06	Room service	25.00
1/06	Dining service charge	5.00
1/07	Room charge	90.00
1/07	Long-distance calls (10 min @ .80/min)	8.00

**Amount due at check-out: \$218.00**

Please **settle the account** by paying the total **balance** at the front desk at check-out. Cash, **credit card** or **personal check** payments accepted. To avoid additional charges, please pay the balance and return the room keys by noon. Keep this **copy** of the **bill** for your **records**. **Direct** any questions to the front desk clerk. We hope you enjoyed your stay; come back and see us again soon!

credit card

bill

personal check



4 Complete the word or phrase that is similar in meaning to the underlined part.

- Susie has many phone conversations with people who are far away. She has a lot of family out of state. \_ o \_ \_ \_ \_  
s \_ \_ \_ c \_ \_ a \_ \_ \_
- Hector did not pay all he owes and still has a leftover charge. \_ \_ \_ l \_ n \_ \_ \_ w \_ \_ g
- Mr. Thomson needed to pay his bill and finalize all business with the hotel before he left.  
s \_ \_ \_ \_ e \_ \_ e \_ c \_ \_ \_ \_
- Trish needed to leave early so she asked for the paper with her charges. \_ \_ l \_
- Beth didn't have cash, so she paid with a piece of plastic that is used to pay for items.  
\_ r \_ d \_ \_ \_ \_ r \_
- Mrs. Smith pays the company the money she owes. \_ m \_ \_ \_ t \_ u \_

5 Listen and read the bill again. How many ways can a guest pay their bill?

## Listening

6 Listen to a conversation between a hotel employee and a guest, and then answer the questions.

- What problem does the man have?
  - He didn't receive his room service order.
  - He doesn't understand an item on his bill.
  - He was charged too much for his food.
  - He didn't need to pay a service charge.
- What is true about Mr. Samson?
  - He will stay at the hotel for one more night.
  - He didn't receive a copy of his bill.
  - He pays with a credit card.
  - He forgot to return his room key.

7 Listen again, and fill in the blanks.

Desk Clerk: Good morning, Mr. Samson. How may I help you?  
 Guest: Hello. I need to check out.  
 Desk Clerk: Okay. Did you already receive a 1 \_\_\_\_\_?  
 Guest: Yes, and I have a question about one of the 2 \_\_\_\_\_.  
 Desk Clerk: What's your question?  
 Guest: There's a dining 3 \_\_\_\_\_ for five dollars. What's that for?  
 Desk Clerk: It's a 4 \_\_\_\_\_. That's charged in addition to the cost of your food.  
 Guest: I see. In that case, I'm ready to pay.  
 Desk Clerk: How will you be paying?  
 Guest: Just 5 \_\_\_\_\_ my Mastercharge card.  
 Desk Clerk: Okay. That's taken care of. Thank you for choosing the Royal Point Hotel!

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*How may I help you?*  
*What's your question?*  
*How will you be paying?*

**Student A:** You are a guest at the Royal Point Hotel. Talk to Student B about:

- a charge on your bill
- method of payment

**Student B:** You are a front desk clerk at the Royal Point Hotel. Answer Student A's questions. Make up a name for your guest.

## Writing

9 Use the conversation in Task 8 and the bill in Task 2 to write about your stay at the Royal Point Hotel (100-120 words). Make sure to answer the following questions:

- How did the front desk clerk help you?
- Did you enjoy your stay?
- What was included on the summary of charges?





Food Service World  
June

## Managing Customer Flow

Managing **customer flow** in restaurants ensures that customers get the most out of their dining experience. It also allows restaurants to **turn tables** faster - which means a greater profit.

To improve customer flow at your restaurant, make sure to hire wisely. Your restaurant's host or hostess is the first person patrons see. He or she is responsible for greeting guests, learning their seating preferences (table or **booth**, for example), and **seating** them. The host or hostess also advises customers of **wait times**. When hiring, choose someone who is polite and **makes a good impression**.

You should also hire someone who can handle problems at the front of the restaurant. For example, long wait times frustrate **patrons**. In this case, the host or hostess may offer the customer a **comped** appetizer or a drink **on the house**. The host or hostess should also be familiar with **paging systems** (these systems use **paggers** which **buzz** or light up when the patron's table is ready).

...

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do restaurant workers say to greet customers?
- 2 What problems can occur before a diner is seated?

## Reading

2 Read the article from a trade magazine, and then mark the following statements as true (T) or false (F).

- 1 ☐ Improving customer flow helps restaurant owners make more money.
- 2 ☐ The host or hostess plays an important role in managing customer flow.
- 3 ☐ Paging systems alert restaurant patrons about when their food is ready.

## Vocabulary

3 Check (✓) the sentences that are true.

- 1 ☐ A The server offered Ellen a comped appetizer, so she didn't pay for it.  
☐ B Randy made a good impression by being rude to the employer.
- 2 ☐ A Peter makes a phone call with a pager.  
☐ B Rita makes reservations in advance to avoid wait times.
- 3 ☐ A The restaurant patron greeted Lisa and took her food order.  
☐ B The owner of the restaurant wants to turn more tables in order to earn a profit.

4 Complete the sentences with the correct words or phrases from the word bank.

## Word Bank

buzzes booth seats customer flow  
on the house paging system

- 1 The hostess \_\_\_\_\_ Mr. Wilson at a table near a window.
- 2 The alarm clock \_\_\_\_\_ when it is time to wake up.



- 3 Ellen sits at a \_\_\_\_\_ with her party, so none of them have their own chairs.
- 4 The \_\_\_\_\_ lets customers know when the hostess is ready to show them to their table.
- 5 Ms. Shaffer hopes that the techniques will help improve \_\_\_\_\_ at her restaurant.
- 6 The server offers the group a dessert \_\_\_\_\_ because they had to wait for a long time.

- 5 Listen and read the article again. How can a host or hostess deal with frustrated customers?

## Listening

- 6 Listen to a conversation between a hostess and a restaurant customer. Then answer the questions.

- 1 What are the speakers mostly talking about?
  - A making a reservation at the restaurant
  - B using the restaurant's paging system
  - C changing the number of people in a party
  - D cancelling a dinner reservation
- 2 Why can't the hostess seat the man's group right away?
  - A He didn't make a reservation.
  - B He arrived earlier than expected.
  - C The restaurant is not open yet.
  - D The entire group is not there.

- 7 Listen again, and fill in the blanks.

Hostess: Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?

Customer: Yes. It's 1 \_\_\_\_\_ "Jackson".

Hostess: Here it is: Mr. Jackson, 2 \_\_\_\_\_.

Customer: Actually, I'm expecting two more people. Is it possible to get a table for six?

Hostess: Yes, but I'm afraid there would be a 3 \_\_\_\_\_.

Customer: How long will the wait be?

Hostess: About ten minutes. Is that okay?

Customer: Yes, that's fine.

Hostess: And I just want to remind you that we can't 4 \_\_\_\_\_ until everyone is here.

Customer: That's okay. I'm sure my companions will be here 5 \_\_\_\_\_.

Hostess: Perfect! Here's a pager. It'll 6 \_\_\_\_\_ when your table is ready.

Customer: Thank you for your help.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*How long will it be?*

*I'm afraid there would be a... wait.*

*I just want to remind you that...*

**Student A:** You are a patron at the restaurant. Talk to Student B about:

- how long the wait is
  - when your party will be seated
- Make up details about your party.

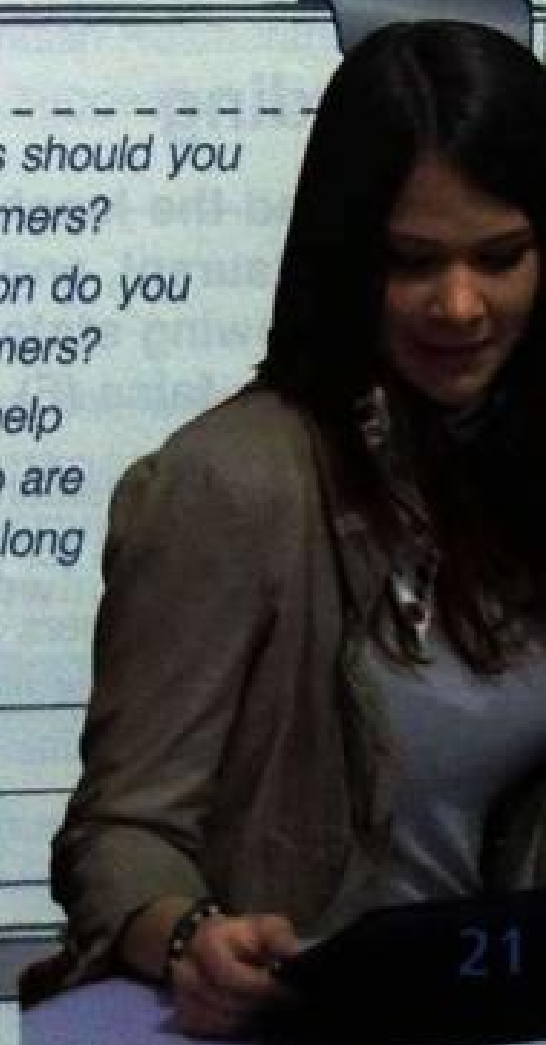
**Student B:** You are a host or hostess at a restaurant. Talk to Student A about:

- how long the wait is
- the restaurant's policies about seating parties

## Writing

- 9 Imagine that you are a host or hostess at a restaurant. Use the information from Task 8 and the article in Task 2 to write instructions for managing customer flow (100-120 words). Make sure to answer the following questions:

- What questions should you ask new customers?
- What information do you tell new customers?
- How can you help customers who are frustrated with long wait times?





# 10 Explaining the menu

**grill**

**fry**

**steam**

**sour**

**simmer**

**spicy**

**sweet**

**sauce**

**The Post Meridian Restaurant**  
\*\*\*\*\*

## Lunch Menu

### Entrées

All entrées are **cooked to order**.  
Entrées come with your choice of soup or salad.

- **Broiled** salmon with rice and **steamed** broccoli (low-fat and low-calorie option).
- Meridian Burger, topped with melted cheese and a **spicy** sauce, with a side of our award-winning fries.
- Steak **grilled** to perfection, served with boiled potatoes and peas.
- Pork chops **simmered** in a **sweet** and **sour** sauce, with rice.
- Half a **roasted** chicken, seasoned with herbs, with a side of our salty potato chips.

### Appetizers

- Fried chicken strips, served with a honey mustard dipping **sauce**.
- **Baked** potato skins, served with any three of the following: cheese, bacon, onions, beans, lettuce.
- Shrimp **platter** with cocktail sauce (serves two).
- House salad with our signature dressing (low-fat and low-calorie option).

### Desserts

- Chocolate brownie with caramel sauce.
- Steaming hot apple pie **à la mode**.
- Raspberry sorbet, with fresh berries (low-fat option).

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What is your favorite food to order from a menu?
- 2 What are some ways that food is prepared?

## Reading

2 Read the lunch menu from a restaurant, and then mark the following statements as true (T) or false (F).

- 1 \_\_\_ The restaurant has menu options for people on a diet.
- 2 \_\_\_ Customers are not allowed to share meals at the restaurant.
- 3 \_\_\_ The restaurant doesn't open until dinner time.

## Vocabulary

3 Match the words with the blanks.

1 **steamed / baked**

Mrs. Johnson \_\_\_\_\_ the meatloaf in the oven.

James heated the water and \_\_\_\_\_ the vegetables.

2 **spicy / sweet**

Sarah turned red and her eyes watered because her food was very \_\_\_\_\_.

Phillip put four spoonfuls of sugar in his coffee because he likes it \_\_\_\_\_.

3 **fried / roasted**

Mike \_\_\_\_\_ the chicken for several hours in the oven.

Gina \_\_\_\_\_ the fish in lots of oil, to make it crispy.

4 **grill / simmer**

I let the sauce \_\_\_\_\_ for several minutes, making sure that it didn't start to boil.

Dad liked to \_\_\_\_\_ because he preferred to cook outside, over a fire.

5 **salty / sour**

I put some lemon juice into the water because I like \_\_\_\_\_ foods.

Jenny felt thirsty because she ate a lot of \_\_\_\_\_ beef jerky.



4 Complete the word or phrase that is similar in meaning to the underlined part.

- The couple ordered two small dishes which are eaten at the start of a meal.  
\_ \_ p e \_ i \_ \_ r s
- We ate steak that was cooked for a short time at very hot temperature.  
\_ \_ o i \_ e \_
- Mom set the large plate used for serving food on the dining table.  
\_ l \_ t \_ e \_
- The chicken was prepared in a thick, cooked liquid and served over rice.  
\_ a \_ c \_
- The food tastes great because it is only prepared when it is ordered.  
c \_ \_ k \_ d t \_ o \_ d e \_
- I ate fish with peas for my main dish of the meal.  
\_ n t \_ é \_

5 Listen and read the menu again. How many main dishes are available at the restaurant?

## Listening

6 Listen to a conversation between a restaurant server and a customer. Then answer the questions.

- What is the conversation mostly about?  
A a description of foods on the menu  
B a guide to preparing a dish  
C a problem with the man's order  
D a compliment about the meal
- Why doesn't the man want the potato skins?  
A He does not like baked foods.  
B He prefers dishes that are fried.  
C He cannot eat spicy foods.  
D He wants to eat something sweet.

7 Listen again, and fill in the blanks.

Server: Hi - my name's Brittany and I'll be your 1 \_\_\_\_\_ today.  
Customer: Hi. I have a question about the 2 \_\_\_\_\_.  
Server: What is it?  
Customer: I see you have 3 \_\_\_\_\_. How are those prepared?  
Server: The potato skins are baked, sir.  
Customer: I see. And are they very 4 \_\_\_\_\_?  
Server: No, but they are salty.  
Customer: Oh, I don't like 5 \_\_\_\_\_. I'd rather have something 6 \_\_\_\_\_.  
Server: Then you might like the fried chicken strips.  
Customer: Are those sweet?  
Server: Well, the chicken isn't sweet. But the dipping sauce that comes with it is.  
Customer: That sounds fantastic. Thanks!

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*I'll be your server today.*

*How are the ... prepared?*

*Is it very ...?*

**Student A:** You are a customer at the Post Meridian Restaurant. Ask Student B about:

- how a dish is prepared
  - what the dishes taste like
- Tell Student B the kinds of food you like, how you like it cooked, etc. Make up a name for the server.

**Student B:** You are a server at the Post Meridian Restaurant. Answer Student A's questions. Then make a suggestion based on the type of food he or she likes.

## Writing

9 Imagine that you are a food critic. Use the information from the menu and Task 8 to write a magazine review of the food you ate at the hotel restaurant (100-120 words). Make sure to answer the following questions:

### MAGAZINE FOOD REVIEW

- How was the food prepared?
- How did the food taste?
- What did you think of the service?







rare



medium



well done

notepad

take an order

six-top

Restaurant Owner Digest

August

## Write it Down!

Take the **Guesswork** Out of Taking Orders

Servers who can remember everything a **six-top** orders are sure to impress customers. How can servers at your restaurant accomplish this? By using a **notepad** and the **pivot point** system. The pivot point system works by assigning each seat at a table a number. Then the server writes the order information next to the right number. Never again will your servers have to ask which guest ordered his steak **rare**, **medium rare** or **well done**. All of the information about the order is in the notes!

Another way your servers can impress customers is by **double-checking** the order. Before the server leaves the table, he or she should repeat the entire order (including any special requests, like **substitutions**). This helps the server **catch mistakes** before it's too late. It also gives the customer an opportunity to change his or her mind.

### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What questions do servers ask when they take orders?
- 2 How can servers remember the customer's order?

## Reading

2 Read the article from a trade magazine, and then choose the correct answers.

- 1 What is the article mostly about?
  - A what questions servers should ask customers
  - B how to know what a customer will order
  - C ways that servers can impress customers
  - D what mistakes servers commonly make
- 2 What is good about the pivot point system?
  - A It allows customers to change their minds.
  - B It provides information about customers' seating preferences.
  - C It only requires a notepad in order to work effectively.
  - D It helps servers remember customers' orders.
- 3 What can be inferred about restaurant servers?
  - A They ask customers about how the food should be prepared.
  - B They discourage customers from changing their orders.
  - C They repeat orders to kitchen staff to avoid confusion.
  - D They don't double-check orders when they use the pivot point system.

## Vocabulary

3 Choose the correct meaning of the underlined word or phrase.

- 1 Ellen keeps a notepad with her to help her remember the orders.
  - A a system that numbers each seat at a table
  - B a table with six guests
  - C a book with papers to write on
- 2 The server is busy taking orders.
  - A asking what the customers want to eat
  - B making sure about what the customer said
  - C finding problems
- 3 Sara orders her hamburger medium rare.
  - A cooked so the middle part is warm and grey
  - B cooked so the middle part is warm and slightly red
  - C cooked so the middle part is cold and very red



4 Choose the correct word or phrase to complete each sentence.

- 1 The restaurant's (guesswork / pivot point system) allows servers to easily remember customer's orders.
- 2 Gina cooked the meat for a long time because she likes it (rare / well done).
- 3 Alex asks the customers at the (six-top / substitution) what they want to drink.

5 Listen and read the article again. In what two ways can servers impress customers?

## Listening

6 Listen to a conversation between a server and a restaurant customer. Then answer the questions.

- 1 What are the speakers mostly talking about?
  - A a problem with the food
  - B the availability of a certain dish
  - C what the customer wants for his meal
  - D how long it will take to prepare the meal
- 2 What does the customer decide to change?
  - A the way his entrée is cooked
  - B the appetizer order
  - C the size of the entrée
  - D the entrée dish

7 Listen again, and fill in the blanks.

Server: Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with 1 \_\_\_\_\_?

Customer: Yes, I'd like to try the stuffed mushrooms.

Server: Perfect! I'll be back with those in just a few moments.

Customer: Actually, I'm 2 \_\_\_\_\_ my entrée as well.

Server: Okay. What 3 \_\_\_\_\_?

Customer: I'd like the steak, please.

Server: How would you 4 \_\_\_\_\_? Rare, medium rare or well done?

Customer: 5 \_\_\_\_\_ is fine.

Server: Medium rare... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

Customer: Actually, I think I'd like to have the 6 \_\_\_\_\_ instead of the stuffed mushrooms.

Server: Not a problem. Those will be ready in a few moments.

Customer: Thanks very much.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

**USE LANGUAGE SUCH AS:**

*What will you have?*  
*So you're starting with...*  
*And then you'll move onto...*

**Student A:** You are a server at the Post Meridian Restaurant. Talk to Student B about what he or she will order for:

- an appetizer
- an entrée

Make up a name for the server and make sure to double check the order.

**Student B:** You are a customer at the Post Meridian Restaurant. Talk to Student A about what you will have for:

- an appetizer
- an entrée

Then change a part of your order.

## Writing

9 Imagine you are a restaurant server. Use the information from Task 8 and the article in Task 2 to write advice about taking orders (100-120 words). Make sure to talk about the following:

- What tools/systems do you use to help you remember orders?
- Why is it important to double-check the table's orders?



ated vegies  
 Rice burger  
 grilled onions



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways to get food at a hotel?
- 2 What are some good things about ordering food to your hotel room? What are the bad things?



room service attendant

sign for

tray

## Reading

2 Read the hotel's room service menu, and then mark the following statements as true (T) or false (F).

- 1 \_\_\_ Food delivery times vary.
- 2 \_\_\_ It is necessary to tip the room service attendant.
- 3 \_\_\_ The hotel adds an extra charge to orders received after 12am.

## Vocabulary

3 Complete the sentences with the correct words or phrases from the word bank.

## word BANK

room service attendant signs for  
late-night dialed in-room

- 1 Sara didn't want to leave her hotel room to eat, so she ordered a meal from the \_\_\_\_\_ dining menu.
- 2 Sammy picked up the telephone and \_\_\_\_\_ his friend's phone number.
- 3 Laura gave the \_\_\_\_\_ a tip for the great service.
- 4 Keith returned to his room late and had to pay a \_\_\_\_\_ fee to order room service.
- 5 Shelly \_\_\_\_\_ the order and thanks the employee for delivering the food.

dial



## In-Room Dining Menu

Breakfast - \$7	Lunch - \$12	Dinner - \$15
Fruit and berries	Burger	Crab cakes
French toast	Chicken sandwich	New York steak
Pancakes with syrup	House salad	Vegetable pasta

For your convenience, the Royal Point Hotel offers 24-hour room service. To place an order, dial "0" on the hotel room phone and ask for room service. A room service attendant will take your order. Please note that delivery times depend on the kitchen load.

Upon delivery, room service attendants provide plates and cutlery. When you sign for the food, please note that our service charge includes a tip. However, guests are welcome to give an additional tip for excellent service. When you finish your meal, put the tray on the cart outside the door for collection.

A late-night delivery fee will apply for orders placed after midnight.

4 Match the words or phrases with the blanks.

## 1 cutlery / tray

A room service attendant arrived at Jim's room, carrying the food on a \_\_\_\_\_.

Gina asked the server for \_\_\_\_\_ so that she could eat her food.

## 2 delivery time / kitchen load

The \_\_\_\_\_ for pizza was too long so Jill ate something at home instead.

Customers waited a long time for the food because the \_\_\_\_\_ was very heavy.

## 3 cart / fee

Barbara paid an extra \_\_\_\_\_ because she made long-distance calls from her room.

Harry uses a \_\_\_\_\_ to take the food order to the fifth floor.



- 5 Listen and read the menu again. What two things do servers bring with a food delivery?

## Listening

- 6 Listen to a conversation between a room service attendant and a hotel guest. Then choose the correct answers.

- 1 According to the dialogue, what does the room service attendant's job involve?  
A collecting the room service trays  
B preparing room service orders  
C collecting money from guests  
D delivering room service orders
- 2 What question does the guest have about the receipt?  
A why there's an additional charge on her bill  
B how much she should give as a tip  
C where to sign for the meal  
D how much extra she pays for late-night deliveries

- 7 Listen again, and fill in the blanks.

Attendant: Good evening, ma'am. I have your 1 \_\_\_\_\_. May I come in?

Guest: Yes, of course.

Attendant: Where would you like me to put the tray?

Guest: There's space 2 \_\_\_\_\_.

Attendant: Okay. Here's your 3 \_\_\_\_\_ and napkin. Is there anything else I can do for you?

Guest: No, everything is fine, thanks.

Attendant: Very well. Could you please 4 \_\_\_\_\_?

Guest: Sure. Um... I see there's an extra fee on here. 5 \_\_\_\_\_?

Attendant: After midnight, the hotel adds a 6 \_\_\_\_\_ - \_\_\_\_\_ to all deliveries.

Guest: That makes sense. One more thing - what do I do with the tray after I finish eating?

Attendant: Just place it on the cart outside your door. Someone will remove it for you.

Guest: Great. Have a good night!

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I have your room service order.  
There's an extra fee on here.  
After midnight, the hotel adds a late-night fee.*

**Student A:** You are the guest. Ask Student B questions about:

- the charges on the receipt
- where to leave the tray

**Student B:** You are the room service attendant. Answer Student A's questions. Make sure he or she understands the room service system.

## Writing

- 9 Imagine that you ordered room service at a hotel. Use the conversation from Task 8 to write a review of the hotel's room service (100-120 words). Make sure to answer the following questions:

- What did you think of the room service attendant's attitude?
- What fees were charged for the service?
- What kind of instructions did the room service attendant give?





silverware

Queen Mary cart

bus tray

## The Post Meridian Restaurant

\*\*\*\*\*

### Employer:

The Post Meridian Restaurant at the Royal Point Hotel

### Job Title: Banquet Server

Purpose: The banquet server will serve all food and drink at hotel functions.

**Reports to:** Banquet Manager, Banquet Captain, Maitre D'

**Primary Duties:** Banquet servers for the Royal Point Hotel have many duties. These duties include:

- attending pre-meal meetings with other banquet staff members.
- serving guests during hotel events and making sure they are comfortable.
- completing all assigned sidework.
- knowing what the liquor liability laws are and

following them.

- reporting damaged equipment to the Banquet Manager.

**Required Tools:** The banquet server will use several tools to complete his or her duties. These tools include:

- toasters, microwaves, and coffeemakers or urns
- beverage machines
- silverware, dishware, and glassware
- bus trays and Queen Mary carts

**Qualifications:** Banquet Servers must be able to lift at least fifty pounds. Previous experience in food service is preferable.

dishware

urn

glassware

### Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What events are hosted at hotels?
- 2 What workers help at the events?

## Reading

- 2 Read the job posting from a hotel's website, and then mark the following statements as true (T) or false (F).

- 1 — The maitre d' is a higher position than the banquet server.
- 2 — Banquet servers fill out damage reports for equipment.
- 3 — Banquet servers have to be able to lift equipment.

## Vocabulary

- 3 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 The banquet server placed the dirty dishes into a large tray used for clearing tables.  
b \_ \_ t \_ \_ y
- 2 The banquet captain assigned Sarah lots of small tasks in addition to her regular duties.  
s \_ \_ e \_ o \_ \_
- 3 Steven filled the container on wheels with several shelves with food. \_ \_ e \_ \_ \_ a \_ \_  
c \_ \_ t

- 4 Choose the word that is closest in meaning to the underlined part.

- 1 The person who leads a team of banquet workers instructed the employees to bus tables.  
A banquet server C maitre d'  
B banquet captain
- 2 I warm up my lunch in the machine for heating food.  
A coffee maker C microwave  
B beverage machine
- 3 Preston placed the set of forks, spoons, and knives used for eating on the table.  
A silverware B glassware C dishware
- 4 Paul poured a cup of coffee from the large round container with a lid.  
A pre-meal meeting C toaster  
B urn
- 5 As banquet manager, Rosie is in charge of supervising special events at the hotel.  
A functions C bus trays  
B liquor liability laws



- 5 Listen and read the job posting again. What must a banquet server be physically able to do?

## Listening

- 6 Listen to a conversation between a restaurant employee and a job candidate. Then answer the following questions.

- What is the conversation mainly about?  
A the responsibilities of the position  
B the need for training on the job  
C where to get a job application  
D ways to get experience in food service
- What is NOT true about the woman?  
A She has experience in food service.  
B She wants to apply to be a banquet server.  
C She worked as a banquet server in the past.  
D She read about the job on the Internet.

- 7 Listen again, and fill in the blanks.

Candidate: Good morning. I'm here about the 1 \_\_\_\_\_ position.

Employee: Okay - you'll have to 2 \_\_\_\_\_ an application.

Candidate: No problem. I do have one question, though.

Employee: Sure - what is it?

Candidate: Well, 3 \_\_\_\_\_ says experience is preferred. Does that mean experience as a banquet server?

Employee: No, not necessarily.

Candidate: Oh, good. I've never worked in 4 \_\_\_\_\_.

Employee: Basically, we're looking for people who have worked in food service before.

Candidate: Food service... like as a 5 \_\_\_\_\_ at a restaurant?

Employee: Exactly. Do you have any experience waiting tables?

Candidate: 6 \_\_\_\_\_.

Employee: That's helpful. Make sure to mention that on your job application.

Candidate: Thanks, I will.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'm here about the ... position.*

*I do have one question, though.*

*Make sure to mention that on your job application.*

**Student A:** You are a job candidate. Talk to Student B about:

- the position you're interested in
- a question you have about the job
- how to apply for the job

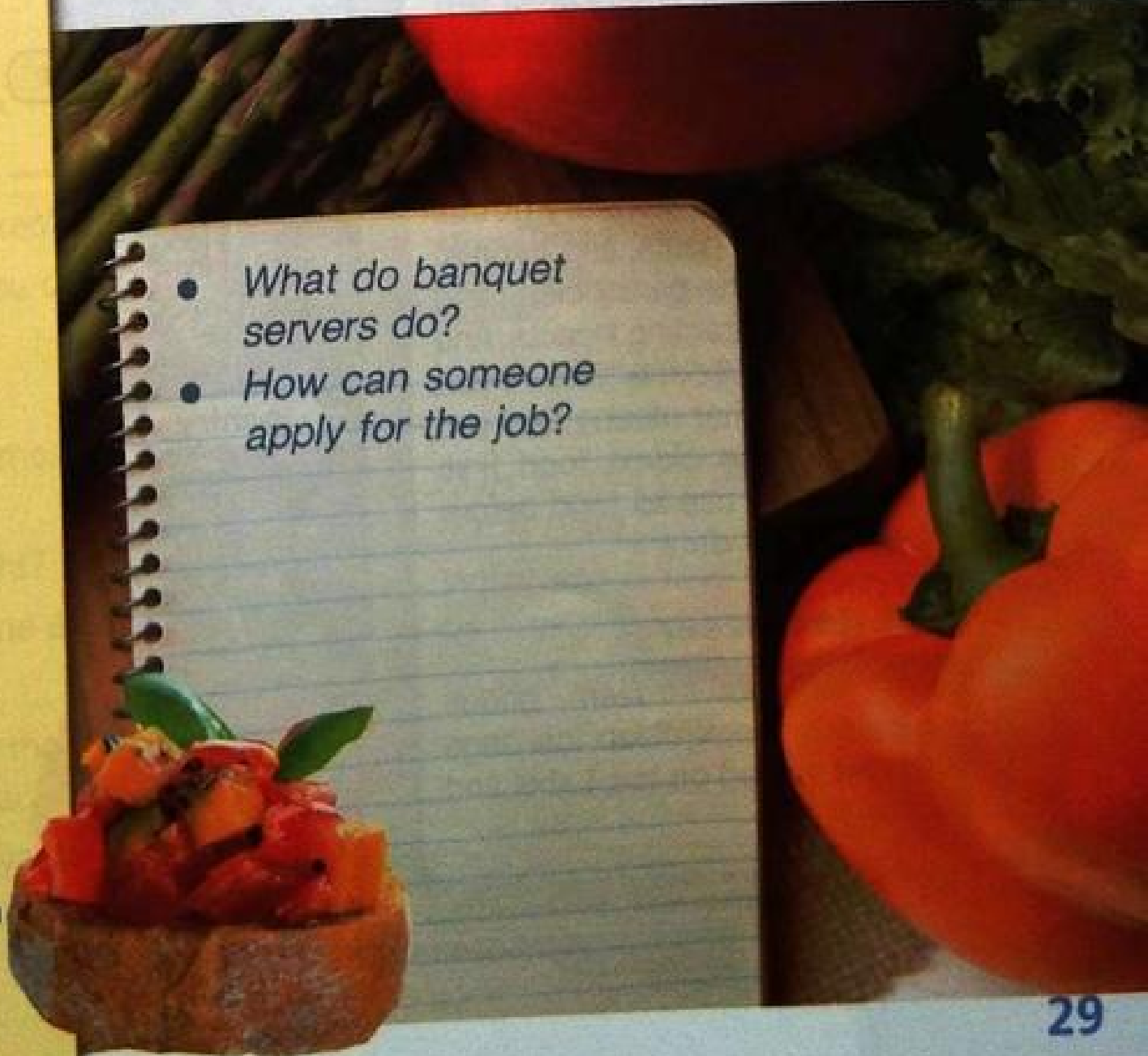
Make up some work experience in a restaurant.

**Student B:** You are an employee at the Post Meridian Restaurant. Answer Student A's questions about the job.

## Writing

- 9 Imagine that you are a banquet manager. Use the conversation from Task 8 and the job posting in Task 2 to describe the duties of a banquet server for applicants (100-120 words). Make sure to answer the following questions:

- What do banquet servers do?
- How can someone apply for the job?





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the different places to store food in a kitchen?
- 2 What are some safety rules about storing food?

# Keep it fresh!

## The Basics of Proper Food Storage

Proper storage is important to the preservation of food. Good storage prevents dangerous food spoilage. Read the following food safety rules for the fridge, pantry, and walk-in freezer:

### Fridge

Set the temperature between 0 and 5 degrees Celsius. Cover and label food properly. From top to bottom, organize food on the fridge shelves in the following order:

- Cooked and ready-to-eat foods
- Fresh fruit and vegetables
- Seafood and eggs
- Beef and pork products
- Poultry products

### Pantry

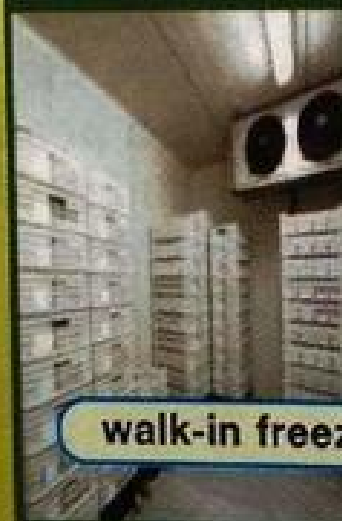
Use the pantry to store dry goods such as bread, pasta, and canned goods. Keep the pantry clean and dry to avoid attracting insects. And remember to use the "first in, first out" system. That means that you always use the oldest food first. That way, you use all food before the expiration date.

### Walk-in freezer

Store different frozen goods separately. Stock clean ice bags for drinks served on ice. Label and date all food.



seafood



walk-in freezer



pantry



spoilage

## Reading

2 Read this poster from a restaurant kitchen, and then choose the correct answers.

- 1 What is the purpose of the poster?
  - A to teach workers about nutrition
  - B to explain how to identify spoiled food
  - C to show where to place shelves in a kitchen
  - D to describe how to store food safely
- 2 According to the passage, which is NOT a rule about food storage?
  - A use the "first in, first out" system for dry goods
  - B store poultry on the top shelf of the fridge
  - C keep canned goods in the pantry
  - D store ready-to-eat foods in the fridge
- 3 Restaurant workers should always use older food first to avoid...
  - A spending time on organization.
  - B running out of storage space.
  - C attracting bugs to the pantry.
  - D using expired food.

## Vocabulary

3 Match the words and phrases (1-9) with the definitions (A-I).

- |                     |                         |
|---------------------|-------------------------|
| 1 — spoilage        | 6 — expiration date     |
| 2 — fridge          | 7 — preservation        |
| 3 — pantry          | 8 — set the temperature |
| 4 — walk-in freezer | 9 — pork                |
| 5 — seafood         |                         |

- A a large, cooled room used for storing frozen food
- B to adjust how hot or cold something is
- C food products made from fish and other animals that live in the sea
- D a specific time after which food is no longer safe to eat
- E food products made from pig meat
- F a place for keeping food chilled, but not frozen
- G a storage room with shelves for dry foods
- H being ruined or unsafe to eat
- I the process of keeping food safe and fresh



## 4 Match the words or phrases with the blanks.

### 1 beef / poultry

Leslie is allergic to \_\_\_\_\_ so she cannot eat chicken or any other type of bird.

Many families in the area raise cows, so \_\_\_\_\_ dishes are very popular there.

### 2 dry goods / canned goods

The pantry is stocked with all different kinds of \_\_\_\_\_ like pasta, rice and cereal.

\_\_\_\_\_ such as soup usually stay fresh for a long time.

### 3 on ice / ready-to-eat

I usually keep some \_\_\_\_\_ foods to eat when I do not have time to cook.

Restaurants usually put drinks \_\_\_\_\_ to keep them cold.

## 5 Listen and read the poster again. How is it possible to keep insects away from a pantry?

## Listening

### 6 Listen to a conversation between an executive chef and a prep worker at a restaurant. Then mark the following statements as true (T) or false (F).

- 1 \_ The executive chef wants the worker to put the food away.
- 2 \_ The shipment contains dry goods.
- 3 \_ The worker isn't familiar with the first in, first out system.

### 7 Listen again, and fill in the blanks.

Worker: Chef, there's a truck outside of the kitchen.

Chef: That must be the 1 \_\_\_\_\_.

Worker: Do you want me to 2 \_\_\_\_\_ the boxes?

Chef: No, someone else will unload them. But you can help 3 \_\_\_\_\_ away.

Worker: I'd be happy to help.

Chef: This is a shipment of 4 \_\_\_\_\_ - mostly pasta - and canned food.

Worker: All of that goes in the 5 \_\_\_\_\_, right?

Chef: That's right. When you start, can you do me a favor?

Worker: Sure - what is it?

Chef: Make sure to move up the older items to the front of the shelf. And put the new items in the back.

Worker: No problem. I used the 'first in, first out' system at my old job, too.

## Speaking

### 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

#### USE LANGUAGE SUCH AS:

*That must be the food shipment.*

*You can help put the food away.*

*Can you do me a favor?*

**Student A:** You are an executive chef at a restaurant. Give Student B instructions about:

- what type of food is in the shipment
- how to properly store the food

**Student B:** You are a worker at a restaurant. A food shipment arrives. Respond to Student B's instructions.

## Writing

### 9 Imagine that you are executive chef at a restaurant. Use the information from Task 8 and the poster in Task 2 to write instructions to a new worker on how to properly store food (100-120 words). Make sure to answer the following questions:

- Where is food stored in the kitchen?
- How is food stored in each area?
- What are a few ways to make sure food is stored safely?





## The Post Meridian Restaurant

\*\*\*\*\*

### Inventory List

Item	Quantity	Par Level
Steak	25kg	30kg
Chicken	30kg	30kg
Potatoes	15kg	20kg
Rice	20kg	20kg

### Notes

Hello John,

The maitre d' tells me you'll be ordering this week's food supply. Here are some pointers to help you.

First, you need to determine how much food to order. I've already taken **inventory**, but make sure to check the **storeroom** to verify the **quantities**. Then use the **par level** to figure out what items we're **running low** on or are **out of**. These items need to be **reordered**.

Next, contact one of our **vendors**. I've already checked the references for these vendors and asked about their **packing dates**. So any **distributor** you choose should give you quality service and products.

Finally, try to obtain the best deal possible from the vendor. Be sure to negotiate product standards and agree upon a delivery schedule. Also, make sure to negotiate product prices to fit within our **food budget**.

Jason Arnold, Executive Chef (WK: 158, FK: 7.37)

### Get ready!

1 Before you read the passage, talk about these questions.

- Where do restaurants get their food supplies from?
- How do restaurant owners know when they need more supplies?

### Reading

2 Read the restaurant inventory list and notes, and then choose the correct answers.

- According to the passage, what is the par level used for?
  - verifying packing dates
  - negotiating with vendors
  - contacting distributors
  - determining supply levels
- Which of the following is John NOT responsible for?
  - checking the storeroom
  - contacting a vendor
  - asking about packing dates
  - negotiating product prices
- What can you infer about Jason Arnold?
  - He decides which distributor the restaurant uses.
  - He has ordered food for the restaurant before.
  - He typically doesn't stay within the restaurant's food budget.
  - He has been an executive chef for a short time.

### Vocabulary

3 Match the words and phrases (1-8) with the definitions (A-H).

- |                 |                 |
|-----------------|-----------------|
| 1 — inventory   | 5 — distributor |
| 2 — quantity    | 6 — storeroom   |
| 3 — food budget | 7 — reorder     |
| 4 — par level   | 8 — out of      |

- a person or business that provides restaurants with supplies
- the maximum amount of money a restaurant can spend on food
- a place where items are kept until they are needed
- a list of all the items in a business
- to buy more of something
- the amount of food a restaurant should always have available
- not having any more of something
- the amount of something



4 Put a check (✓) next to the response that answers the question.

- 1 Do you know the packing date for these eggs?  
A — Yes, they were placed in containers on March 1st.  
B — Yes, they were in the storeroom near the steak.
- 2 Is the restaurant running low on lobster?  
A — Yes, there is plenty of lobster available.  
B — Yes, there are only a few of them left.
- 3 Are there many vendors in town?  
A — No, there aren't many people selling things.  
B — No, there aren't many exotic foods.

5 Listen and read the list and notes again. How many kilos of food need to be ordered to get back to desired stock levels?

## Listening

6 Listen to a conversation between an executive chef and a vendor. Then mark the following statements as true (T) or false (F).

- 1 — The Post Meridian Restaurant is 5 kilograms under par for shrimp.
- 2 — The half-price deal is for orders of 10 kilograms or more of shrimp.
- 3 — The delivery date for the items is March 3rd.

7 Listen again, and fill in the blanks.

Vendor: Thank you for calling Seaside Distribution. This is Beth.  
Chef: Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.  
Vendor: Oh, hi Jason. How can I help you?  
Chef: I need to 1 \_\_\_\_\_.  
Vendor: No problem. How much do you need?  
Chef: Well, we're about 5 kilograms 2 \_\_\_\_\_.  
Vendor: 5 kilos of steak, then. And how 3 \_\_\_\_\_ for shrimp?  
Chef: We have 4 \_\_\_\_\_ shrimp. Why do you ask?  
Vendor: We're offering a deal on shrimp right now. Order 10 kilograms or more and get it 5 \_\_\_\_\_.  
Chef: That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.  
Vendor: Okay. Now, what 6 \_\_\_\_\_ would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.  
Chef: March 3rd would be great. Thank you.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*How much do you need?*

*How are you set for ...?*

*What delivery date would work best for you?*

**Student A:** You are a vendor. Ask Student B questions to find out:

- how much food the restaurant needs
- if he or she is interested in a special deal

Create details for you and your company.

**Student B:** You are an employee at the Post Meridian Restaurant. Order more food. Respond to Student A's questions.

## Writing

9 Imagine that you are an executive chef. Use the conversation from Task 8 to write a note for the restaurant employee ordering this month's food supply (100-120 words). Make sure to answer the following questions:

- What items is the restaurant running low on?
- How much food does the restaurant need?
- What delivery date would be best?



# Glossary

- à la mode [ADJ-U10] If something is **à la mode**, it is served with ice cream.
- access [N-UNCOUNT-U2] **Access** is the ability to get or use something.
- adjacent [AD-U3] If something is **adjacent** to something else, the two things are next to each other.
- amount due [N-COUNT-U8] The **amount due** is the total money that a person must pay for a product or service.
- appetizer [N-COUNT-U10] An **appetizer** is a small amount of food that is eaten at the start of a meal.
- arch [N-COUNT-U7] An **arch** is a curved doorway.
- arena [N-COUNT-U5] An **arena** is a place where athletes play sports.
- bake [VI/VT-U10] To **bake** is to use the dry heat of an oven to cook food.
- balance [N-COUNT-U8] The **balance** is the amount of money left in an account or left owed on a bill.
- banquet captain [N-COUNT-U13] A **banquet captain** is a person who works in food services. He or she supervises the banquet staff.
- banquet manager [N-COUNT-U13] A **banquet manager** is a person who works in food services. He or she organizes an event and makes sure it runs smoothly.
- banquet server [N-COUNT-U13] A **banquet server** is a person who works in food services. He or she serves food and drink to guests and performs sidework.
- base rate [N-COUNT-U3] The **base rate** is the standard cost.
- beef [ADJ-U14] **Beef** products are food products made from the meat of cows.
- beverage machines [N-COUNT-U13] **Beverage machines** are devices that dispense different kinds of drinks.
- bill [N-COUNT-U8] A **bill** is a piece of paper that shows how much money is owed.
- booking agent [N-COUNT-U3] A **booking agent** is a person who makes reservations.
- booth [N-COUNT-U9] A **booth** is a type of seating that is comprised of a table and two benches.
- broil [VI/VT-U10] To **broil** is to cook food under direct, intense heat for a short time.
- bus schedule [N-COUNT-U6] A **bus schedule** is a list of what times buses operate throughout the day.
- bus stop [N-COUNT-U6] A **bus stop** is the location where a bus drops off and picks up passengers.
- bus trays [N-COUNT-U13] A **bus tray** is a large tray used for clearing tables.
- buzz [V-T-U9] To **buzz** is to make a low sound through vibrations.
- canned goods [N-COUNT-U14] **Canned goods** are foods like soup and vegetables which are stored in a can.
- carpet [N-COUNT -U4] A **carpet** is soft material that covers the floor.
- cart [N-COUNT-U12] A **cart** is a big container on wheels, that a person pushes. It is used for carrying items.
- catch a mistake [V PHRASE-U11] To **catch a mistake** is to find a problem with something.
- check-in counter [N-COUNT-U6] A **gate** is the area at the front of the airport where passengers check in for their flights.
- coffee maker [N-COUNT-U13] A **coffee maker** is a machine used to make coffee.
- comped [ADJ-U9] Something that is **comped** is provided for free from a business.
- complimentary [ADJ -U2] Something that is **complimentary** is free.
- confirm [V-I or T-U3] To **confirm** is to check if something is correct and true.
- confirmation number [N-COUNT-U3] A **confirmation number** is a series of numbers that proves that a reservation has been made.



cooked to order [ADJ-U10] Something that is **cooked to order** is not pre-prepared or cooked in bulk. It is only cooked after an order has been placed.

copy [N-COUNT-U8] A **copy** is something that is made to look exactly like an original.

counter [N-COUNT-U4] **Counters** are surfaces commonly found in kitchens and bathrooms which people can set items on.

credit card [N-COUNT-U8] A **credit card** is a plastic card used to make payments. The money is taken from the spender later.

customer flow [N-UNCOUNT-U9] **Customer flow** refers to the rate and efficiency with which customers arrive and are served at a business.

cutlery [N-UNCOUNT-U12] **Cutlery** is the knives, forks and spoons that a person uses to eat food.

delivery time [N-COUNT-U12] A **delivery time** is the amount of time it takes for something to arrive.

depart [V-I-U6] To **depart** is to leave

dial [VI /VT-U12] To **dial** a phone number is to press the buttons on a telephone in order to make a call.

direct [V-T-U8] To **direct** a question is to ask it of someone in particular.

discount [N-COUNT-U1] A **discount** is a reduced price.

dishware [N-UNCOUNT-U13] **Dishware** are sets of plates.

disinfect [V-T -U4] To **disinfect** something is to use chemicals to kill germs on its surfaces.

distributor [N-COUNT-U15] A **distributor** is a person or business that provides restaurants with supplies.

Do Not Disturb sign (DND) [N-COUNT -U4] A **do not disturb sign** is a card that indicates that hotel guests do not want hotel staff to enter the room.

double check [V PHRASE-U11] To **double check** something is to make sure it's correct.

dry goods [N-COUNT-U14] **Dry goods** include bread, cereal, and rice that do not need to be kept cold.

early check-in [N-UNCOUNT-U2] **Early check-in** is getting a hotel room before the normal check-in time.

earthquake [N-COUNT-U7] An **earthquake** happens when the ground moves.

elevator [N-COUNT-U7] An **elevator** is a machine that takes people up and down between the floors in a building.

eligible [ADJ-U1] If someone is **eligible** for something , he or she meets the conditions to participate in something, such as a sale or an activity.

enroll [VI/VT-U2] To **enroll** in a service or club is to officially become a part of that group.

entrée [N-COUNT-U10] An **entrée** is the main dish of a meal that is usually biggest dish of the meal.

evacuate [V-T-U7] To **evacuate** a place is to leave it for safety reasons.

exclusive [ADJ -U2] Something that is **exclusive** is only meant for a limited number of people.

exhibition [N-COUNT-U5] An **exhibition** is a public display of art items, like paintings or sculptures.

exit [N-COUNT-U7] An **exit** is a way out of a building.

expiration date [N-COUNT-U14] An **expiration date** is the date on which food is no longer safe to eat.

fare [N-COUNT-U6] A **fare** is the amount of money needed to use a public vehicle.

fee [N-COUNT-U12] A **fee** is a sum of money that you pay for a service, or in order to do something.

fire alarm [N-COUNT-U7] A **fire alarm** is an item that makes a loud noise if there is a fire.

food budget [N-COUNT or UNCOUNT-U15] The **food budget** is the maximum amount of money that a restaurant can spend on food.



fridge [N-COUNT-U14] A **fridge** is a place used to keep food cold.

fry [VI/VT-U10] To **fry** something is to cook it in either hot fat or hot oil.

functions [N-COUNT-U13] **Functions** are events.

garden view [N-COUNT-U1] A room has a **garden view** when one can see a garden from it.

glassware [N-UNCOUNT-U13] **Glassware** are sets of cups and other glasses used for drinking.

grill [VI/VT-U10] To **grill** something is to cook food over a fire.

guaranteed [ADJ -U2] Something that is **guaranteed** is promised.

guesswork [N-UNCOUNT-U11] **Guesswork** is the act of making a guess about something because you do not have enough information.

hail a cab [V PHRASE-U6] To **hail a cab** is to indicate to a taxi that you would like a ride.

heavy furniture [N-UNCOUNT-U7] **Heavy furniture** are items in a room that are hard to move, like a desk.

high season [N-UNCOUNT-U1] The **high season** is when most people travel.

hotspot [N-COUNT-U5] A **hotspot** is place that is very popular.

inquiry [N-COUNT-U3] An **inquiry** is a question.

in-room [ADJ-U12] If a service is **in-room**, it takes place in your hotel room. You do not have to leave your room in order to receive this type of service.

insider [N-COUNT-U5] An **insider** has special information that is not available to everybody.

intercom [N-COUNT-U7] An **intercom** is a system used to communicate with a whole building.

inventory [N-COUNT-U15] To take **inventory** is to make a list of all the items in a place.

kitchen load [N-UNCOUNT-U12] A **kitchen load** refers to how busy a kitchen is and the number of orders the kitchen is trying to fill.

kitchenette [N-COUNT-U1] A **kitchenette** is a small space in a hotel room used to prepare food.

late-night [ADJ-U12] If something is **late-night**, it takes place after regular business hours, often after midnight.

level [N-COUNT-U2] A **level** is a measure of achievement.

liquor liability laws [N-COUNT-U13] **Liquor liability laws** are sets of rules that hold restaurants that sell liquor responsible for the actions of customers.

long-distance call [N-COUNT-U8] A **long-distance call** is a phone conversation made from one place to another place a long way away, usually to a different state or country.

loudspeaker [N-COUNT-U7] A **loudspeaker** is a device that plays sounds over a large area to give people important information.

loyalty program [N-COUNT-U2] A **loyalty program** gives benefits to people who use a service often.

maitre d' [N-COUNT-U13] A **maitre d'** is the person who is in charge of a restaurant.

make a bed [V PHRASE-U4] To **make a bed** is to put the sheets and covers back on the bed after someone sleeps in it.

make a good impression [V PHRASE-U9] To **make a good impression** is to behave in a way that makes others think well of you and your business.

match [N-COUNT-U5] A **match** is a competition between two athletes or two teams.

medium rare [ADJ-U11] If meat is **medium rare**, it is cooked until it is slightly red inside and warm.

microwave [N-COUNT-U13] A **microwave** is a machine used for heating food.



multi-lingual [ADJ-U5] Someone who is **multi-lingual** is able to speak two or more languages.

museum [N-COUNT-U5] A **museum** is a place that displays history, science, and art objects.

notepad [N-COUNT-U11] A **notepad** is a collection of papers that you can write on.

occupancy [N-UNCOUNT-U3] **Occupancy** is a person's use of a room during a trip.

ocean view [N-COUNT-U1] A room has an **ocean view** when one can see the ocean from it.

off season [N-UNCOUNT-U1] The **off season** is when few people travel.

on duty [PREP PHRASE-U5] Being **on duty** is working or being responsible for tasks at a job.

on ice [ADJ-U14] If something is served **on ice**, it is served with ice to keep it cold.

on the house [PREP PHRASE-U9] Something that is **on the house** is provided for free from a business.

on-call [ADJ-U6] If a person is **on-call**, he or she is to be available to work when needed.

out of [PHRASAL V-U15] To be **out of** something is to not have anymore of it.

packing date [N-COUNT-U15] The **packing date** is a date telling when a food item was packaged.

pager [N-COUNT-U9] A **pager** is a device that alerts people when a business is ready to serve them.

paging system [N-COUNT-U9] A **paging system** is a device that restaurants use to alert customers that the business is ready to serve them.

pantry [N-COUNT-U14] A **pantry** is a storage room for dry foods.

par level [N-COUNT-U15] The **par level** is the amount of food and supplies that a restaurant should always have available.

partner [N-COUNT-U2] A **partner** is a company that shares business with another.

patron [N-COUNT-U9] A **patron** is a customer at a business.

personal check [N-COUNT-U8] A **personal check** is a printed piece of paper used to make a payment. The money is taken from the account later.

pivot point system [N-COUNT-U11] A **pivot point system** is a system used at restaurants to help servers remember what each guest at a table remembers. It involves numbering each seat at a table, so servers can quickly write the order next to the correct number.

platter [N-COUNT-U10] A **platter** is a big plate that is used for serving food.

podium [N-COUNT-U5] A **podium** is a box-like stand with tall sides that people stand behind sometimes.

pork [ADJ-U14] **Pork** products are food products made from the meat of pigs.

poultry [ADJ-U14] **Poultry** products are food products made from chickens, turkeys, and other birds.

precaution [N-COUNT-U7] A **precaution** is an action you take to keep bad things from happening.

pre-meal meeting [N-COUNT-U13] A **pre-meal meeting** is a gathering held before an event. At these meetings, the banquet staff talks about the details of an event and how it will be run.

preservation [N-UNCOUNT-U14] **Preservation** is the process of keeping food safe and fresh.

quantity [N-COUNT or UNCOUNT-U15] The **quantity** of something is the amount.

Queen Mary cart [N-COUNT-U13] A **Queen-Mary cart** is a cart with several shelves. It is used to move food or dishes from one place to another.

rack rate [N-COUNT-U1] The **rack rate** is the cost of a hotel room before discounts are given.

rare [ADJ-U11] If meat is **rare**, it is cooked for a short amount of time so that it is very red inside and slightly warm.

ready-to-eat [ADJ-U14] If a food is **ready-to-eat**, it does not require any cooking or preparation to eat.

records [N-COUNT/UNCOUNT-U8] **Records** are pieces of information that are kept in case they are needed later.



# Glossary

- reorder [VT-U15] To **reorder** something is to purchase more of it.
- repeat customer [N-COUNT-U2] A **repeat customer** is a person who uses a business again and again.
- respond [V-I-U3] To **respond** to something or somebody is to answer that person.
- reward [N-COUNT-U2] A **reward** is something given in return for doing something good.
- roast [VI/VT-U10] To **roast** something is to use the dry heat of an oven to cook food.
- room preference [N-UNCOUNT-U1] A **room preference** is the kind of room a guest wants.
- room service [N-UNCOUNT-U8] **Room service** involves bringing food and drinks to hotel rooms at the guest's request.
- room service attendant [N-COUNT-U12] A **room service attendant** is the hotel employee who brings your food and drink order to your hotel room.
- route [N-COUNT-U6] A **route** is the specific course that vehicles take while they are driving.
- run [V-I-U6] To **run** is to travel.
- running low [V PHRASE-U15] To be **running low** on something is to almost be out of it.
- salty [ADJ-U10] If something is **salty**, it tastes of salt or has a lot of salt in it.
- sauce [N-COUNT-U10] A **sauce** is a thick liquid served with food to give it flavor.
- seafood [N-UNCOUNT-U14] **Seafood** is food that is made from fish and other animals that live in the water.
- seat [V-T-U9] To **seat** someone is to show him or her to a seat in a business.
- seek protection [V PHRASE -U7] To **seek protection** is to look for a safe place.
- service charge [N-COUNT-U8] A **service charge** is money added to the price of a bill when a service is done for someone.
- set the temperature [V-PHRASE-U14] To **set the temperature** is to adjust how hot or cold something is.
- settle the account [V PHRASE] To **settle the account** is to pay the total amount owed.
- sheet [N-COUNT-U4] A **sheet** is a piece of cloth that protects mattresses.
- shopping district [N-COUNT-U5] A **shopping district** is a part of a city where there are many places to buy different items, like clothes.
- shuttle [N-COUNT-U6] A **shuttle** is a private vehicle, usually a van, that takes passengers to and from locations.
- sidework [N-UNCOUNT-U13] **Sidework** is any small task done in addition to a person's regular job duties.
- sign for [V PHRASE-U12] To **sign for** something is to show that you have received an item or service, by writing your name on a receipt. This signature sometimes confirms that you will pay for the item or service you received.
- silverware [N-UNCOUNT-U13] **Silverware** are sets of forks, spoons, and knives used for eating.
- simmer [V-I or T-U10] To **simmer** something is to cook food slowly, at a temperature close to boiling.
- sink [N-COUNT -U4] A **sink** is a bowl-shaped item that people use to wash their hands and clean items.
- six-top [N-COUNT-U11] A **six-top** is a restaurant term that refers to the number of guests at a table. For example, a six-top is a table with six guests. A four-top is a table with four guests, etc.
- sour [ADJ-U10] If something is **sour**, it has a sharp, acidic taste.
- special offer [N-COUNT-U1] A **special offer** is a lower price on an item, usually for a limited time.
- special request [N-COUNT-U3] A **special request** is the act of asking for a different or unusual thing.
- spicy [ADJ-U10] If something is **spicy**, it tastes strong and hot. It may produce a burning sensation in the mouth.
- spoilage [N-UNCOUNT-U14] **Spoilage** is the condition of food that is ruined and unsafe to eat.
- sprinkler [N-COUNT-U7] A **sprinkler** is a safety device that sprays water in a building in the event of a fire.



stay-over [N-COUNT-U4] A **stay-over** refers to a room that has hotel guests who will remain another night.

steam [VI/VT-U10] To **steam** something is to use the steam coming from a heated liquid to cook food.

storeroom [N-COUNT-U15] A **storeroom** is a place where items such as food or equipment are kept until they are needed.

subject to availability [ADJ-U1] Something that is **subject to availability** can only be used or bought if there are sufficient amounts of the item left.

substitution [N-COUNT-U11] A **substitution** in a restaurant is a dish that customers request in place of what is usually offered.

summary of charges [N-COUNT-U8] A **summary of charges** is a clear list of facts about all of the money owed on a bill.

sweet [ADJ-U10] If something is **sweet**, it tastes of sugar or has a lot of sugar in it.

take an order [V PHRASE-U11] To **take an order** is to ask restaurant customers what they want to eat.

taxi [N-COUNT-U6] A **taxi** is a public vehicle, usually an automobile, that takes passengers to and from locations.

tip [N-COUNT-U6] A **tip** is the amount of money you give a service worker once they have completed a job for you.

toaster [N-COUNT-U13] A **toaster** is a machine used to toast bread.

toilet [N-COUNT-U4] A **toilet** is bowl-shaped container that is typically found in bathrooms.

toiletries [N-COUNT-U4] **Toiletries** are items like shampoo and soap that people use to keep themselves clean.

towels [N-COUNT-U4] **Towels** are pieces of cloth that people use to dry themselves with.

towels and trash service [N PHRASE-U4] **Towels and trash service** is a service that involves changing the towels and emptying the trash in hotel rooms.

trash bin [N-COUNT-U4] A **trash bin** is a container in which people throw away items.

tray [N-COUNT-U12] A **tray** is a flat piece of wood, plastic or metal, with raised edges, that a person holds in order to carry things like plates or drinks.

trendy [ADJ-U5] A person or business that is modern and fashionable can be considered **trendy**.

tub [N-UNCOUNT-U4] A **tub** is a large container that holds a lot of water and that people use to clean themselves in.

turn tables [V PHRASE-U9] To **turn tables** is the completion of service for a table of customers at a restaurant, allowing the employees to prepare the table for a new set of customers.

turndown service [N-UNCOUNT-U2] **Turndown service** involves preparing a bed for a guest to sleep in, changing the towels and other services.

upon arrival [ADV PHRASE-U1] To do something **upon arrival** is to do it just after getting to a place.

urn [N-COUNT-U13] An **urn** is a large and round container with a lid. It is used for serving coffee or other hot drinks.

vacuum [V-I or T-U4] To **vacuum** something is to use a machine to suck small pieces of dirt from it.

vendors [N-COUNT-U15] **Vendors** are people who sell things.

VIP [N-COUNT-U4] A **VIP** is a "very important person".

wait time [N-UNCOUNT-U9] **Wait time** is the amount of time customers have to wait until the business is ready to serve them.

walk-in freezer [N-COUNT-U14] A **walk-in freezer** is a large, cooled room used for storing frozen food.

well done [ADJ-U11] If meat is **well done**, it is cooked until is grey or brown throughout and is warm.

with reference to [PREP PHRASE -U3] If something is written **with reference to** something else, it is about something else.



# Hotels & Catering

**Book  
3**

Virginia Evans  
Jenny Dooley  
Veronica Garza





# Table of Contents

<b>Unit 1 - Special functions</b> .....	4
<b>Unit 2 - Business travelers</b> .....	6
<b>Unit 3 - Responding to requests</b> .....	8
<b>Unit 4 - Reservation problems</b> .....	10
<b>Unit 5 - Broken!</b> .....	12
<b>Unit 6 - Responding to complaints</b> .....	14
<b>Unit 7 - Hotel safety</b> .....	16
<b>Unit 8 - Money matters</b> .....	18
<b>Unit 9 - Making suggestions</b> .....	20
<b>Unit 10 - Problems in the dining room</b> .....	22
<b>Unit 11 - How will you pay?</b> .....	24
<b>Unit 12 - Working together</b> .....	26
<b>Unit 13 - Kitchen safety and sanitation</b> .....	28
<b>Unit 14 - Writing a résumé</b> .....	30
<b>Unit 15 - Job interviews</b> .....	32
<b>Glossary</b> .....	34





# Special Events at



Let the Royal Point Hotel be a part of your celebration. We offer a number of venues that are ideal for hosting special events like **weddings, anniversary parties or galas.**

## Facilities

- The Vivaldi **Ballroom** provides seating for up to 300 guests.
- The adjoining garden accommodates 50 guests. It's perfect for small weddings and parties!
- **Changing rooms** are available for **wedding parties.**

## Planning and Services

- Plan every detail of your function with the help of our **event coordinator.** Our event coordinators are very knowledgeable and will be able to refer to you reputable vendors, including florists, tailors and decorators.

- Reserve a **block of rooms** for your guests. Our booking agents can help you with **group sales.**
- We have several **contingency plans** in place to make sure your event does not get interrupted.

## Food and Beverages

- We offer you the option of using our catering services at a discounted fee, or you are welcome to **contract an outside caterer.**
- Choose between a **cash bar** or **open bar** for your event. Please note, if you are providing your own wine, we charge \$10 **cork fee** per bottle.

## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What special events do people have in hotels?
- 2 What facilities do hotels have for special events?

## Reading

- 2 Read the page from a hotel brochure, and then choose the correct answers.

- 1 What is the main idea of the brochure?
  - A what kind of rooms the hotel offers
  - B why the hotel is good for hosting functions
  - C the benefits of using outside caterers
  - D the duties of an event coordinator at a hotel
- 2 Using the hotel's catering service is good because...
  - A the hotel provides free catering.
  - B guests can have an open bar.
  - C guests receive discounts on alcoholic beverages.
  - D the hotel offers special pricing for catering.
- 3 What is probably true about the hotel?
  - A It provides refunds for disrupted events.
  - B Its facilities are specifically for hosting weddings.
  - C It does not provide floral arrangements.
  - D Its planning services are expensive.

## Vocabulary

- 3 Put a check (✓) if the sentence uses the underlined word or phrase correctly.

- 1 — Penny hired an outside caterer instead of using the hotel services.
- 2 — The event coordinator helped Hilary plan her wedding.
- 3 — Guests dance in the ballroom.
- 4 — Dan paid for his drink at the open bar.
- 5 — Typically, hotels only rent blocks of rooms to single travelers.
- 6 — We have a contingency plan in case of rain.
- 7 — Shelly asked her friends to be a part of her wedding party.
- 8 — Harry and Betty got married in front of their family at their gala.



4 Complete the word or phrase that is similar in meaning to the underlined part.

- The couple had a beautiful event during which people get married. \_ \_ d d \_ \_ \_
- The hotel offers facilities for the wedding party to get ready in. c h \_ \_ \_ \_ \_ g \_ \_ r \_ \_ m \_
- Phillip pays for the services of a photographer to take pictures at the event. \_ \_ n \_ r a \_ t \_
- The agent was responsible for selling rooms to large groups. \_ \_ r o \_ \_ \_ \_ a \_ e \_
- The couple celebrated their 50th day on which a special event occurred. \_ \_ \_ i v \_ \_ s \_ \_ \_
- The venue charges a sum of money paid for bringing alcoholic beverages. \_ o \_ \_ \_ \_ e

5 Listen and read the passage again. What will the hotel do if there is a problem at an event?

## Listening

6 Listen to a conversation between a caller and an event coordinator at the Royal Point Hotel. Then answer the questions.

- What was the conversation mostly about?  
A the correct contingency plan  
B the cost of hosting a wedding  
C the hotel's wedding services  
D the disadvantages of outdoor weddings
- What is the woman worried about?  
A finding an affordable caterer for the party  
B having bad weather on the wedding day  
C locating a venue big enough for her party  
D contacting the wedding party members

7 Listen again, and fill in the blanks.

**Coordinator:** I don't think we'll have a problem accommodating you. We do have a(n) 1 \_\_\_\_\_, which offers beautiful views of Hourglass Lake.

**Caller:** That sounds perfect! But, I do have one 2 \_\_\_\_\_.

**Coordinator:** What is it?

**Caller:** Well, what if 3 \_\_\_\_\_ on the day of our 4 \_\_\_\_\_? Everything would be ruined.

**Coordinator:** Actually, we create 5 \_\_\_\_\_ for all outdoor events. So even if the weather's bad, the event can still continue.

**Caller:** What kind of contingency plans have been used in the past?

**Coordinator:** Well, we can provide tents outdoors. And those protect from 6 \_\_\_\_\_.

**Caller:** But ... what if the weather is really terrible?

**Coordinator:** Then we can move the 7 \_\_\_\_\_ inside to the Vivaldi Ballroom. It has views of all the gardens and the lake.

**Caller:** That seems like a good alternative. Thank you for the information.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'm calling for information about... I do have one concern.  
What kind of event are you hosting?*

**Student A:** You are planning a special event. Talk to Student B about:

- what event you are hosting
- the type of venues available
- a concern you have about your event

**Student B:** You are an event coordinator at the Royal Point Hotel. Answer Student A's questions.

## Writing

9 You are a Royal Point Hotel event coordinator. Use the brochure and the conversation to write an email responding to an inquiry about hosting a special event (100-120 words). Write about the following:

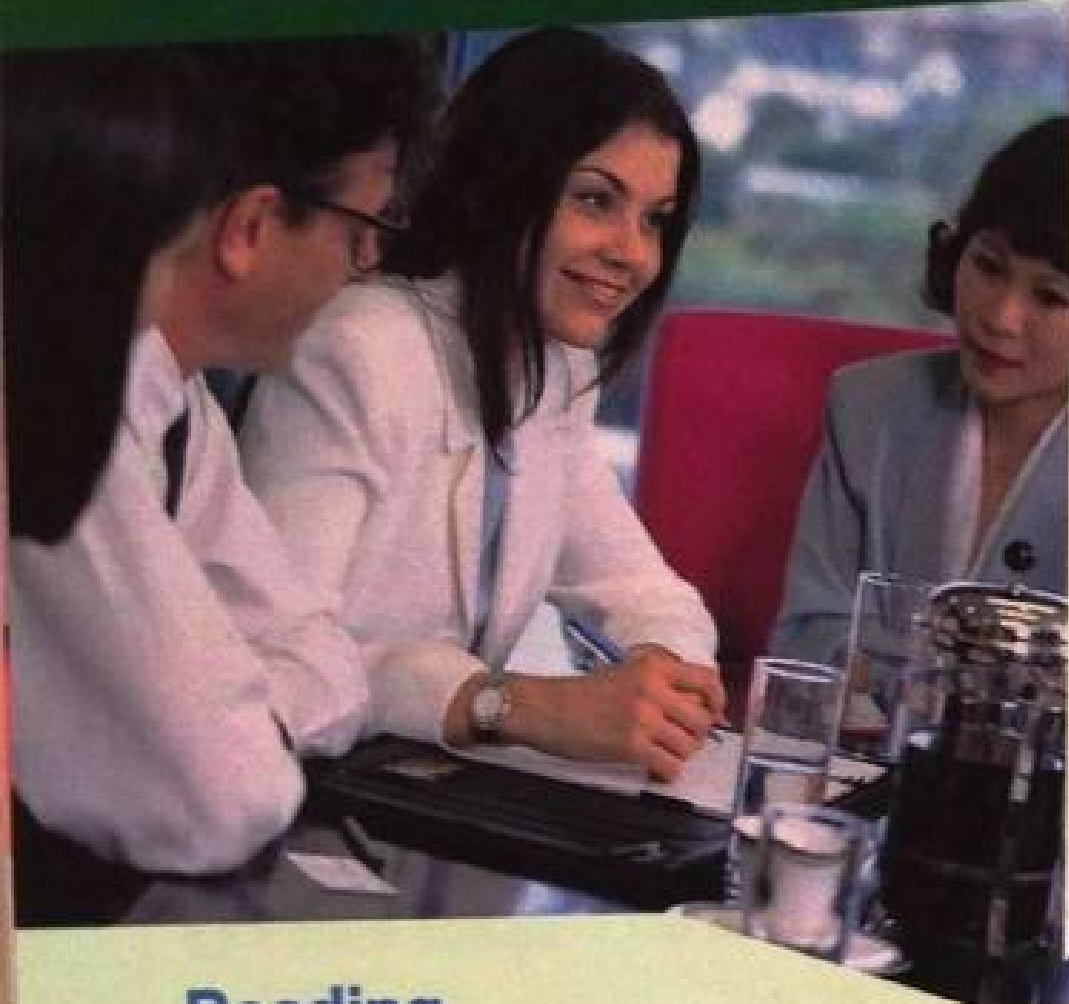
- Kind of venues available
- Number of people that can be seated
- Catering services offered



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What services does a business traveler need from a hotel?
- 2 What makes a hotel suitable for hosting a conference?



## GET THE JOB DONE at THE ROYAL POINT HOTEL

### An Office Away from Home

Just because you are away from the office doesn't mean that you can't do business as usual. The Royal Point offers several amenities just for the busy business traveler.

#### 24-Hour Business Center -

Need to send a report to your home office or get copies of an important document? Then visit our **business center**, which is equipped with the following office equipment:

- computers • printers
- fax machines • photocopiers

Don't forget, Wi-Fi access is available throughout the hotel, including the pool area.

#### Conferences and Workshops -

Our brand-new conference center is perfect for large meetings. We have four large conference rooms, each able to

accommodate 100 people. We also have twelve meeting rooms which are suitable for smaller events.

Our **state-of-the-art** equipment includes:

- video-conferencing • projectors
- microphones

We also provide **onsite technical support** to **troubleshoot** any problems.

#### Corporate Retreats -

Have your next **corporate retreat** at the Royal Point Hotel. We offer two venues for private functions. Benefits of hosting your retreat with us:

- Work with our event coordinator, who will help plan all the details of your retreat
- Breakfast, light lunch and afternoon tea for all **attendees**

## Reading

2 Read the brochure and then choose the correct answers.

- 1 What is the main idea of the passage?
  - A how to get access to the hotel's business center
  - B the hotel facilities available for business travelers
  - C pricing for hosting conferences at the hotel
  - D getting technical support in the business center
- 2 Some equipment allows people to...
  - A report a problem with the computers.
  - B host corporate retreats.
  - C send a document via fax.
  - D have a computer repaired.
- 3 What is probably true about corporate retreats at the Royal Point Hotel?
  - A The retreats typically start in the morning.
  - B The attendees need Internet access.
  - C Event coordinators help serve meals.
  - D Retreats take place in the business center.

## Vocabulary

3 Complete the sentences with words and phrases from the word bank.

#### Word BANK

business center   conference room  
technical support   attendees  
troubleshoot   workshop   corporate retreat

- 1 Jason met many of his co-workers for the first time at the \_\_\_\_\_.
- 2 The hotel can organize conferences for up to one hundred \_\_\_\_\_.
- 3 Large business events are held in a \_\_\_\_\_.
- 4 Sheila learned about the new software at the training \_\_\_\_\_.
- 5 Fax machines are in the \_\_\_\_\_.
- 6 The \_\_\_\_\_ team is responsible for fixing any technical problems.
- 7 The computer technician helped Mr. Smith \_\_\_\_\_ computer issues.



- 4 Match the words and phrases (1-4) with the definitions (A-D).

- 1 — fax machine      3 — venue  
2 — photocopier    4 — state-of-the-art

- A a machine that only produces copies  
B a machine that sends documents  
C having the newest technology  
D a place where special events take place

- 5 Listen and read the brochure again. How many people can the hotel's conference center accommodate?

## Listening

- 6 Listen to a conversation between a business manager and a hotel employee. Then, mark the statements as true (T) or false (F).

- 1 — The conference room fits over 100 people.  
2 — The woman needs video-conferencing.  
3 — The hotel offers technical assistance.

- 7 Listen again, and fill in the blanks.

Manager: That's perfect. And what kind of 1 \_\_\_\_\_ is available?

Employee: All of the conference rooms come equipped with 2 \_\_\_\_\_ equipment.

Manager: Does that mean that there are 3 \_\_\_\_\_ available?

Employee: That's right. And we also have equipment for 4 \_\_\_\_\_.

Manager: I don't think we'll need that. We will, however, need a 5 \_\_\_\_\_. Can you supply one?

Employee: Yes, ma'am. Our staff will even set it up before the conference starts.

Manager: Excellent. What sort of technical assistance do you offer?

Employee: We have 6 \_\_\_\_\_ that can help you resolve any problems you may encounter.

Manager: Great. Thanks for the information. I'll be in contact soon.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*I'm organizing a conference for my company.*

*All of the conference rooms come equipped with sound and video equipment.*

*What sort of technical assistance do you offer?*

**Student A:** You are a business manager who wants to know about the hotel's conference facilities. Ask Student B questions to find out:

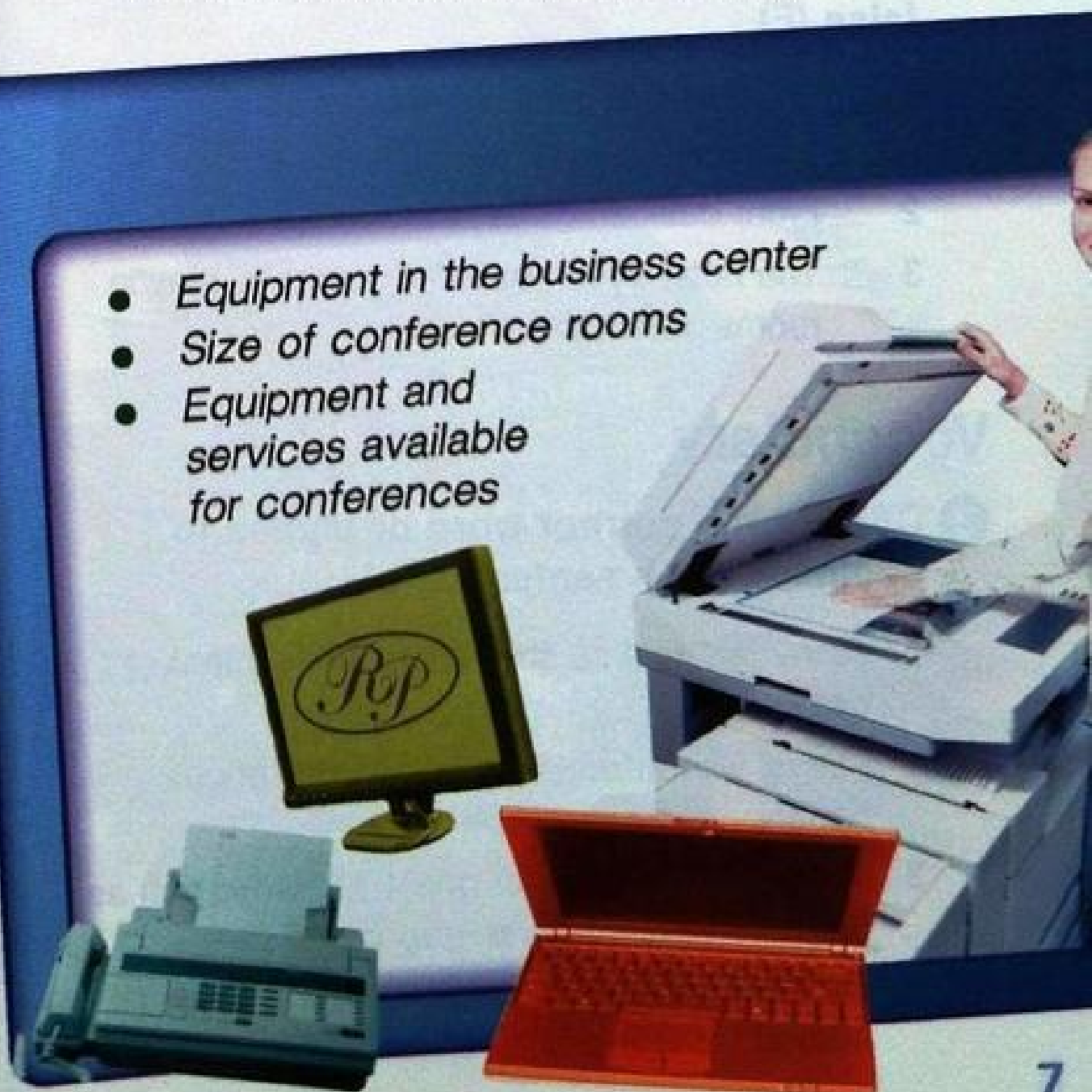
- conference room size
- equipment provided
- if technical support is available

**Student B:** You work for the Royal Point Hotel in the Meetings and Events Department. Answer Student A's questions.

## Writing

- 9 You are a meetings and events employee. Use the brochure and the conversation to write an email responding to an inquiry about the facilities at the hotel for business travelers (100-120 words). Make sure to write about the following:

- Equipment in the business center
- Size of conference rooms
- Equipment and services available for conferences





## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What are some services that hotels offer?
- 2 What items do people need when traveling?



wake-up call



pillows

blanket



laundry service



phone charger

## Reading

- 2 Listen, read the web page, and then mark the following statements as true (T) or false (F).

- 1 \_\_\_ There are a limited number of cots available.
- 2 \_\_\_ Front desk employees pick up laundry bags.
- 3 \_\_\_ The hotel does not allow guests to stay in rooms past 11am.

## Vocabulary

- 3 Choose the correct word or phrase to complete each sentence.

- 1 Jenny felt cold so she requested a (blanket / cot).
- 2 I travel with a (pickup / spare) cell phone battery.
- 3 Most hotels charge for guest services such as (laundry service / wake-up calls).
- 4 Mr. Brown sleeps with an extra (checkout / pillow) for comfort.

Frequently Asked Questions:  
Guest Services

## What extra items are available?

We provide many **extra** items upon request, such as **blankets** and **pillows**. We also keep **spares** of many commonly forgotten items like **toothbrushes**, **phone chargers**, and other **essentials**. Additionally, we have cots available on a **first come, first served** basis: \$15 each.

## How do the luggage storage and laundry services work?

Free **luggage storage** allows you to keep large or extra baggage in a locked room during your stay. To take advantage of our same-day **laundry service**, please use the complimentary white laundry bags in your room. Call the desk to schedule a **pickup** and ask for a complete list of rates.

## How do I get a wake-up call?

We offer **wake-up calls** seven days a week. To request a call, please provide the desk with the following details:

- name
- room number
- day and time to call

## When is checkout time? Can I get a late checkout?

Regular checkout time is anytime before 11:00. However, we can make arrangements for a **late checkout**.

*Still have questions? Ask the front desk clerk.  
Remember, we're here to help!*

- 4 Match the words and phrases (1-6) with the definitions (A-F).

- 1 \_\_\_ extra
- 2 \_\_\_ phone charger
- 3 \_\_\_ first come, first served
- 4 \_\_\_ luggage storage
- 5 \_\_\_ late checkout
- 6 \_\_\_ essential

- A a hotel service for keeping bags
- B in addition to the usual amount
- C an important item
- D a device used to maintain a cell phone's battery
- E available while the supply lasts
- F a checkout extension



- 5 Listen and read the web-page again. Which guest services does the hotel charge for?

## Listening

- 6 Listen to a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).

- 1 — The hotel worker arranges a wake-up call for the man.
- 2 — The worker cannot provide the service at the time the man originally asks for.
- 3 — The man forgets his room number.

- 7 Listen again, and fill in the blanks.

**Desk Clerk:** You've reached the 1 \_\_\_\_\_ at the Royal Point Hotel. This is Sarah speaking. How may I assist you?

**Guest:** Good evening. I need a 2 \_\_\_\_\_ tomorrow morning.

**Desk Clerk:** I'll gladly arrange that for you. I just need 3 \_\_\_\_\_.

**Guest:** Okay.

**Desk Clerk:** Your name, please?

**Guest:** It's Simon Brown.

**Desk Clerk:** What 4 \_\_\_\_\_ are you in, Mr. Brown?

**Guest:** I'm in room 415.

**Desk Clerk:** Perfect. Now I just need to know when you'd like the wake-up call.

**Guest:** At 5 \_\_\_\_\_ please.

**Desk Clerk:** Okay, so your room number is 4-5-0 and you want the wake-up call at 5am. Is that correct?

**Guest:** No, my room number is 4-1-5.

**Desk Clerk:** I apologize. I'll correct that 6 \_\_\_\_\_.

**Guest:** Great - thanks!

**Desk Clerk:** I've scheduled your wake-up call. Is there anything else I can assist you with, Mr. Brown?

**Guest:** Nope, that's all. Thanks for your help!

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*I need a...*

*What room number are you in?*

*At five o'clock sharp, please.*

**Student A:** You are a front desk clerk responding to a guest's request. Ask Student B questions to get these details:

- what service does he or she want
- the guest's name
- the guest's room number

**Student B:** You are a guest at the Royal Point Hotel who makes a request. Answer Student A's questions. Make up a request and personal details.

## Writing

- 9 You are a hotel worker. Use the web-page and the conversation to write a leaflet about guest services (100-120 words). Make sure to talk about the following:

- What items the hotel can provide guests with
- How guests can use the hotel laundry service
- What information guests should provide when requesting a service





## 4

## Reservation problems

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What problems can arise during the hotel reservation process?
- 2 What are some ways that hotels solve reservations problems?

To: Front Desk Staff  
 From: Laura Hindenberg,  
 Front Desk Manager  
 Date: April 17

Re: Reservation problems



We expect a significant increase in occupancy at the hotel this summer. This increase may lead to reservation problems. Please review the **protocol** for dealing with these problems:

Requested rooms may be unavailable for several reasons. In some cases, the sales department **oversells** in order to **compensate** for **cancellations** and **no-shows**. **Mix-ups** also occur when guests make reservations through **third parties**. Other times, it's simply a matter of problems with the computer reservation system (CRS). In any case, we must try to keep the guest happy. First, you should look for an available

room to relocate the guest to. Try to place the guest in the same room type that he or she originally reserved. When this is not possible, offer the guest a free room upgrade.

If the hotel is overbooked, a **room-move** will not be an option. Instead, suggest that the guest stay at one of our **partner hotels**. Inform him or her that we will pay for the cost of their room at another hotel. We will also provide transportation to the partner hotel. Finally, tell the guest that you will place them on the **wait list**. That way, he or she can be notified if there are any cancellations and a room becomes available.



## Reading

2 Read the memo to hotel employees, and then choose the correct answers.

- 1 What is the purpose of the document?
  - A to train employees on the computer system
  - B to show employees how to take reservations
  - C to review the handling of complaints
  - D to explain why prices increase in the summer
- 2 Which is NOT a reason for reservation problems?
  - A selling more rooms than is available
  - B guests give incorrect information
  - C miscommunication with third parties
  - D reservation service problems
- 3 What is probably true about guests who move to a partner hotel?
  - A They get an upgrade to a better room type.
  - B Their reservations were lost by the hotel.
  - C They do not have to pay the room charge.
  - D Their room was given to someone on the wait list.

## Vocabulary

3 Match the words and phrases (1-7) with the definitions (A-G).

- |                 |                   |
|-----------------|-------------------|
| 1 — mix-up      | 5 — partner hotel |
| 2 — third party | 6 — CRS           |
| 3 — protocol    | 7 — no-show       |
| 4 — wait list   |                   |

- A a person/company that isn't one of the two main parties
- B the computerized system used to make reservations
- C a mistake caused by confusion
- D the correct steps to follow
- E a record that has information about people waiting for a service
- F a hotel that is affiliated to another
- G a person who doesn't arrive



4 Complete the word or phrase that is similar in meaning to the underlined part.

- Sales associates often sell more rooms than there are available. \_ v \_ r \_ \_ \_ l
- Jack was happy to get a better room than he originally booked. \_ n \_ p \_ r a \_ \_
- The front desk arranged a relocation to another room. \_ \_ o \_ \_ \_ o \_ e
- The hotel upgraded my room to make up for their relocating me to another hotel. c \_ m \_ \_ n \_ \_ t \_

5 Listen and read the memo again. What are the cheapest ways for the hotel to deal with reservation problems?

## Listening

6 Listen to a conversation between a guest and the front desk clerk. Then mark the following statements as true (T) or false (F).

- \_\_\_ The guest received the wrong room because he made the reservation through a travel website.
- \_\_\_ The front desk clerk will charge the man the rate for a double room.
- \_\_\_ The guest and his children will stay in a suite at a partner hotel.

7 Listen again, and fill in the box.

DC: Good evening, sir. How may I help you?

G: I requested a 1 \_\_\_\_\_, but there's only one bed in my room.

DC: Let me look up your reservation. May I have your name?

G: George Foster.

DC: Okay, Mr. Foster... according to 2 \_\_\_\_\_, the reservation was for a deluxe single room.

G: But my confirmation says "double".

DC: Here's what happened - the website you used to book your room forwarded us 3 \_\_\_\_\_.

G: You're kidding!

DC: I apologize for the inconvenience, Mr. Foster. But I will try my best to 4 \_\_\_\_\_ you.

G: Will I be charged the rates for a deluxe room?

DC: Certainly not. The rate for a 5 \_\_\_\_\_ will apply.

G: Are there any double rooms 6 \_\_\_\_\_?

DC: Unfortunately, no.

G: I'm traveling with my children. Where will they sleep?

DC: I can offer you an 7 \_\_\_\_\_ to a suite. It has two beds in the bedroom. Would that work?

G: Yes. That would be great! Thanks for your help.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

*How may I assist you?*

*Will I be charged for ...?*

*I apologize for the inconvenience.*

**Student A:** You are a hotel guest and you have a reservation problem. Talk to Student B about:

- the reservation problem you are having
- the reason for the problem
- how he or she can help solve your problem

Make up a name for yourself.

**Student B:** You are a front desk clerk at a hotel. Listen to Student A and offer solutions to his or her problem.

## Writing

9 You are a front desk clerk. Make up a name, then use the conversation and the memo to write a memo to your manager about a reservation problem (100-120 words). Write about:

- What problem the guest had
- Why the problem occurred
- What solution you offered



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What problems can guests encounter inside their hotel room?
- 2 How do hotel employees solve these problems?

## Reading

2 Read the posts from an Internet comment board, and then choose the correct answers.

- 1 What is the passage mostly about?
  - A the pros and cons of international travel
  - B problems that guests had at the hotel
  - C why guests chose to stay at the hotel
  - D where the best rooms in the hotel are located
- 2 What can you infer about the hotel reviewers?
  - A They did not enjoy their stay.
  - B They are business travelers.
  - C They felt that the hotel staff fixed problems quickly.
  - D They would not stay at the hotel in the future.
- 3 What is NOT true about the Royal Point Hotel?
  - A It has workers that fix electrical problems.
  - B It relocates guests when problems arise.
  - C It has television sets in the guest rooms.
  - D It offers free upgrades to all guests that have a problem.

### For Travelers, by Travelers Your Guide to Hotels

The Royal Point Hotel: Traveler Reviews

**JourneyMan449** ★★★★★ We had only one problem in the room: the air conditioning gave out on our second day; it didn't even turn on. However, maintenance solved the problem quickly.

**LovesToFly1234** ★★★☆☆ This is a beautiful hotel. Too bad I had so many problems with the bathroom! The toilet clogged on two occasions (once when our two-year-old flushed a foreign object down it). The water overflowed

into the bedroom. Also, there was no hot water in the shower, so I had to take cold showers. The good thing is that the front desk upgraded me to a suite because of these problems.

**Worldtrekker88** ★★★★★ I arrived at the hotel after an 18-hour flight. All I wanted to do was sleep, but when I arrived in my room, I noticed tiny black specks all over the bed sheets. They were bedbugs! I let reception know and they promptly moved me to another room. The rest of our stay was smooth sailing.

**TravelKing987** ★★★★★ The only problem was that remote control for the TV didn't change channels. I realized the batteries were running low. I called the front desk and they sent some new ones up in 10 minutes!

## Vocabulary

3 Choose the correct word or phrase to complete each sentence.

- 1 Julie doesn't (give out / turn on) the lights during the day to save energy.
- 2 Max increases the television volume with the (remote control / battery).
- 3 The sheets were washed in hot water to kill the (foreign objects / bedbugs).
- 4 The toilet will (clog / flush) if guests put paper towels in it.
- 5 A remote control needs (foreign objects / batteries) in order to work.
- 6 The waiter poured too much water in the glass and it (flushed / overflowed) onto the table.

4 Put a check (✓) if the sentence uses the underlined part correctly.

- 1 — We turn on the air conditioning when it is hot outside.
- 2 — A maintenance worker helped the guest check into the hotel.
- 3 — Barry does not put foreign objects like food wrappers in the toilet.



- 4 — Jessica flushes the sink to remove all of the dirt from its surface.
- 5 — Rudy's TV gave out and he watched it all evening.
- 6 — Helen waits for warm water so she doesn't have to take a cold shower.

- 5 Listen and read the page again. What was the lowest rating given to the hotel?

## Listening

- 6 Listen to a conversation between a guest and a front desk clerk. Then answer the questions.

- 1 What are the speakers mostly talking about?
  - A contacting the housekeeping department
  - B what to do if something in the guest's room breaks
  - C how the guest can repair the toilet
  - D solving a guest's problem
- 2 What is true about the housekeeping staff?
  - A They can arrange room moves.
  - B They clean overflows in fifteen minutes.
  - C They will arrive to the man's room in a quarter of an hour.
  - D They deliver keys to hotel guests.

- 7 Listen again, and fill in the blanks.

**Desk Clerk:** You've reached the 1 \_\_\_\_\_.  
This is Lorraine speaking.

**Guest:** Hello, this is Mr. Park. I'm in room 586.

**Desk Clerk:** What can I 2 \_\_\_\_\_, Mr. Park?

**Guest:** I'm having a bit of, um, a problem.

**Desk Clerk:** Can you tell me what the problem is?

**Guest:** Well, the toilet in my room is 3 \_\_\_\_\_.

**Desk Clerk:** I'm sorry to hear that. I'll alert 4 \_\_\_\_\_ right away.

**Guest:** Great!

**Desk Clerk:** You said that you're in room 586, right?

**Guest:** That's right. Excuse me, but 5 \_\_\_\_\_ the housekeepers be?

**Desk Clerk:** Approximately fifteen minutes.

**Guest:** What are we 6 \_\_\_\_\_ until they arrive?

**Desk Clerk:** Actually, you don't have to do anything. But I will need to move you to another room.

**Guest:** OK. I think that's probably best.

**Desk Clerk:** I have another 7 \_\_\_\_\_ on the fourth floor.

**Guest:** That sounds fine. I'll go down to the front desk and pick up the key right now.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*Can you tell me what the problem is?*

*I'll alert... right away.*

*I will need to...*

**Student A:** You are a hotel guest and you have a problem in your room. Explain the problem to Student B. Then talk to Student B about:

- who will come to fix the problem
  - how long you need to wait for them to arrive
  - what you should do until then
- Make up some personal details.

**Student B:** You are a front desk clerk at a hotel. Listen to Student A's problem. Then answer his or her questions.

## Writing

- 9 You are a front desk clerk. Use the posts in Task 2 and the conversation in Task 8 to write a log about a problem in a guest room (100-120 words). Make sure to talk about the following:

- What the problem was
- What department you alerted
- What actions you took to help the guest



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some complaints that hotel guests may have?
- 2 How can hotel employees fix customer complaints?



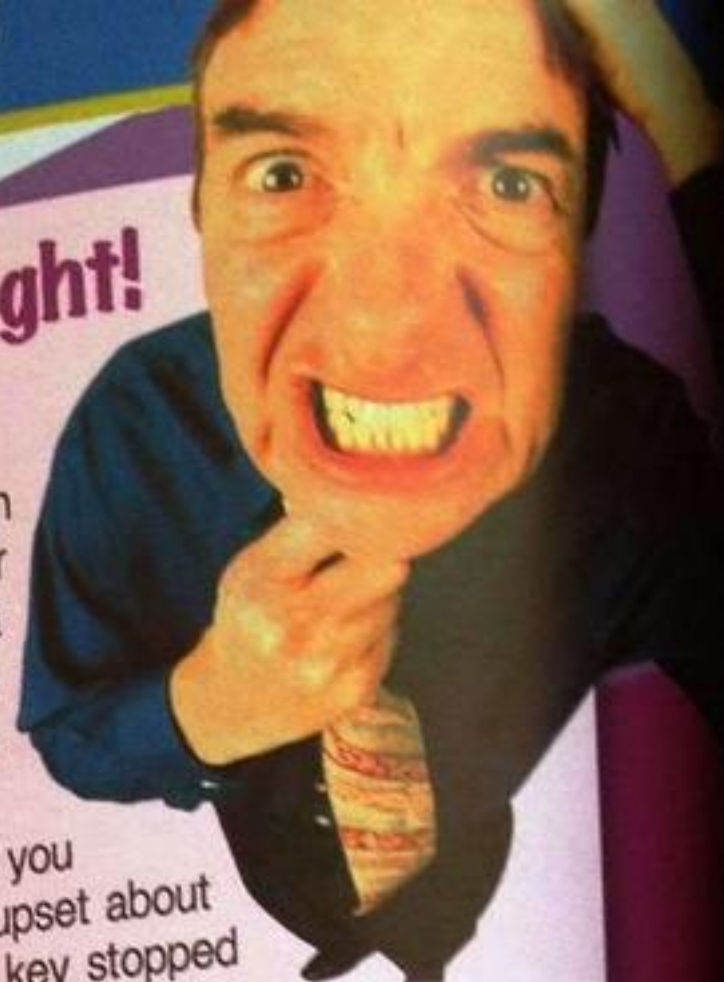
## The Customer Is Always Right!

### How to handle guest complaints

As employees in the **hospitality** industry, our main priority is to provide a wonderful experience for our guests. This involves handling **complaints** in a **professional** and efficient manner. The following tips will help you respond to customer complaints and resolve problems fast.

**Get Informed** - You can't offer a **solution** unless you know exactly what the problem is. Is the guest upset about **noisy neighbors**? Or perhaps the guest's card key stopped functioning and he or she is **locked out** of the room. To find out the problem, politely ask the guest to explain what is wrong. The guest may be frustrated, but remember to remain calm. Never use **abusive language** or respond with anger. Being **rude** will only make the problem worse.

**Jump into Action** - Once you understand the problem, it's time to act. **Assure** the guest that you will do everything you can to help him or her. Then determine the best solution. For example, if a guest in a non-smoking room complains that the room smells like **cigarette smoke**, you may suggest a room-move. Once you come up with a solution, make sure to apologize to the guest for the **inconvenience** and let him or her know that you are there to help.



## Reading

2 Read the page from an employee handbook, and then complete the summary with words from the word bank.

## Word BANK

tell solve problem effective

It is important for people working in the hospitality industry to understand complaints and handle them in a(n) \_\_\_\_\_ way. Find out what the \_\_\_\_\_ is calmly and politely. Think of the best way to \_\_\_\_\_ the problem and \_\_\_\_\_ the guest that you are there to help.

## Vocabulary

3 Match the words and phrases (1-6) with the definitions (A-F).

- |                      |                |
|----------------------|----------------|
| 1 — professional     | 4 — solution   |
| 2 — abusive language | 5 — resolve    |
| 3 — cigarette smoke  | 6 — locked out |

- A impolite or unfriendly speech  
 B a way of solving a problem  
 C produced by a burning substance  
 D relating to work that needs special training  
 E to settle a problem  
 F not able to enter a room or building

4 Match the words with the blanks.

1 **noisy / rude**

- A The server's \_\_\_\_\_ behavior hurt Sara's feelings.  
 B It's too \_\_\_\_\_ in the restaurant to have a conversation.

2 **assure / complain**

- A Many guests \_\_\_\_\_ that the smoke makes them feel sick.  
 B The hosts \_\_\_\_\_ diners that the café is very good.

3 **neighbor / inconvenience**

- A The Garcias think that their new \_\_\_\_\_ is very helpful and friendly.  
 B An accident can be a major \_\_\_\_\_ to someone.



professional



- 5 Listen and read the page again. What should an employee do when he or she understands the guest's problem?

## Listening

- 6 Listen to a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ The guest complains about her noisy neighbors.
- 2 \_\_\_ The guest will pay more for the new room.
- 3 \_\_\_ A bellhop will bring the hotel guest the new key.

- 7 Listen again, and fill in the blanks.

**Desk Clerk:** You've reached the front desk at the Royal Point Hotel. This is Donald.

**Guest:** Hi - this is Ms. Wilson in number 504.

**Desk Clerk:** Good evening, Ms. Wilson. Is there 1 \_\_\_\_\_ help you with?

**Guest:** Well, I hope so. There's a real problem here.

**Desk Clerk:** What exactly is the 2 \_\_\_\_\_?

**Guest:** The problem is that my room is right next to 3 \_\_\_\_\_ and I can hear it running.

**Desk Clerk:** I see. And you're having trouble getting to sleep?

**Guest:** That's right. At this rate, I'll never 4 \_\_\_\_\_!

**Desk Clerk:** I do apologize for that. Could I offer you a 5 \_\_\_\_\_?

**Guest:** Do you have one that's far away from the elevator?

**Desk Clerk:** Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a 6 \_\_\_\_\_.

**Guest:** Would I be charged extra if I move into the room with the mountain view?

**Desk Clerk:** No, ma'am. The rate for your original room would apply.

**Guest:** Well, okay. I guess I'll take the room on the sixth floor.

**Desk Clerk:** Great. I'll send 7 \_\_\_\_\_ to help you move your luggage right away. He'll also have your new key.

**Guest:** Thank you very much for your help.

**Desk Clerk:** You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

## Speaking

- 8 With a partner, act out the roles below based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*Is there anything I can help you with?*

*What exactly is the situation?*

*Would I be charged extra...?*

**Student A:** You are a desk clerk at the Royal Point Hotel, speaking to a customer with a complaint about his or her room. Ask Student B questions about the problem and try to resolve the problem by:

- asking what the problem is
- offering a solution
- apologizing and making arrangements to solve the problem

**Student B:** You are a guest at the Royal Point Hotel and have problems with your room. Answer Student A's questions. Make up a complaint and personal details.

## Writing

- 9 You were a hotel guest who had a problem with your room which was successfully resolved. Write a letter to the management to thank them for the service (100-120 words). Make sure to talk about the following:

- What the problem was and who you contacted
- What solution the staff offered
- If you were satisfied with the solution



A little  
**caution** now  
can save you a lot of  
**trouble** later



Dear Guest,

At the Royal Point Hotel, we are committed to our guests' safety. With that in mind, we offer the following suggestions to ensure you have a safe and happy stay.

When leaving your room, always lock the door. On your return, remember to use both the **dead bolt lock** and the **security door chain**. If anyone knocks at your door, look through the **peephole** before opening it. Our **operators** never give out your room number, and we urge you not to share that information with strangers.

The hotel is monitored by security cameras. However, if you witness any **suspicious activity**, **report** it to one of our **security guards** immediately. They are on duty around the clock and are available to **escort** you to or from your vehicle after dark. If a **theft** or **injury** does occur, please notify hotel staff who will promptly alert the appropriate authorities.

We encourage you to leave your valuables in the in-room **safe deposit boxes**, which are protected by an electronic code of your choosing. Should one of your possessions go missing, please check the **lost and found** at the guest services desk.

safe deposit box

## Get ready!

- 1 Before you read the passage, talk about these questions.

- How do people stay safe in hotels?
- What do travelers do when they are in danger at a hotel?

## Reading

- 2 Read the letter from a hotel to its guests, and then choose the correct answers.

- What is the letter about?
  - using a safe deposit box
  - keeping your vehicle safe
  - the level of crime at hotels
  - recommended safety measures
- The hotel does NOT advise guests to...
  - use the dead bolt lock.
  - monitor the security cameras.
  - report suspicious activity.
  - use the safe deposit boxes.
- What can be inferred about the hotel?
  - It wants guests to take sensible precautions.
  - It asks guests to stay in their rooms after dark.
  - It has more security guards than it needs.
  - Its security guards park vehicles for guests.

## Vocabulary

- 3 Choose the correct word or phrase to complete each sentence.

- Maria's bracelet went missing and she checked the (**lost and found** / **suspicious activity**).
- The (**operator** / **security guard**) directed the phone call.
- The woman called the police to (**report** / **escort**) a crime.
- The (**security guard** / **operator**) was responsible for preventing crime.
- Sam offered to (**escort** / **report**) the guest to her car.

- 4 Choose the correct meaning of the underlined word or phrase.

- The man was sent to prison for theft.
  - the crime of taking something that belongs to someone else
  - actions that make people seem guilty of doing bad things
  - careful behavior to avoid danger
- Jack wears a helmet to prevent injuries.
  - a strong type of lock
  - physical damage to the body
  - a small hole in a door to look through
- Brandy put her jewelry in a safe deposit box at the bank for safekeeping.
  - a metal chain that locks a door
  - a strong type of lock
  - a secure container to store valuables



- 5 Listen and read the letter again. How can you check if it is safe to open your room door?

## Listening

- 6 Listen to a conversation between a guest and a hotel security guard. Then mark the following statements as true (T) or false (F).
- The guest tells the guard about an incident in the garage.
  - A group of boys broke into the guest's car.
  - The guard is going to investigate the incident.
- 7 Listen again, and fill in the blanks.

Hotel Guest: Excuse me.

Security Guard: How can I help you, ma'am?

Hotel Guest: Well, 1 \_\_\_\_\_, but I thought I should report some suspicious activity.

Security Guard: What did you see?

Hotel Guest: I was in the parking garage and there was a group of 2 \_\_\_\_\_ there.

Security Guard: What were they doing?

Hotel Guest: I'm not sure. They were standing next to a very expensive car.

Security Guard: Are you sure it wasn't their 3 \_\_\_\_\_?

Hotel Guest: I don't think it was. They didn't get in. And one of the boys was 4 \_\_\_\_\_ next to the driver's side door.

Security Guard: Was he trying to 5 \_\_\_\_\_?

Hotel Guest: It was hard to tell. But when they saw me, they stepped away from the car.

Security Guard: What happened then?

Hotel Guest: I 6 \_\_\_\_\_ . The whole situation made me nervous.

Security Guard: You did the right thing. Thank you for 7 \_\_\_\_\_ .

Hotel Guest: You'll look into it?

Security Guard: I'll check it out right now.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*I thought I should report some suspicious activity.*

*What did you see?*

*Was he trying to break in?*

**Student A:** You are a hotel guest who wants to report suspicious activity. Tell Student B about:

- the suspicious activity
- where you saw the suspicious activity

**Student B:** You are a hotel security guard. Listen to Student A and ask questions about:

- what suspicious activity he or she saw
- where the activity took place

## Writing

- 9 You are a hotel security guard. Use the letter in Task 2 and the conversation in Task 8 to write an incident report (100-120 words). Make sure to talk about the following:

- What the guest saw
- Where the incident took place
- What action you took

INCIDENT REPORT







## Money: Guest Services

*Our hotel provides many services designed to cater to your financial needs.*

Our **currency exchange** service is fast and easy. Just bring your money to the front desk, and we will **exchange** it into the **local currency**. However, there are a few things to keep in mind:

- **Exchange rates** change often. Please ask the clerk for the current exchange rate.
- There is a 10% **commission** on every transaction.
- We do not **buy back** any unused currency.

Our front desk clerks are also glad to **make change** for guests free of charge. Simply bring them any bills you have in your possession and they will **break** them for you. Just be sure the bills are in the local currency and do not exceed \$100 in value. We also cash **traveler's checks** worth up to \$200. Just bring all the checks you plan to cash to the front desk. A front desk clerk will have you **countersign** and date the checks before giving you their value in local currency. Make sure to take note of the checks' **serial numbers**, since you'll need these numbers to keep track of which checks you've cashed.

serial number

4025

PAY TO  
THE ORDER

LIBERTY  
BANK

countersign

## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What type of money do people use in your country?
- 2 How do people get foreign money when they travel to other places?

## Reading

- 2 Read the page from a hotel's website, and then mark the following as true (T) or false (F).

- 1 ☐ The hotel buys unused currency from guests.
- 2 ☐ Front desk clerks can break bills of any value.
- 3 ☐ Checks must be dated in order to be cashed.

## Vocabulary

- 3 Check (✓) the sentences that use the underlined parts correctly.

- 1 ☐ When Eve breaks a bill, she sends money overseas.
- 2 ☐ To countersign is to write your name on something that already has a signature.
- 3 ☐ The exchange rate is 93 yen to the dollar.
- 4 ☐ The hotel has commissions for purchase.
- 5 ☐ The bank uses the serial number to track the check.
- 6 ☐ The hotel charges a 20% buy-back policy for every transaction.

- 4 Complete the phrase that is similar in meaning to the underlined part.

- 1 The bank offers a service for trading money from different countries.

c \_ \_ \_ e \_ \_ \_ x \_ \_ a \_ g \_

- 2 The money from the country where I am now is the yuan.

l \_ c \_ \_ c \_ r \_ \_ n \_ \_

- 3 The bank sells pieces of paper that are used as money or exchanged for local currency to international travelers.

\_ \_ \_ v \_ l \_ r ' \_ c \_ \_ \_ k \_

- 4 Alexa asked the clerk to give smaller units of money in exchange for a larger unit.

\_ a \_ \_ c \_ \_ n \_ \_



- 5 Listen and read the text again. What is the maximum amount the hotel will give in change?

## Listening

- 6 Listen to a conversation between a front desk clerk and a hotel guest. Then answer the questions.

- What is the dialogue mostly about?  
A exchange rates for different currencies  
B the benefits of traveler's checks  
C the importance of buy back policies  
D the details of a currency exchange service
- What can you infer about the guest?  
A He doesn't know where the bank is.  
B He always carries traveler's checks.  
C He has exchanged money before.  
D He is visiting Europe for the first time.

- 7 Listen again, and fill in the blanks.

Clerk: Hello, sir. How may I help you today?  
Guest: Hi. Can I exchange some money here?  
Clerk: Yes, sir.  
Guest: Excellent! I really 1 \_\_\_\_\_ going all the way down to the bank.  
Clerk: No, there's 2 \_\_\_\_\_ for that. What type of currency would you like to exchange?  
Guest: I have dollars. And, of course, I want euros. What's the 3 \_\_\_\_\_ these days, anyway?  
Clerk: It's 0.73 euros 4 \_\_\_\_\_.  
Guest: Wow! The dollar was worth a lot more the last time I visited Europe.  
Clerk: Those are the 5 \_\_\_\_\_, though.  
Guest: Oh, I understand. So, what kind of a commission do you take?  
Clerk: We have a ten percent commission.  
Guest: That's 6 \_\_\_\_\_.  
Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.  
Guest: That's 7 \_\_\_\_\_. Um, okay. I want to exchange two hundred dollars.  
Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.  
Guest: Sure. Thanks for your help.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*Can I exchange some money here?*

*What type of currency would you like to exchange?*

*What kind of a commission do you take?*

**Student A:** You are a hotel guest and you want to exchange money. Ask Student B questions to find out:

- if the hotel offers a currency exchange service
- what the exchange rate is
- what the commission rate is

Choose a currency you want to exchange.

**Student B:** You are a front desk clerk at the Royal Point Hotel. Answer Student A's questions.

## Writing

- 9 You are a front desk clerk. Use the webpage and the conversation to write a leaflet about the hotel's financial services (100-120 words). Make sure to talk about the following:

- *What financial services the hotel offers*
- *What the exchange rate, the commission rate, and the buy-back policy are*
- *How you can cash traveler's checks*



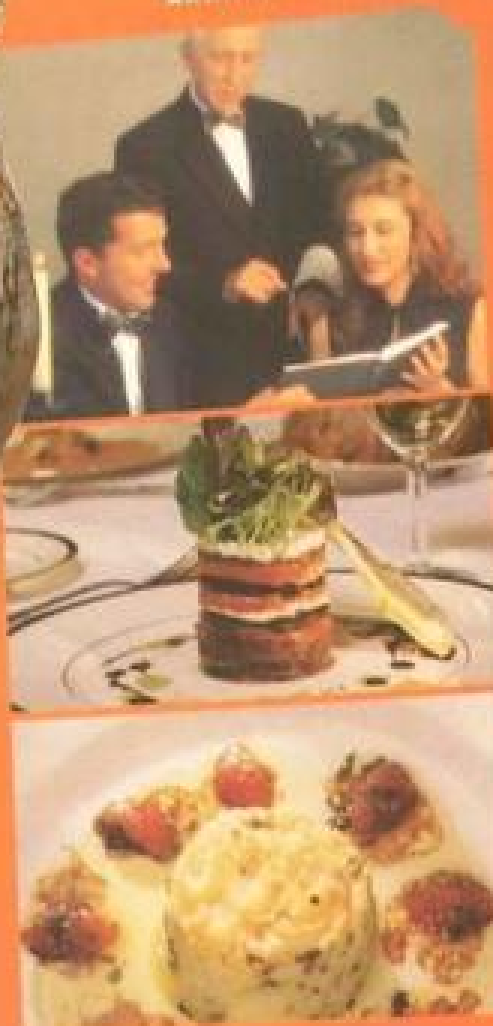
## Restaurant Review

- By Amelia Perry

The Post Meridian  
Restaurant  
\*\*\*\*\*

game

sommelier



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What kinds of foods do you suggest to others?
- 2 Who helps people decide what to eat or drink at restaurants?

## Reading

2 Read the restaurant review from a magazine, and then choose the correct answers.

- 1 What is the purpose of the review?
  - A to criticize the restaurant's poor customer service
  - B to give information about the restaurant's meals
  - C to praise the restaurant's convenient location
  - D to give instructions on how to make several dishes
- 2 What is true about the smoked salmon dish?
  - A It is created with game meat.
  - B It is served as an appetizer.
  - C It is a house special.
  - D It is cooked with chestnuts.
- 3 What can we infer about Mr. Ashbury?
  - A He recommends wines of all price ranges.
  - B He worked as a chef in the past.
  - C He is a friend of the reviewer.
  - D He travels across the Atlantic often.

At the Post Meridian Restaurant, fine cuisine mixes with a refined hotel atmosphere to give guests a special dining experience. Located on the Royal Point Hotel's ground floor, the restaurant is the perfect getaway for travelers and food **connoisseurs** alike.

Guests can choose from several dishes to begin their dining experience, with appetizers ranging from salads to pastas to fish. We **recommend** beginning with a baby beet salad and roasted tomato pasta.

Main courses include beef short rib and veal tenderloin with chestnuts. For guests seeking a departure from the norm, try the selection of dishes created with **game** meats. Also, the Post Meridian Restaurant's **house specials** offer exciting new **takes** on **classic** dishes like smoked salmon with truffles.

Just be sure to leave room for dessert. You'll be glad you did, because the restaurant's **signature dish** is a tasty chocolate soufflé.

The wine list features an assortment of bottles from both sides of the Atlantic. Guests in need of assistance with **wine pairing** can enlist the help of **sommelier** Anthony Ashbury. Mr. Ashbury is always eager to share his extensive knowledge of wine and can make **suggestions** suitable for every budget.

## Vocabulary

3 Read the sentence and choose the correct word.

- 1 The waiter (**recommends** / **enlists**) the salmon to you.
- 2 The (**house special** / **take**) is prawns with oyster sauce.
- 3 Tina cooks (**wine pairings** / **classic dishes**) like roast chicken.

4 Choose the word that is closest in meaning to the underlined part.

- 1 The traveler tries new foods prepared in the style of a region.  
A connoisseurs    B cuisines    C takes
- 2 Have you tried the restaurant's unique meal that it is famous for?  
A sommelier    C game  
B signature dish
- 3 Paul is an expert at matching a certain type of wine with a particular dish.  
A making suggestions  
B wine pairing    C enlisting



- 5 Listen and read the review again. How does it refer to people who are experts on good food?

## Listening

- 6 Listen to a conversation between a server and a customer. Then mark the following statements as true (T) or false (F).

- 1 — The customer ordered venison before.
- 2 — The server says venison is a classic dish.
- 3 — The sommelier suggests pairing the venison with a Cabernet Sauvignon.

- 7 Listen again, and fill in the blanks.

**Server:** Good evening and welcome to the Post Meridian Restaurant. Would you like to hear tonight's specials?

**Customer:** Sure!

**Server:** Okay. First, we have a beef short rib. That's braised and served with a side of 1 \_\_\_\_\_.

**Customer:** Are there any other specials?

**Server:** Yes, we also have 2 \_\_\_\_\_. The venison is spice-crusted and served with a pumpkin purée.

**Customer:** I've never had venison before. How is it?

**Server:** Well, it tastes similar to some leaner cuts of beef. But the 3 \_\_\_\_\_ is definitely distinct.

**Customer:** Hmm ... those both sound fantastic. I don't know how I'll decide!

**Server:** If you're a fan of classic dishes, the short rib won't disappoint you.

**Customer:** It does sound delicious. But I'm 4 \_\_\_\_\_.

**Server:** Then may I suggest that you try the venison?

**Customer:** Okay, I'll go with the venison.

**Server:** 5 \_\_\_\_\_. I think you'll be pleased. Will there be anything else, sir?

**Customer:** Um, well, can you tell me which wine would go well with the venison?

**Server:** Yes, our sommelier created a wine pairing that's sure to impress. He suggested the Red Wheel Cabernet Sauvignon. It's a 6 \_\_\_\_\_ from California.

**Customer:** That sounds great. I'll 7 \_\_\_\_\_ of that, please.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*Would you like to hear tonight's specials?*

*May I suggest that you try the...*

*Will there be anything else?*

**Student A:** You are a restaurant customer. Ask Student B questions to find out:

- what the restaurant's specials are
- what one of the specials tastes like
- what wine goes best with a particular dish

**Student B:** You are a restaurant server. Answer Student A's questions.

## Writing

- 9 You are a writer for Fine Dining Quarterly. Use the review and the conversation to write a restaurant review (100-120 words). Make sure to talk about the following:

*Fine Dining Quarterly - Vol. XII - Issue # 3*

### Fine Dining Quarterly Restaurant review

- What kinds of dishes are served there
- Which dishes you recommend
- Who can help customers with wine pairing



Dear Ms Jones:

I am a frequent patron of the Post Meridian Restaurant and am usually impressed by your establishment. However, last night was an **exception**.

I took a group of **out-of-town** guests to your restaurant and assured them of the quality of the food. When we sat down, my wife noticed that her plate was dirty, so the server **replaced** it with a clean one.

When the food arrived, I was presented with an **overcooked** steak, when I had ordered fish. After twenty minutes, the server returned with the correct dish, only for me to discover that my fish was **underdone**.

In addition, two of my guests were not satisfied with their food. One **complained** that her pork was **burned** and **underseasoned**, while another found his dish **too salty** and almost cold. When my fish was brought back a second time, it was still **undercooked**.

I **enclose** the receipt for this meal, as I feel that I should receive some money back to compensate me both for the terrible food, and also for the embarrassment of treating my guests to an **inedible** meal.

As things stand, I do not see myself revisiting your dining establishment or recommending it to anyone else.

Sincerely,  
John Sykes



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What kind of problems do people have in restaurants?
- 2 What are some ways to complain about food?

## Reading

2 Read the letter from a patron to a restaurant manager, and then complete the summary with words from the word bank.

### Word Bank

undercooked   refund   regular  
burned   wrong   too salty   attached

John Sykes took some friends to the restaurant, where he is a(n) \_\_\_\_\_ customer. One of the plates was dirty and the server brought Mr. Sykes the \_\_\_\_\_ food. The fish was \_\_\_\_\_ even after it was sent back to the kitchen. Mr. Sykes' guests were also unhappy with their dishes, which were \_\_\_\_\_ and \_\_\_\_\_. He \_\_\_\_\_ the receipt to his letter because he wants a(n) \_\_\_\_\_.



## Vocabulary

3 Match the words (1-6) with the definitions (A-F).

- |                   |                 |
|-------------------|-----------------|
| 1 — overcook      | 4 — complain    |
| 2 — underdone     | 5 — out-of-town |
| 3 — underseasoned | 6 — inedible    |

- A not fully cooked  
B to say that you are not satisfied  
C coming from a different place  
D to ruin by cooking for too long  
E tasting too unpleasant to eat  
F lacking sufficient herbs or spices

4 Check (✓) the sentences that use the underlined parts correctly.

- 1 — Mark left the food on the grill for too long and it burned.
- 2 — Aimee replaced the broken dishes by throwing them away.
- 3 — Diego put sugar in his coffee, so it tasted too salty.
- 4 — Lauren enclosed a photo of her children in the letter.
- 5 — Fred is always late and today was no exception.
- 6 — Emily's chicken was dry because it had been undercooked.
- 7 — Jessica bought a new bicycle to replace the one that was stolen.
- 8 — When something is enclosed, it is lost and forgotten.



- 5 Listen and read the letter again. Where were the patron's guests from?

## Listening

- 6 Listen to a conversation between a customer and a server in the Post Meridian Restaurant. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ The customer's son likes the food.
- 2 \_\_\_ The server resolves the problem.
- 3 \_\_\_ Both of the desserts are complimentary.

- 7 Listen again, and fill in the blanks.

Customer: Excuse me.

Server: Yes, ma'am. What can I do for you?

Customer: It's about our food.

Server: Is there a problem?

Customer: I asked for my steak to be prepared 1 \_\_\_\_\_ and it's very underdone.

Server: I'm so sorry ma'am.

Customer: And my son has the 2 \_\_\_\_\_ problem. His chicken is overcooked. In fact, it's actually burned on one side.

Server: I'll take the dishes 3 \_\_\_\_\_ right away. There might be a slight wait while we prepare fresh plates.

Customer: How long do you think that will be? We have theater tickets.

Server: Maybe fifteen minutes, but I'll make sure your food is a 4 \_\_\_\_\_.

Customer: Thank you.

Server: I really am so sorry for the 5 \_\_\_\_\_. Perhaps while you're waiting you could look at the dessert menu. Any dessert you order will be on the house.

Customer: Okay. That sounds good. We don't have much 6 \_\_\_\_\_ though.

Server: I'll bring the dessert the second you finish your 7 \_\_\_\_\_.

Customer: I'd appreciate that.

Server: No problem, ma'am.

## Speaking

- 8 With a partner, act out the roles from the dialogue in Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*The chicken is overcooked.*

*I'll take the dishes back to the kitchen.*

*Sorry for the inconvenience.*

**Student A:** You are a customer at the Post Meridian Restaurant. Tell Student B:

- what is wrong with the food
- that you have limited time

**Student B:** You are a server at the Post Meridian Restaurant. Let Student A know how you intend to fix the problem.

## Writing

- 9 You are a restaurant manager. Use the letter and the conversation to write a report about dealing with complaints. (100-120 words). Make sure to talk about the following:

- What type of complaints customers might have
- When food should be sent back to the kitchen
- How you make the customer happy







## Check! Please!

The Post Meridian  
Restaurant  
\*\*\*\*\*

The Post Meridian Restaurant accepts most **methods of payment**, including credit cards, **debit cards**, personal checks, traveler's checks and cash. Please notify your server at the beginning of your meal if your party requires **separate checks**, as we cannot provide separate checks after your order has been placed. Please note that it is **mandatory** for parties larger than eight to pay on one **check**, to which an 18% gratuity is automatically added. Should your party decide to share dishes, remember that there is a \$1.00 **split plate charge**.

When you are ready to pay, alert your server, who also acts as your **cashier**. Specify whether you are paying with a credit or debit card, so the server knows how to **run the card**. If you are a guest at the hotel, you are welcome to **bill to your room**.

We are **vigilant** in the battle against **identity theft** and our servers always ask customers to provide **ID**.

Thank you for your **patronage**. We hope you have an enjoyable dining experience.

### Get ready!

1 Before you read the passage, talk about these questions.

- What are different ways of paying at a restaurant?
- How do you prefer to pay for a meal at a restaurant? Why?

### Reading

2 Read the page from a restaurant's website, and then choose the correct answers.

- What is the passage mainly about?
  - rules for renting a party room
  - how to guard against identity theft
  - what to do if your check is inaccurate
  - how to settle a bill in a restaurant
- Parties who want separate checks should...
  - ask for them at the start of the meal.
  - wait for the server to offer them.
  - have at least eight people.
  - pay more per dish.
- What is the server likely to do if a party of two pays with a traveler's check?
  - add an 18% gratuity to the bill
  - ask for proof of identity
  - refuse the method of payment
  - ask if the guests need separate checks

### Vocabulary

3 Choose the word or phrase that is closest in meaning to the underlined part.

- The customer asked for the paper showing the amount owed.
  - cashier
  - method of payment
  - check
  - separate check
- Sarah paid with a piece of plastic that transfers money from her bank account.
  - debit card
  - cashier
  - separate check
  - methods of payment
- Most stores accept several ways of settling a bill.
  - separate checks
  - cashiers
  - methods of payment
  - different bills
- The diners asked for different bills.
  - separate checks
  - debit cards
  - methods of payment
  - different bills
- Michael waited until a worker who accepts payment was available.
  - debit card
  - cashier
  - check
  - methods of payment



4 Complete the sentences with the correct word/phrase: mandatory, split plate charge, billed to, patronage, vigilant, identity theft, runs the card.

- 1 The owner thanked the clients for their \_\_\_\_\_.
- 2 Sue was punished for skipping the \_\_\_\_\_ meeting.
- 3 Someone committed \_\_\_\_\_ by using Melanie's credit card.
- 4 They paid a \_\_\_\_\_ for sharing a meal.
- 5 The guard is \_\_\_\_\_ and always watches for any suspicious activity.
- 6 The massage was \_\_\_\_\_ Paul's room.
- 7 The server \_\_\_\_\_ and prints a receipt.

5 Listen and read the text again. How much does the restaurant charge for service?

## Listening

6 Listen to a conversation between a customer and a waiter. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ The patron needs to provide a cash tip.
- 2 \_\_\_ The party must pay on one check.
- 3 \_\_\_ The customer knew about the separate check policy.

7 Listen again, and fill in the blanks.

Customer: Waiter? 1 \_\_\_\_\_!

Waiter: Here you go, ma'am.

Customer: Thanks. I have a quick question.

Waiter: Go ahead.

Customer: I want to pay with my credit card. Can I put the 2 \_\_\_\_\_ on my card, or do I need to pay that with cash?

Waiter: There will be a line on the 3 \_\_\_\_\_ where you can add a tip. Cash is fine, too.

Customer: Do you take Mastercharge?

Waiter: We accept 4 \_\_\_\_\_.

Customer: Great.

Waiter: Will that be all?

Customer: Well, I notice there's only one check for the four of us. My friends wanted a 5 \_\_\_\_\_.

Waiter: I'm very sorry ma'am, but it's our 6 \_\_\_\_\_ to only provide separate checks if you ask at the beginning of the meal.

Customer: So we all have to 7 \_\_\_\_\_?

Waiter: I'm afraid so.

Customer: I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

Waiter: Thank you. I apologize for the confusion. I'll be right

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

Can I put the tip on my card?

We accept all major credit cards.

My friends wanted a separate check.

**Student A:** You are a restaurant patron and you want to pay the bill. Ask Student B questions about:

- how to pay for the tip
- separate checks

**Student B:** You are a waiter. Answer Student A's questions about:

- paying the tip
- the separate check policy

## Writing

9 You are a restaurant critic. Use the web-page and the conversation to write an article about paying a restaurant bill (100-120 words). Make sure to talk about the following:

- The different ways to pay
- Separate check policies
- The problem of identity theft



## Employee Spotlight

## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What are some common work duties in a hotel?
- 2 What problems can occur if duties are not clearly known?

## Reading

- 2 Read the article from an employee newsletter, and then mark the following as true (T) or false (F).

- 1 ☐ The caller is responsible for firing food.
- 2 ☐ Customers in the restaurant all get their food at the same time.
- 3 ☐ Ms. Hamilton's organization skills help her do her job.

## Vocabulary

- 3 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 The server delivered the order and the chefs went to work.  
p \_ \_ c \_ \_ d i \_
- 2 When the steaks were ready, they were sent to the dining room.  
\_ u t o \_ t
- 3 The hikers enjoyed the test of ability that climbing the steep mountain provided.  
c \_ a \_ \_ e \_ g e
- 4 The time between giving customers their food and asking if it is satisfactory is part of a server's job.  
t \_ o - m \_ \_ u t \_ \_ h e \_ k

- 4 Complete sentences with the words/phrases from the word bank.

## Word BANK

coordinated plated time cooking time  
fired behind schedule

- 1 Philip held the stopwatch so that he could \_\_\_\_\_ the runners in the race.
- 2 My daughter refused to get out of bed, so we were \_\_\_\_\_ and arrived late to school.
- 3 The chef \_\_\_\_\_ each dish himself so it looked perfect.
- 4 The line chef \_\_\_\_\_ the salmon and waited four minutes for it to cook.
- 5 Ms. Tananka misjudged the \_\_\_\_\_ for her casserole and it burned.
- 6 The builder \_\_\_\_\_ with the architect to make sure they worked together effectively to build the new restaurant.

Name: Isabel Hamilton - Position: Caller

**What does your position involve?** - I'm the person who **coordinates** the front and back of house. The servers **punch in** the orders, and I calculate **cooking time** and determine what dishes need to be prepared first.

Next, I communicate that information to the kitchen staff and assign tasks. For example, I tell the line cooks when to **fire** or **put out** every dish.

**What is your favorite aspect of the job?** - I am incredibly organized, and it's satisfying to see my organizational skills translated into beautiful dishes that are completed on time.

**What challenges does a caller**

**encounter?** - Our policy at the restaurant is that everybody at a table receives their food at the same time. That means every dish has to be **plated** at the same time. We can't accomplish that unless I **time** everything perfectly. If I make a mistake, everyone in the dining room and the kitchen is **negatively** affected.

Occasionally, a customer returns food to the kitchen when the server performs the **two-minute check**. Then I have to place a **rush** on the dish, which can put us behind schedule, particularly if we're already **in the weeds**. When you're a caller, it's important to be **quick-witted** and flexible.





- 5 Listen and read the article again. What qualities are needed to be a successful caller?

## Listening

- 6 Listen to a conversation between a restaurant caller and a line cook. Then mark the following statements as true (T) or false (F).
- 1 The caller tells the line cook how to prepare the food.
  - 2 A rush order is prepared before any other order.
  - 3 Diners at table two were dissatisfied.

- 7 Listen again, and fill in the blanks.

Caller: Okay, Paulo, I've got three steaks for 1 \_\_\_\_\_.

Line Cook: How should I cook those?

Caller: Two 2 \_\_\_\_\_, please.

Line Cook: What about the third one?

Caller: Rare. And 3 \_\_\_\_\_ on the salt.

Line Cook: Okay, I'm on it. It'll be ready in twelve minutes.

Caller: Wait a minute! 4 \_\_\_\_\_ on the steaks!

Line Cook: What's up?

Caller: We've got a 5 \_\_\_\_\_ for table twelve.

Line Cook: What's the order?

Caller: One grilled salmon, cooked through, with wild rice and steamed vegetables.

Line Cook: Is there anything else?

Caller: Yes, we also need one pork special, with 6 \_\_\_\_\_ . Start with the pork.

Line Cook: No problem. That order will 7 \_\_\_\_\_ in ten minutes.

Caller: One last thing ... table two sends their 8 \_\_\_\_\_ to the chef.

Line Cook: Thanks. I'm glad they liked the food.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*How should I cook those?*

*We've got a rush order for table...*

*Table two sends their compliments to the chef.*

**Student A:** You are a caller at the Post Meridian Restaurant. Tell Student B:

- how to prepare the food
- which order to cook first

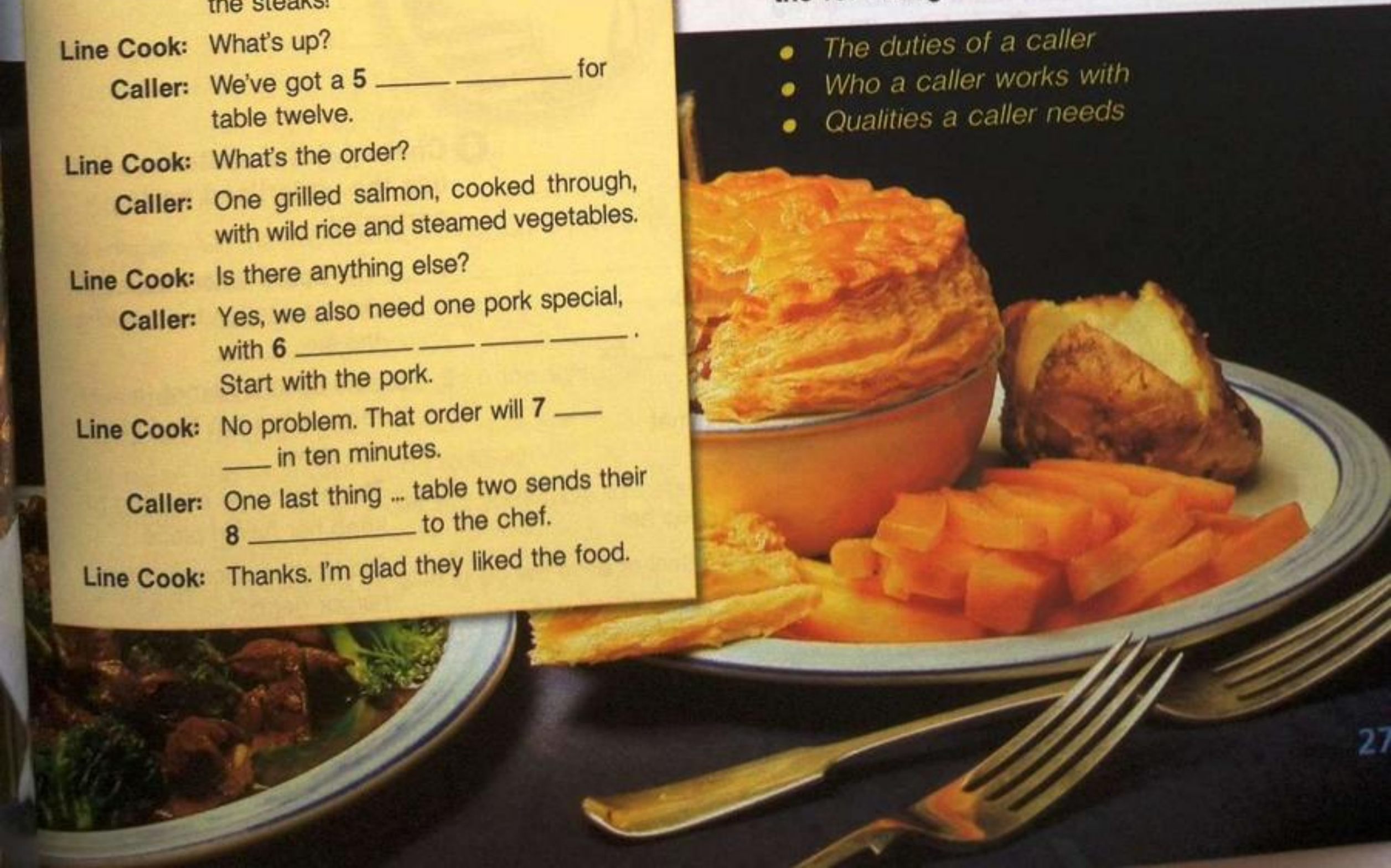
**Student B:** You are a line cook at the Post Meridian Restaurant. Talk to Student A about:

- the details of the order
- when the food will be ready

## Writing

- 9 You own a restaurant and need to hire a caller. Use the article and the conversation to write a job advertisement (100-120 words). Make sure to talk about the following:

- The duties of a caller
- Who a caller works with
- Qualities a caller needs





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What aspects of food preparation are potentially dangerous?
- 2 How do you stay safe while working in the kitchen?

## Department of Health

## Health and Safety Guidelines for Commercial Kitchens

The following is a list of health and safety guidelines issued by the Department of Health. **Health code violations** may result in a **citation** and the closing of this establishment upon **inspection**.

## Food Guidelines

- Stored food must be labeled with the date and time of preparation.
- Spoiled foods must be promptly **disposed of**.

## Equipment Guidelines

- All equipment and utensils are to be thoroughly cleaned prior to use since they may **harbor germs**.
- All three-compartment sinks must have **drainboards** as wide and long as the sink bowls.
- All refrigerators and freezers must be fitted with thermometers.
- All refrigerators and freezers must be kept within established temperature ranges to allow for proper refrigeration.

## Personnel Guidelines

- Employees are to dress in clean clothing free of holes. They must wear **closed-toe shoes**. This is to prevent **slips or burns**.
- Employees must maintain good personal **hygiene**.
- Employees must be in good health to handle food.
- Employees must wear **hairnets** and **aprons** during food preparation.
- Employees are to wear **disposable gloves** when touching ready-to-eat foods.
- Employees are to wear **oven mitts** when handling hot food items or equipment.
- Employees must wash hands after using the restroom.

## Reading

2 Read the poster about restaurant health and safety, and then mark the following statements as true (T) or false (F).

- 1 ☐ Workers must dress correctly to avoid burns.
- 2 ☐ Cooking utensils often harbor germs.
- 3 ☐ Aprons help prevent slipping accidents.

## Vocabulary

3 Choose the correct word pairs to fill the blanks.

- 1 After the restaurant's  the health official gave it a  for several violations.  
A inspection - citation                      C guideline - hairnet  
B health care violation - drainboard
- 2 Sylvia wears  to protect her feet and a  to keep her hair in place.  
A oven mitts - disposable glove  
B aprons - hygiene  
C closed-toe shoes - hairnet
- 3 Check the health  to find out if you should wear .  
A drainboards - germs                      C guidelines - oven mitts  
B aprons - hairnets



4 Check (✓) the sentences that use the underlined parts correctly.

- 1 ☐ The police officer issued John a citation for breaking the law.
- 2 ☐ Julia used a hairnet to remove the hot food from the stove.
- 3 ☐ The chef wore an apron to keep her hair in place.
- 4 ☐ Old kitchen sponges often harbor germs.
- 5 ☐ Monica disposed of the spoiled milk.
- 6 ☐ The restaurant requires employees to wear drainboards in the kitchen.



- 5 Listen and read the poster again. When must employees wear oven mitts?

## Listening

- 6 Listen to a conversation between a health official and a restaurant manager. Then answer the questions.

- 1 According to the dialogue, what can the manager do to avoid receiving a citation?  
A replace the drainboards  
B install new kitchen sinks  
C call the health department  
D remodel the entire kitchen
- 2 What will the manager most likely do next?  
A ask the official to re-inspect  
B ask someone to install new drainboards  
C purchase new kitchen sinks  
D complain about the official

- 7 Listen again, and fill in the blanks.

Official: Ms. Roderick? Do you have a moment?

Manager: Of course, Mr. Stevens. Are you done with the health inspection?

Official: Yes. I've just finished 1 \_\_\_\_\_.

Manager: So, are we 2 \_\_\_\_\_?

Official: Most everything seems fine. But there is one thing I have to bring to your attention.

Manager: Uh oh. What is it?

Official: It's your drainboards.

Manager: On the sinks? What exactly is the problem?

Official: Well, the 3 \_\_\_\_\_ requires all sinks to have 4 \_\_\_\_\_ drainboards.

Manager: And our drainboards aren't the right size?

Official: I'm afraid not.

Manager: So what can we do to fix it?

Official: I know it's a hassle, but you'll have to install new drainboards.

Manager: I understand. How long do we have to install them?

Official: I'll be returning to the restaurant for another inspection in 5 \_\_\_\_\_.

Manager: And as long as we install new drainboards, we won't get a citation?

Official: 6 \_\_\_\_\_.

## Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

### USE LANGUAGE SUCH AS:

*Are you done with the health inspection?*

*What exactly is the problem?*

*What can we do to fix it?*

**Student A:** You are a restaurant manager. A health official has found a problem with your restaurant. Ask Student B questions to find out:

- what the problem is
- what you can do to fix the problem
- how much time you have to fix the problem

Make up a name for the official.

**Student B:** You are a health department official. Answer Student A's questions. Make up a name for the restaurant owner.

## Writing

- 9 You are a health department official. Use the conversation to write a leaflet about health and safety (100-120 words). Talk about the following:

- Health and safety guidelines
- What happens if a restaurant doesn't follow the guidelines
- How much time restaurants have to fix a health or safety violation



## Get ready!

1 Before you read the passage, talk about these questions.

- When do people need résumés?
- What information do people include on résumés?

## Jeff James

1019 Tulane Ave, Bath Beach, NY 11214  
(718) 710-9802

**Objective** - Secure the position of PBX Supervisor in order to use my expertise to improve the level of customer service and teamwork within the department.

**Skills**

- Familiar with the Royal Point Hotel's **code of conduct**
- Native speaker of English, proficient in Spanish
- Excellent communication and writing skills
- Self-motivated
- Can work independently or with others
- 70 wpm typing speed

**Employment History**

Royal Point Hotel PBX Operator

- Worked directly under the PBX supervisor
- Assisted the supervisor in training new associates
- Answered and directed external and internal calls using the Phonesuite PBX switchboard system

- Provided information to visitors and callers
- Took messages for guests and management
- Completed follow-up logs
- Performed basic maintenance and troubleshooting on PBX system
- Oversaw** and performed **clerical duties** like mail sorting, word processing and proofreading.

**Education**

Brooklyn Hospitality School  
(Continuing Education Course) 2000  
**Certification** in Hotel Communication

**Awards**

Royal Point Hotel Associate of the Month, January 2001

**References**

- Hank Billson, PBX Supervisor, The Royal Point Hotel
- Tina Crouse, Senior Lecturer, Brooklyn Hospitality School

## Reading

2 Read the résumé, and then choose the correct answers.

- What is the purpose of the document?  
A to show Mr. James' qualifications for a job  
B to describe Mr. James  
C to explain why Mr. James wants to leave his job  
D to certify that Mr. James is returning to school
- What was one of his duties as PBX operator?  
A directing the supervisor  
B providing references for co-workers  
C sorting mail  
D responding to emails
- What is NOT true about Mr. James?  
A He has not worked anywhere besides the hotel.  
B He has experience at the Royal Point Hotel.  
C He has related educational background.  
D He has training in supervising.

## Vocabulary

3 Complete the sentences with words or phrases from the word bank.

## Word BANK

certification    clerical duties    proficient  
PBX    switchboard    code of conduct  
oversees    native    PBX operators

- She is \_\_\_\_\_ in Chinese.
- It states in the \_\_\_\_\_ that staff should be polite to all guests.
- I have spoken English since I was a child; it is my \_\_\_\_\_ language.
- The supervisor \_\_\_\_\_ the installation of the new equipment.
- \_\_\_\_\_ direct incoming calls.
- I can manage the \_\_\_\_\_ and handle all phone calls.
- Bea is responsible for \_\_\_\_\_ like filing.
- Greg received his scuba \_\_\_\_\_ at dive school.
- Most hotels use \_\_\_\_\_ systems because they handle many phone lines.



4 Check (✓) the response that answers the question.

1 What are your career objectives?

A — I want to become a manager.

B — I will finish the project later today.

2 Do you have any references?

A — Yes, I can answer and direct calls.

B — Yes, they are listed on the résumé.

3 What is your employment history?

A — I graduated from college in 2001.

B — I worked at a hotel for two years.

4 How many wpm can you type?

A — I can type 65 words per minute.

B — I can type documents.

5 Listen and read the résumé again. How many jobs has Jeff had?

## Listening

6 Listen to a conversation between an operator and a supervisor. Then answer the questions.

1 What is the main idea of the conversation?

A how to manage a group of staff

B why the operator is leaving

C what information to include on a résumé

D how to be a supervisor

2 What does the operator NOT have?

A a lot of work experience

B experience guiding others

C a résumé

D any references

7 Listen again. Fill in the blanks.

**Supervisor:** About the 1 \_\_\_\_\_ job... I think you should 2 \_\_\_\_\_ for it.

**Operator:** Really? I just don't know if my qualifications are strong enough. And I haven't updated my résumé in ages.

**Supervisor:** I'd be happy to help you with your 3 \_\_\_\_\_. What do you need to change?

**Operator:** Well, the problem is that I don't have a lot of 4 \_\_\_\_\_. This is actually my first job.

**Supervisor:** That's okay. You've gained a lot of skills in this position, haven't you?

**Operator:** I sure have. I learned how to use the PBX equipment in just a few weeks. And I know all of the hotel's 5 \_\_\_\_\_ about taking and directing calls.

**Supervisor:** There you go. You should mention all of that in your résumé. Basically, show how this job has 6 \_\_\_\_\_ you to be a supervisor.

## Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

### USE LANGUAGE SUCH AS:

*The problem is...*

*You've gained a lot of skills in this position, haven't you?*

*You can use me as a reference.*

**Student A:** You are a PBX operator applying for the job of supervisor. Ask Student B questions about what information to put on your résumé.

**Student B:** You are a PBX supervisor. Answer student B's questions.

## Writing

9 Your colleague is applying for a new job. Using the sample résumé and the conversation, write an email giving advice on how to update their résumé. Be sure to talk about the following:

- Career objectives
- Employment history
- Educational background



Success Magazine / Page 14

# Getting the Job

## Tips for a Successful Interview

Job interviews can be stressful; however, with the proper planning and preparation, you can get the job. Read these tips to help you survive the interview and get a **job offer**!

### Before the Interview

- Research the company and prepare **relevant** questions. **Interviewers** appreciate when job **candidates** demonstrate interest in the company and the available position.
- Organize all **paperwork**, including your résumé, official **transcripts**, and **references** from previous employers.
- Plan responses to common interview questions and practice interviewing with a friend.
- Prepare for questions about your **salary** expectations by finding out how much employees in the position you are applying for are typically paid.

### During the Interview

- Make a good first impression by arriving on time for the interview. Make sure to dress in clean and professional **attire**. Finally, be polite and use the interviewer's name when speaking.
- Respond to all questions clearly. **Interviewees** should provide solid examples of how their previous experience relates to skills needed for the new position. Also, be sure to explain your future career goals.

### After the Interview:

- **Follow up** immediately with a **thank-you note** restating your interest in the position.
- Employers may request a **call-back** to obtain more information.



## Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 How do people prepare for a job interview?
- 2 What items do people bring to job interviews?

## Reading

- 2 Read the article from a magazine, and then mark the following statements as true (T) or false (F).

- 1 ☐ A job candidate should ask about the company during an interview.
- 2 ☐ Interviewees make a good impression by dressing professionally for the interview.
- 3 ☐ A call-back is a typical way for job candidates to follow up after an interview.

## Vocabulary

- 3 Complete the sentences with words or phrases from the word bank.

### Word BANK

interview relevant followed up  
salary interviewee

- 1 Mac \_\_\_\_\_ by thanking his interviewer.
- 2 After the \_\_\_\_\_, Ms. Mills wasn't sure if Tara was right for the position.
- 3 Mr. Jones is paid a good \_\_\_\_\_.
- 4 The \_\_\_\_\_ arrived early and waited until the manager was ready.
- 5 Mr. George didn't write his height on the application because it was not \_\_\_\_\_.



#### 4 Choose the correct words/phrases to go in the blanks.

##### 1 transcript / résumé

- A Mary's \_\_\_\_\_ lists her professional background.  
B Steve requested a \_\_\_\_\_ from his university.

##### 2 interviewer / job candidate

- A The \_\_\_\_\_ was impressed by Ms. Jones and offered her the job.  
B Mr. Cruz decides to interview the \_\_\_\_\_.

##### 3 attire / paperwork

- A The dress code requires professional \_\_\_\_\_.  
B Ms. Jessup had to fill out some \_\_\_\_\_ before she could begin her new job.

##### 4 reference / call-back

- A Traci received a \_\_\_\_\_ after the interview.  
B Jason asked Ms. Watson if he could list her as a \_\_\_\_\_ on his job application.

##### 5 thank-you note / job offer

- A Bob declined the \_\_\_\_\_ because he found a position at another company.  
B Paige sent Mr. Trujillo a \_\_\_\_\_ for helping her complete the project.

#### 5 Listen and read the article again. How should you address the interviewer?

### Listening

#### 6 Listen to a conversation between an interviewer and a job candidate. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_\_\_ The man wants a job as a manager.  
2 \_\_\_\_\_ The man has never worked in the hotel business before.  
3 \_\_\_\_\_ The man helps train new employees at his current job.

#### 7 Listen again, and fill in the blanks.

**Candidate:** Well, I'm currently working as an assistant hotel manager, but I'm looking to 1 \_\_\_\_\_.

**Interviewer:** Okay. According to your résumé, you've 2 \_\_\_\_\_ for five years, right?

**Candidate:** That's correct.

**Interviewer:** And what would you say has been your 3 \_\_\_\_\_ during those five years?

**Candidate:** Last year I created a very successful 4 \_\_\_\_\_ for new hotel employees.

**Interviewer:** Really? That's great.

**Candidate:** Yes, it's really helped our hotel run 5 \_\_\_\_\_.

### Speaking

#### 8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

##### USE LANGUAGE SUCH AS:

*Why are you interested in working as... ?*

*I'm currently working as a...*

*What would you say has been your greatest accomplishment?*

**Student A:** You are an interviewer at the Royal Point Hotel. Ask Student B questions about:

- work experience
- relevant job skills
- future goals

**Student B:** You are a job candidate in an interview. Respond to Student A's questions.

### Writing

#### 9 You are an interviewer. Use the article and the conversation to write an article giving advice on how to prepare for an interview (100-120 words). Make sure to talk about the following:

#### Interview advice

- Preparing before an interview
- Making a good first impression
- Common interview questions



# Glossary

- abusive language [N PHRASE-U6] **Abusive language** is impolite and rude speech.
- air conditioning [N-UNCOUNT-U5] **Air conditioning** is a system that produces cold air inside buildings.
- anniversary [N-COUNT-U1] An **anniversary** is the day on which an important event happened in previous years.
- apron [N-COUNT-U13] An **apron** is a piece of clothing that you wear over the front part of your body to keep from getting dirty while cooking.
- assure [V-T-U6] To **assure** someone of something is to give information in an honest and comforting way.
- attendee [N-COUNT-U2] An **attendee** is a person who goes to an event.
- attire [N-UNCOUNT-U15] **Attire** is the clothes that people wear, especially for formal events.
- ballroom [N-COUNT-U1] A **ballroom** is a large room used for events and dancing.
- battery [N-COUNT-U5] A **battery** contains energy and can be used to power electronic devices.
- bedbug [N-COUNT-U5] A **bedbug** is a small insect found in bedding and mattresses.
- behind schedule [ADJ-U12] If something is **behind schedule**, it is not on time.
- bill to [V PHRASE-U11] To **bill to** is charge a specific account for a transaction.
- blanket [N-COUNT-U3] A **blanket** is a piece of cloth used to keep people warm and as a bed covering.
- block of rooms [N-UNCOUNT-U1] A **block of rooms** is a number of rooms in one section of the hotel for one group of people.
- break [V-T-U8] To **break** a bill is to give someone many smaller bills in exchange for one large bill of equal value.
- burn [VI/ VT-U10] To **burn** food is to ruin it by cooking it for too long. Burned food is usually black.
- business center [N-COUNT-U2] A **business center** is a room that contains office equipment, such as computers and printers. Many hotels have business centers.
- buy-back policy [N PHRASE-U8] A **buy-back policy** is a set of rules that determine whether or not an institution will buy an item back from the person it was sold to.
- call-back [N-COUNT-U15] A **call-back** is a phone call made by an employer to a potential employee. The call-back takes place after an interview and involves getting more information from the job candidate.
- cancellation [N-COUNT-U4] A **cancellation** is the decision not to do something that you planned on doing.
- cash bar [N-COUNT-U1] A **cash bar** is a bar that requires people to pay for their drinks.
- cashier [N-COUNT-U11] A **cashier** is the person whose job it is to accept payment and give change.
- caution [N-UNCOUNT-U7] **Caution** is careful and unhurried behavior that helps people avoid risk or danger.
- certification [N-COUNT-U14] **Certification** is an official document that shows a level of achievement or qualification for a specific skill.
- challenge [N-COUNT-U12] A **challenge** is something that tests a person's skill, energy or determination.
- changing room [N-COUNT-U1] A **changing room** is a room where someone can change clothes and prepare for an event.
- check [N-COUNT-U11] A **check** is a piece of paper that shows the amount of money a person owes, specifically in a restaurant.
- cigarette smoke [N-UNCOUNT-U6] **Cigarette smoke** is the grey substance produced by a burning cigarette.
- citation [N-COUNT-U13] A **citation** is a document given to someone who breaks a law.
- classic dishes [N PHRASE-U9] **Classic dishes** are traditional meals that are unique to a particular country.
- clerical duties [N-UNCOUNT-U14] **Clerical duties** are tasks that people normally do in an office, like filing papers or typing.



closed-toe shoe [N-COUNT-U13] A **closed-toe shoe** is a shoe that completely covers a person's toes.

code of conduct [N-UNCOUNT-U14] A **code of conduct** is a set of rules followed by employees at a company.

cold shower [N PHRASE-U5] A **cold shower** is a way to clean yourself without hot water.

commission [N-COUNT-U8] A **commission** is a fee for a service.

compensate [V-I-U4] To **compensate** for something is to make up for something by doing something else.

complain [V-I-U10] To **complain** is to say that you are not pleased or satisfied with someone or something.

complaint [N-COUNT-U6] A **complaint** is when someone says that a service is not acceptable.

conference room [N-COUNT-U2] A **conference room** is a room where a large meeting takes place.

connoisseur [N-COUNT-U9] A **connoisseur** is a person who knows a lot about something and can offer meaningful criticism of it.

contingency plan [N-COUNT-U1] A **contingency plan** is a procedure that says what to do in case an event does not happen as planned.

contract [VI/VT-U1] To **contract** someone is to pay for his or her services for a short amount of time.

cooking time [N-COUNT-U12] A **cooking time** is the amount of time it takes to cook a specific dish or type of food.

coordinate [VI/VT-U12] To **coordinate** is to organize an activity or job so that those involved in it work together.

cork fee [N-COUNT-U1] A **cork fee** is an amount that some venues charge for each bottle that is not purchased directly from the venue.

corporate retreat [N-COUNT-U2] A **corporate retreat** is an event held by a company that helps employees to get to know each other.

cot [N-COUNT-U3] A **cot** is a small, easily moveable bed for babies.

countersign [V-T-U8] To **countersign** something is to sign something that already has a signature.

CRS [N-COUNT-U4] **CRS** stands for "computer reservation system". It is a system used by hotels to book rooms.

cuisine [N-UNCOUNT-U9] **Cuisine** is food in the style of a particular place or culture.

currency exchange [N-UNCOUNT-U8] **Currency exchange** is the business of trading money from one country for the money of another country.

dead bolt lock [N-COUNT-U7] A **dead bolt lock** is a strong type of lock that is used to make doors secure against intruders.

debit card [N-COUNT-U11] A **debit card** is a small piece of plastic that is used to transfer money from a bank account to the account of the person being paid.

disposable glove [N-COUNT-U13] A **disposable glove** is a protective hand covering that can be thrown away after use.

dispose [V-T-U13] To **dispose** of something is to throw it away.

drainboard [N-COUNT-U13] A **drainboard** is a board that is typically next to a sink. It is elevated to allow water to drain into the sink.

employment history [N-COUNT-U14] An **employment history** details a person's past work experience and background.

enclose [V-T-U10] To **enclose** something is to send something in addition to a letter.

enlist [V-T-U9] To **enlist** someone is to ask them for help.

escort [V-T-U7] To **escort** someone is to go somewhere with a person in order to protect him or her.

essential [N-COUNT-U3] An **essential** is a commonly used item such as soap.

event coordinator [N-COUNT-U1] An **event coordinator** is the person responsible for planning special events.



# Glossary

- PBX operator [N-COUNT-U14] A **PBX operator** is a person who works with a PBX system.
- peephole [N-COUNT-U7] A **peephole** is a small hole in a door or wall that a person can look through to see who is outside.
- phone charger [N-COUNT-U3] A **phone charger** is a device that restores the energy in a cell phone's battery.
- photocopier [N-COUNT-U2] A **photocopier** is a machine that produces exact copies of a document.
- pick-up [N PHRASE-U3] A **pick-up** is an arranged time for someone to collect something from an agreed place.
- pillow [N-COUNT-U3] A **pillow** is an object stuffed with soft materials that people place their heads on while they sleep.
- plate [V-T-U12] To **plate** food is to arrange it on a plate before serving it.
- professional [ADJ-U6] If someone is **professional**, he or she appears or behaves in a way that is associated with having special skills or education.
- proficient [ADJ-U14] If someone is **proficient**, he or she is very skilled in a certain task.
- protocol [N-UNCOUNT-U4] **Protocol** is the correct steps to follow in a certain process.
- punch in [PHRASAL V-U12] To **punch in** an order is to deliver an order to the kitchen.
- put out [PHRASAL V-U12] To **put out** a dish is to send food that is ready out to customers in the restaurant.
- quick-witted [ADJ-U12] If someone is **quick-witted**, he or she is alert, sharp and intelligent.
- recommend [V-T-U9] To **recommend** something is to tell someone what they should do.
- reference [N-COUNT-U14] A **reference** is a written statement about an individual usually from a previous employer or teacher.
- relevant [ADJ-U15] If something is **relevant**, it is important and relates to the topic being discussed.
- remote control [N-COUNT-U5] A **remote control** is a small device that lets you control an electrical appliance from far away.
- replace [V-T-U10] To **replace** is to remove someone or something and to put a new person or object in their place.
- report [VI/VT-U7] To **report** something is to tell someone about an event that has happened.
- resolve [V-T-U6] To **resolve** something is to find a solution to a problem.
- résumé [N-COUNT-U15] A **résumé** is a record of a person's education, work experience, job skills, and other personal information.
- room-move [N-COUNT-U4] A **room-move** is the relocation of a guest to another room in a hotel.
- rude [ADJ-6] If someone is **rude**, he or she is impolite.
- run the card [V PHRASE-U11] To **run the card** is to put a credit or debit card through a machine that charges the account.
- safe deposit box [N-COUNT-U7] A **safe deposit box** is a small, secure box used for storing valuable belongings.
- salary [N-COUNT-U15] A **salary** is the amount a person is paid for a particular job.
- security door chain [N-COUNT-U7] A **security door chain** is a metal chain that prevents intruders from forcing a door open.
- security guard [N-COUNT-U7] A **security guard** is a person whose job it is to protect or guard people or objects in a place.
- separate check [N-COUNT-U11] A **separate check** is a restaurant bill that only lists the costs acquired by one person.
- serial number [N-COUNT-U8] A **serial number** is a set of numbers that is used to track items or tell items apart.
- signature dish [N PHRASE-U9] A **signature dish** is a unique meal that a restaurant or chef is famous for.
- solution [N-COUNT-U6] A **solution** is an answer to a problem.



spare [N-COUNT-U3] A **spare** is an extra of an item.

split plate charge [N-COUNT-U11] A **split plate charge** is a fee paid for dividing one dish in a restaurant between more than one person.

state-of-the-art [ADJ-U2] If something is **state-of-the-art**, it is modern and updated.

suspicious activity [N-UNCOUNT-U7] **Suspicious activity** is any activity that seems to be dangerous, wrong or illegal.

switchboard [N-COUNT-U14] A **switchboard** is a machine that allows manual control of telephone lines.

take [N-UNCOUNT-U9] A **take** is a particular way of doing something.

technical support [N-UNCOUNT-U2] **Technical support** is a service that helps solve problems that occur with technology, particularly with computers.

thank-you note [N-COUNT-U15] A **thank-you note** is a note that expresses gratitude to a person for something.

theft [N-COUNT-U7] A **theft** is the crime of taking something that does not belong to you without permission.

third party [N-COUNT-U4] A **third party** is a person or business that helps customers receive goods and services from another company.

time [V-T-U12] To **time** something is to arrange or plan something so that it happens at a specific time.

too salty [ADJ-U10] If something is **too salty**, it tastes of or contains an excessive amount of salt.

toothbrush [N-COUNT-U3] A **toothbrush** is a small brush used to clean teeth.

transcript [N-COUNT-U15] A **transcript** is an official record from an educational institution that shows a student's coursework and grades.

traveler's checks [N-COUNT-U8] **Traveler's checks** are paper that can be used as money or exchanged for local currency.

troubleshoot [VI/VT-U2] To **troubleshoot** something is to find out why something does not work properly.

turn on/off [V PHRASE-U5] To **turn something on or off** is to either provide or take away an electrical appliance's power.

two-minute check [N-COUNT-U12] A **two-minute check** is the amount of time a server waits after giving customers their food before making sure that they are satisfied with their dishes.

undercook [V-T-U10] To **undercook** something is to fail to cook food for a sufficient amount of time.

underdone [ADJ-U10] If food is **underdone**, it is not fully cooked.

underseasoned [ADJ-U10] If food is **underseasoned**, it is lacking flavor from salt, pepper or other spices.

upgrade [N-COUNT-U4] An **upgrade** is an improvement on an item.

venue [N-COUNT-U2] A **venue** is a location or building where an event takes place.

vigilant [ADJ-U11] If someone is **vigilant**, he or she is watchful and looks for signs of danger.

wait list [N-COUNT-U4] A **wait list** is a record of people who are currently awaiting goods or services.

wake-up call [N-COUNT-U3] A **wake-up call** is a phone call that wakes hotel guests at a pre-arranged time.

wedding [N-COUNT-U1] A **wedding** is a ceremony during which people get married.

wedding party [N-COUNT-U1] A **wedding party** is a group of people who participate in a wedding.

wine pairing [N-UNCOUNT-U9] **Wine pairing** is the process of matching a certain type of wine with a particular dish.

workshop [N-COUNT-U2] A **workshop** is a gathering of people to discuss or learn about a topic or activity.

wpm [N-UNCOUNT-U14] **Wpm** is an abbreviation for words per minute. It refers to the number of words a person can type per minute.





# Hotels & Catering

**Career Paths English: Hotels and Catering** is a new educational resource for hospitality professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths English: Hotels and Catering** addresses topics including hotel equipment, bookings, food and beverage services, security issues, and career options.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

**Included Features:**

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's book** contains a full answer key and audio scripts.

The **audio CDs** contain all recorded material in American English and British English.

Books 1-3 of **Career Paths English: Hotels and Catering** are rated for the Common European Framework of Reference for Languages at A1, A2 and B1 respectively.



**Express Publishing**

ISBN 978-0-85777-608-2



9 780857 776082