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Basic English **FOOD AND BEVERAGE** Service



# Basic English **FOOD AND BEVERAGE** Service

Kadek Ayu Ekasani  
Denok Lestari

## **Basic English for Food and Beverage Service**

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## PREFACE

*Basic English for Food and Beverage Service* is written for the hospitality students majoring in Food and Beverage Department. The book consists of 14 units, each of the units covers a different aspect of restaurant operations and focuses on the functional language associated with these operations. The book serves some purposes:

- a. To upgrade general knowledge of English of students so they will confidence to use English for daily communication in the workplace;
- b. develops professional language skills by means of close-to-life, authentic texts and dialogues in handling their jobs at a formal restaurant in particular and in a food and beverage service department in general;
- c. To communicate at the workplace with a native and non-native speaker at moderate level in listening and speaking on occupational matters.

In this book we have tried to put across the updated information in the field of Hospitality. We hope these treasures of knowledge would help the students to achieve the right attitude required for the Hospitality Industry.

Denpasar, August 2020  
Kadek Ayu Ekasani  
Denok Lestari

## CONTENTS

Preface.....	ii
Contents .....	iii
I. INTRODUCTION TO RESTAURANT.....	1
II. HANDLING RESERVATION BY PHONE ...	6
III. RECEIVING AND SEATING THE GUEST...16	
IV. BEVERAGES .....	21
V. TAKING ORDERS .....	26
VI. ROOM SERVICE .....	32
VII. TODAY'S SPECIALTY .....	37
VIII. SERVING FOOD .....	41
IX. HANDLING COMPLAINTS .....	47
X. CLEARING THE TABLES .....	53
XI. DESSERT .....	57
XII. MAKING TEA / SERVING BEVERAGES AFTER MEALS .....	61
XIII. PAYING THE BILL 1.....	64
XIV. PAYING THE BILL 2.....	71
References.....	74

# UNIT I

## INTRODUCTION TO RESTAURANT

### A. Types of Service

Service is a term that is used to describe the manner and method in which food is served to guests in foodservice operations. Five styles of services are internationally recognized which include French service or gueridon service, American service or plate service, English service, Russian service and Buffet service.

*French service* differs from others in that all food is served from the gueridon. *American service* is usually called "plate service" because the food is already placed in the plate in the kitchen ready to be served to the guests. *English service* is known as "family style" service. In *Russian service*, the food is fully prepared and

pre-cut in the kitchen and then neatly arranged on silver platters by the Chef. *Buffet service* is also called self-service and is normally used in banquet functions and in some restaurants. During service the right and left hands have distinct functions. The left hand carries while the right-hand works. Serving food with one hand technique is used only for platter service and involves the so-called long grip. Serving food with both hands' technique is used when working at a side table or a buffet.

## **B. Types of Menu**

Menu is the statement of food and beverage items available or provided by food establishments, primarily based on consumer demand and designed to achieve organizational objectives. A successful menu depends upon

composition; the right combination of foods, prepared perfectly, to the entire satisfaction of the customer. In a restaurant, there are two different types of menus which are differentiated by the manner in which they are priced. A menu may be *a la carte* or *table d'hôte*.

An *A La Carte Menu*, is a multiple-choice menu, with each dish priced separately. *Table d'hôte* is a fixed menu where multi-course meals with limited choices are charged at a fixed price.

**Answer the following questions:**

1. Which types of menu have you tried before?  
Where?
2. Which type do you like best? Why?

3. Which menu do you think is the most popular of all. Why do you think so?

**C. Match the types of restaurant with their descriptions.**

1. Coffee Shop
  2. Canteen
  3. Table d'hote Restaurant
  4. Night Club
  5. Pub
  6. A La Carte Restaurant
  7. Snack Bar
- 
- a. A fully-licensed restaurant with a complete, well-varied menu from which guests can choose the dishes they want.
  - b. Originally a British public house licensed to serve beer and other alcoholic beverages.

Customers get their drinks from the counter and either stand there or sit at the tables. It also serves light snacks like pies and sandwiches.

- c. Usually connected with a school, office or factory. A place where students or workers have their lunch and coffee breaks.
- d. A restaurant serving complete meals with an appetizer, main course and a dessert at a fixed price.
- e. A restaurant where guests normally come fairly late and stay until the small hours. Always with dancing and often also with floor shows and other entertainment.
- f. A place where you can buy snacks to take away.
- g. Small restaurants selling cakes, sandwiches, coffee and tea. Limited choice of food. No alcoholic beverages.

## **D. Duties & Responsibilities**

- 1. F&B MANAGER** - The food and beverage manager is the head of the food and beverage service department, and is responsible for its administrative and operational work, including budgeting, compiling new menus and wine lists, quality control and manpower development.
- 2. RESTAURANT MANAGER** - Restaurant Manager is responsible for directing and supervising all activities pertaining to employee relation, food production, sanitation, guest service and operating profits. The restaurant manager reports directly to the food and beverage manager and has overall responsibility for the

organization and administration of a particular outlet or a section of the food and beverage service department.

- 3. SENIOR CAPTAIN OR MAITRE D' HOTEL** - The senior captain has overall responsibility for operations. He prepares the duty charts in consultation with the outlet manager. He oversees the Mise-en-place, cleaning, setting up of the outlet and staffing to ensure that the outlet is always ready for service.
- 4. CAPTAIN / CHEF DE RANG** - This position exists in large restaurants, as well as in the food and beverage service department of all major hotels. The captain is basically a supervisor and is in charge of a particular section. A captain is responsible for the efficient performance of the staff in

his station, able to discuss the menu with the guests, able to take a guest's order and be an efficient salesperson.

5. **WAITERS / COMMIS DE RANG / SERVER** - The waiters serve the food and beverage ordered by a guest and is part of a team under a station captain. They should be able to perform the duties of a captain to a certain extent and be a substitute for the captain if he is busy or not on duty.
6. **TRAINEE / COMMIS DE BARRASEUR** - The trainees work closely with the waiters, fetching orders from the kitchen and the bar, and clearing the side station in a restaurant. They are mainly responsible for the mise-en-place, and stacking the side board with the necessary equipment for service.

7. **WINE WAITER / SOMMELIER** - Wine waiters have an important role to play in reputed establishments. Their job is to take orders for the service of wine and alcoholic beverages and serve them during the meal.
8. **CARVER / TRANCHEUR** - The carver is responsible for the carving trolley and the carving of joints at the table as required. The carver will plate up each portion with the appropriate accompaniment.

**E. Answer the following questions.**

1. Who is responsible for organizing and administrating the section in FBS department?
2. What position in FBS Dept. does exist in large restaurant?
3. What are the other names of Waiter?

4. Who does closely work with the waiters?
5. What is another word for maitre d'?
6. What does a sommelier do?

**UNIT II**  
**HANDLING RESERVATION BY PHONE IN**  
**RESTAURANT**

**A. Read and Understand**

In a restaurant, communication with guests must be both courteous and clear. This is as true when you use the telephone as when you speak directly to guests. When you speak on the phone, you represent your restaurant. But on the phone people cannot see you. They can only hear your voice. In a way, your voice is the

restaurant's voice. The impression you give is the impression they have of the restaurant. So, politeness is vitally important. The “**magic words**” of courtesy : **Thank you, I'm sorry, Please,** and **You're Welcome** are even more important than usual.

Here are some rules for using the telephone:

1. When answering a call, identify your restaurant or section clearly.

For example: “Good morning, Cempaka Restaurant” or “Good morning, Room Service.”

2. If calling, identify yourself and say why you are calling.

For example: “Good morning, this is Cempaka Restaurant. Your breakfast is ready, sir.”

3. Use a natural voice. Don't shout and don't whisper.
4. Give your message clearly.
5. Listen with full attention to the caller.
6. Have a pencil and paper ready to take messages.
7. Repeat messages and instructions.
8. Remember the "magic words". When you have finished, always say **Goodbye**.



## **B. Expressions**

## **1. GREETING**

- Good morning, Nikki Restaurant, May I help you?
- Good afternoon, Nikki Restaurant, Can I help you?

## **2. ASKING THE DAY/TIME**

- What time will you be arriving?
- When will you be arriving?
- For what time / day will that be?

## **3. ASKING THE NUMBER OF PEOPLE**

- For how many (people) will that be?
- How many would that be in your party?

## **4. ASKING THE NAME**

- What name is it, please?
- Could I have the name, please?
- Could you spell your name, please?
- How do you spell / write your name, please?

## **5. ASKING FOR SPECIAL REQUEST**

- Do you have any special requests?
- Is there any special request?
- Would you like a table near the garden?

## **6. SUMMARIZE THE BOOKING AND**

### **THANK THE CALLER**

- Your booking is a table for three persons for Saturday night at 7 o'clock.
- So that's a table near a garden for five at seven p.m. tomorrow night.
- Thank you for calling us, we look forward to seeing you.

### **Dialogue**

**W** : Good morning, Kencana Restaurant, What can I do for you?

**G** : I'd like to reserve a table for tonight.

- W : Yes, sir. For how many people (person) would that be?
- G : For five of us.
- W : And what time will you be arriving?
- G : At about 7.30 p.m. I think.
- W : Yes, sir. And may I know what name is it, please?
- G : John White.
- W : Mr. John White. J-O-N W-H-I-T-E, is that right sir?
- G : No. J-O-H-N W-H-I-T-E
- W : Very good, Mr. White. Do you have any special requests?
- G : Can we have one vegetarian food and a table near the garden, please.
- W : Yes, sir. Is there anything else sir?
- G : No, thanks.

W : Yes, sir. So that's a table near the garden for five at 7.30 in the evening and one vegetarian food. Is that all right, sir?

G : Yes, thank you.

W : Thank you for calling us, and have a nice day.

**Practice the dialogue above with your partner.**

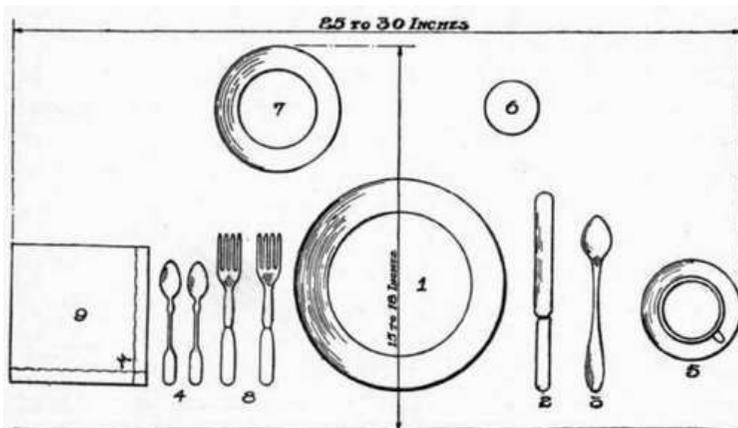
### **The International spelling alphabet**

A Alfa	G Golf	M Mike	T Tango
B Bravo	H Hotel	N November	U Uniform
C Charlie	I India	O Oscar	V Victor
D Delta	J Juliette	P Papa	W Whiskey
E Echo	K Kilo	Q Quebec	X X-ray
F Foxtrot	L Lima	R Romeo	Y Yankee
	S Sierra	Z Zulu	

([spellingalphabets.com](http://spellingalphabets.com))

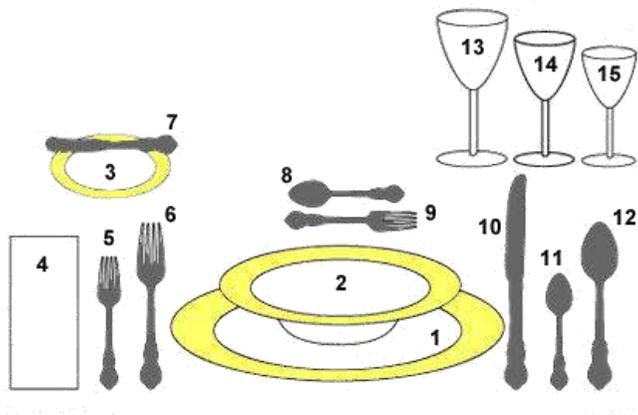
**C. Match the names with the pictures.**

## A. TABLE SETTING INDIVIDUAL COVER.



Knife	...	"Service" or "place" plate	...
Tea spoons	...	Tumbler	...
Soup spoon	...	Bread and butter plate	...
Forks	...	Cup and saucer	...
Napkin	...		

## B. TABLE SETTING FOR DINNER



- |                  |     |               |     |
|------------------|-----|---------------|-----|
| napkin           | ... | dinner spoon  | ... |
| dinner fork      | ... | soup bowl     | ... |
| white wine glass | ... | salad fork    | ... |
| red wine glass   | ... | dinner knife  | ... |
| bread knife      | ... | water goblet  | ... |
| dinner plate     | ... | dessert spoon | ... |
| soup spoon       | ... | bread plate   | ... |
| dessert fork     | ... |               |     |

**D. Make a conversation using this situation.**

At about 9 p.m., Mrs. Jack White phones Intan Restaurant to book a table for her family (herself, her husband, and their three children) at 7 tomorrow evening. She wants a table near the garden.

**E. Complete this conversation. Use these words.**

*arriving about many book and speak  
on arriving thanks will lunch do speaking*

Manager : Bougenville Restaurant, Good morning.

Customer : Can I \_\_\_\_\_ to the Manager, please?

Manager : \_\_\_\_\_.

Customer : Can I \_\_\_\_\_ a table for \_\_\_\_\_ tomorrow?

Manager : Yes madam. For how  
\_\_\_\_\_?

Customer : For seven.

Manager : And what time  
\_\_\_\_\_ you be  
\_\_\_\_\_?

Customer : Oh, . . . What time  
\_\_\_\_\_ you open?

Manager : We open at 11 o'clock.

Customer : Oh, good. We'll be  
\_\_\_\_\_ at  
\_\_\_\_\_ 11.30.

Manager : So that's a table for seven  
at 11.30 \_\_\_\_\_  
Wednesday.  
\_\_\_\_\_ your  
name, please?

Customer : White, Mrs. Margaret  
White.

Manager : Thank you Mrs. White.

Customer : \_\_\_\_\_ . Goodbye.

Manager : Goodbye.

**F. Match the word or phrase in the left column with the proper explanation in the right column.**

- |                    |   |
|--------------------|---|
| 1. today's special | a. a menu with each dish priced separately            |
| 2. à la carte      | b. a piece of wood or plastic used for serving cheese |
| 3. set course      | c. a small amount of food served with the main course |
| 4. side dish       | d. an extra, often                                    |

- lower-priced, meal  
available on  
today's menu
5. cheese board                      e. as course that  
includes several  
dishes for a single  
price

**G. Put the words into the right order to make sentences.**

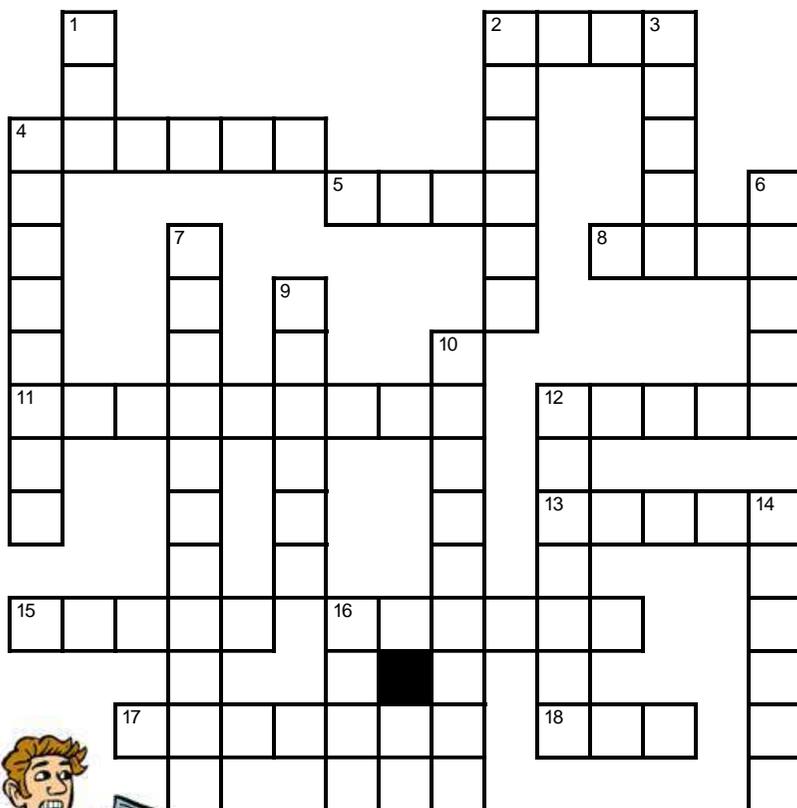
1. usually/ soup/ for/ dinner/ I / cook
2. the/ table/ some/ are/ apples/ there/ on
3. is/ in/ the/ kitchen / a /cooker/ there
4. oranges/ are/ not/ on /there/ the/ plate/ any
5. you/ cook/ are/ a
6. you/ could /the/ time/ tell/ me
7. now/ time/ the/ is /what
8. a / dishwasher/ there/is / kitchen/ in/ the/  
restaurant
9. is/ there/ in/ your/ kitchen/a/ dishwasher

10. are/ plates/ some /the/ sink/ near/ there

# Glassware Gallery



# Restaurants and Food



## **Down**

- 1 A place where people can sit around and drink alcoholic beverages in a restaurant. (3)
- 2 A drink that many people have with dessert. (6)
- 3 Something you use to cut meat. (5)
- 4 Another word for a drink. (8)
- 6 The noon meal. (5)
- 7 Something you might need to get into a busy restaurant. (11)
- 9 Someone who serves you food. (6)
- 10 The morning meal. (9)
- 12 Something, usually sweet, that you eat after dinner. (7)
- 14 The evening meal (6)
- 16 The total amount that you have to pay for a meal. (4)

## **Across**

- 2 Someone who makes food in a cheap restaurant. (4)

- 4 A meal between breakfast and lunch. (6)
- 5 Someone who makes food in an expensive restaurant. (4)
- 8 This describes what you can eat at a restaurant. (4)
- 11 Something you eat before the main meal. (9)
- 12 If everybody pays for their own food then you go \_\_\_\_\_. (5)
- 13 A side dish with lettuce and other vegetables. (5)
- 15 What the cook places your food on. (5)
- 16 A meal where you help yourself from a table with a variety of dishes. (6)
- 17 Long, stringy food. (7)
- 18 Something you give your waiter if the service is good. (3)

### **UNIT III**

#### **RECEIVING AND SEATING THE GUEST**

**A. Practice these conversations:**

**A. The restaurant is nearly full. The waiter**

must ask if the guests have a reservation.

W: Good evening, sir. Welcome to our restaurant. How may I help you, sir?

G: Good evening. We'd like a table for two, please?

W: Have you got a reservation, sir?

G: Yes, for Smith, at 8 o'clock.

W: Yes, of course Mr. Smith. Could you follow me, please?

.....

Will this table be all right, Mr. Smith?

G: Yes, this is fine, thank you.

W: I'll get you the menu.

**B. The restaurant is full.**

A guest (G) comes to a busy restaurant without reservation. The head waiter (W) greets the guest and requests him to wait for sometime and then takes order.

W: Good evening, sir. Welcome to our restaurant. How may I help you, sir?

G : Good evening. Can you arrange a table for one right now?

W: Sir, have you made any reservation?

G : Sorry I don't. I thought I will get free table but your restaurant is so busy now.

W: It's Ok sir. But I am sorry to say that the restaurant is full now. (Looking at the restaurant)..Sir, look at that table. I guess it will be free soon. Would you please have a rest in our waiting room for about 10 minutes, sir?

G : Hmm..Ok all right.

W: May I have your name, sir?

G : I am Cristopher Patriks.

W: Yes, Mr. Patriks, please follow me.

This is the waiting room. Please have a sit. Here is the tea for you. Please take your time. I'll call you as soon as the table is free.

G : Thank you.

W: You are welcome.

(After 10 minutes)

W: Sorry to have kept you waiting, Mr. Patriks. We have managed a table for you now. Come with me. This way, please.

Here we are. Will this table all right?

G : OK. We'll take it.

W: Sit down please, sir.

G : Thank you.

W: Here's the menu, sir. Please take your time. I'll return in a few minutes to take your order.

## **B. Language Expressions**

- Have you got a reservation, please?
- Do you have any reservation, please?
- I'm sorry, madam. The restaurant is full now.
- We have full house at the moment. We'll let you know when the table is ready.
- Would you like to wait, madam?
- Would you like to come back later, sir?
- Would you like to come back in fifteen minutes, sir?
- Would you like to wait (in the lounge/ in the lobby/ at the bar/ beside the pool/ etc.), sir?

- I hope you don't mind waiting for a few minutes.
- Let me show you to your table.
- Could you follow me, please?
- Here is your table, madam.
- This is your table, sir.
- Are you happy with your table, sir?
- Will this table do for you, sir?
- Will this table all right for you, madam?

**C. Complete the conversation. Use the words in the box.**

take	table	table	show	three
come	what	have	do	

Waiter : Good evening. How may I help you?

Guest : A \_\_\_\_\_ for \_\_\_\_\_  
please.

Waiter : \_\_\_\_\_ you \_\_\_\_\_ a  
reservation?

Guest : Yes.

Waiter : \_\_\_\_\_ name, please?

Guest : Gibson.

Waiter : \_\_\_\_\_ this way, please, and I'll  
\_\_\_\_\_  
you to your \_\_\_\_\_.

Guest : Thank you.

Waiter : Can I \_\_\_\_\_ your coats first . . . .

**D. Put these sentences in the correct order to  
make a conversation.**

Do you have a reservation please, madam?

I'm very sorry, madam. We're full now.

Do you have a table for two, please?

No, thanks. We'll come back then.

In about 20 minutes, madam.

When will you have a table?

Good morning, madam.

Would you like to wait?

No, we don't.

**E. A lot of French words are used in restaurants.  
Match these French restaurant terms to their  
explanation.**

1. *digestif*
  - a. The person in charge of a restaurant who welcomes guests and gives orders to the waiters

2. *aperitif*                      b. A style of menu in a restaurant where each dish has a separate price
3. *maître d'*                      c. A meal served in a restaurant at a fixed price, with a limited number of dishes to choose from
4. *a la carte*                      d. An alcoholic drink that people drink before a meal
5. *table d'hote*                      e. An alcoholic drink that people drink after a meal

**F. Rephrase what the waiter says to make the sentences more polite.**

1. Give me your coat!
2. Hi. Thanks for coming to eat here!

3. Here. Take the menu!
4. You want dessert?
5. Tell me when you've decided what you want to eat.

**G. Put the words in the sentences into the correct order.**

1. take - coats - your - I - May  
\_\_\_\_\_?
2. you - Can - aperitif - bring - I - an  
\_\_\_\_\_?
3. menus - give - me - Let - some - you  
\_\_\_\_\_
4. order - me - to - know - are - you - when -  
Let - ready  
\_\_\_\_\_
5. the - list - wine - Would - see - like - to - you

\_\_\_\_\_?

6. a - moments - come - few - in - your - back -  
I'll - order - take - to

\_\_\_\_\_

## UNIT IV

### BEVERAGES

#### A. Read and Understand

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. Most of the beverages supply energy in the form of sugar or alcohol. Beverages can be broadly classified into two, **alcoholic beverages** and **nonalcoholic beverages**.



**An alcoholic beverage** is a drink containing ethanol, commonly known as

alcohol. Low-alcohol-content drinks (beer and wine) are produced by fermentation of sugar or starch-containing products, and high-alcohol ones (brandy, rum, vodka, whisky, etc.) are produced by distillation of these low alcohol products. Distilled beverages with added flavorings and relatively high sugar content are generally referred to as compound beverages. E.g. Liqueur, gin, etc.

**A non-alcoholic beverage** is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to quench people's thirst. Non-alcoholic beverages can be mainly classified as *hot* and *cold beverages*. E.g. for non-alcoholic beverages (cold) include beverages aerated with carbonic gas, spring water, mineral water, squash, juice, syrup, etc. E.g. for non-alcoholic beverages (hot) include

tea, coffee, cocoa, etc. The most popular non-alcoholic beverage, tea, is a stimulating and refreshing drink. The principle flavor components of tea are caffeine, tannin yielding compounds and small amounts of essential oils. Caffeine provides the stimulating effect, tannin the color, body and taste. The four types of tea are: black, green, oolong and white.

## **B. Dialogue:**

### **1. Practice this conversation (about ordering a drink before dinner).**

Waiter : Would you like to order something to drink before your meal, sir?

John : What would you recommend?

Waiter : We have very good house rose wine served in a carafe. Would you like to try it?

John : Fiona, what would you prefer to have?

Fiona : I have not decided yet. Can I have a glass of dry red? What can you offer?

Waiter : We don't sell wine by glasses. Wine is sold by bottles. I can offer President's XV or El Bombero.

John : Can we sample the wine?

Waiter : Yes, Sir.

John : That's alright then.

**2. Practice this conversation (about the restaurant is "out of" a drink).**

Waiter : Would you like a drink while you are waiting?

Jane : Yes, er.... Can I have  
some mineral water,  
please?

Waiter : And for you, sir?

John : I'll have a beer and some water,  
please.

Waiter : I'm sorry, sir. We're out of beer.

John : Have you got some soft drink?

Waiter : Yes, sir. We have Coca Cola,  
Sprite, and Fanta. What would  
you like to have, sir?

John : Coca Cola, please.

Waiter : With ice, sir?

John : Yes, please.

Waiter : So that's one mineral water,  
and one coca cola with ice.

**C. Situation:**

A guest wants to order a beer. The restaurant is out of a beer. The guest orders fruit juice. You have orange, strawberry, mango, and avocado. The guest orders avocado juice without ice.

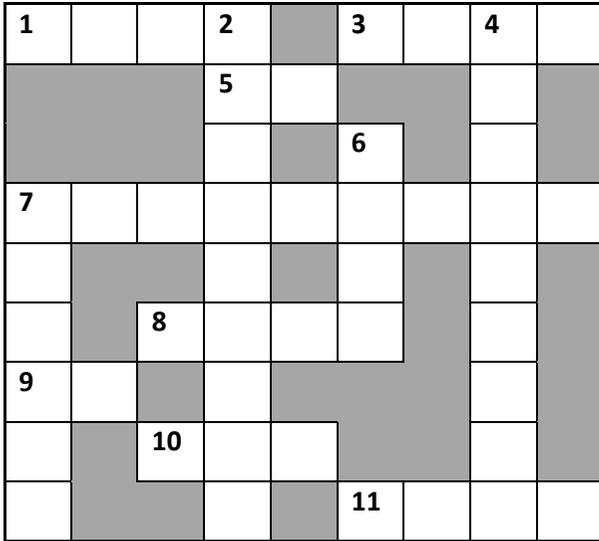
#### **D. Expressions**

- ✓ I'm sorry. We're out of (beer/ mineral water/ fruit juice... )
- ✓ We're out of (peanuts/ ice/ clean ashtray... )
- ✓ Would you like something else?
- ✓ Would you like to order something to drink before your meal?
- ✓ Would you like a drink while you are waiting?
- ✓ What would you like to have?
- ✓ What would you like to drink?
- ✓ What have you got?
- ✓ Have you got any . . . . ?

- ✓ Would you like to see the beverage list?
- ✓ This is the beverage list.
- ✓ What kinds of (fruit juice/ beer/ wine . . . ) have you got?
- ✓ What kind(s) = what sort(s) = what type(s)
- ✓ Would you like ice with your (orange juice), sir?
- ✓ With ice?



## E. Crossword



### ACROSS

1. " \_\_\_\_\_ is the wine list, madam."
3. "What \_\_\_\_\_ of whiskey would you like, sir?"
5. "Two cups \_\_\_\_\_ tea, please."
7. Drinks = \_\_\_\_\_
8. " \_\_\_\_\_ have you got?"
9. "Coca Cola, Sprite, \_\_\_\_\_ Green Sands, sir?"
10. "Have you got \_\_\_\_\_ soft drink?"
11. Guinness is a sort of \_\_\_\_\_

## DOWN

2. “ \_\_\_\_\_ to drink, sir?”
4. “I’d like a \_\_\_\_\_ juice, please.”
6. “I don’t \_\_\_\_\_ any ice with my orange juice.”
7. Opposite of after : \_\_\_\_\_

## F. Complete the following conversation with appropriate expressions.

Waiter : [*Say good evening politely and welcome the guests*]

Guest1 : Thank you. We have a table reserved for 8 p.m in the name of Johansson.

Waiter : [*Reply politely and offer to take their coats*]

Guest2 : Thank you. That’s very kind.

Waiter : [*Ask if they want an aperitif*]

Guest1 : Yes, please. I’ll have a gin and tonic.

Guest2 : And I’d like a Campari and soda.

Waiter : [*Give them the menus and tell them you will  
bring their drinks right away*]

Guest2 : Thank you.

**UNIT V**  
**TAKING ORDERS**

## **A. Standard Procedures for Taking an Order**

Waitress : Good afternoon, sir. Welcome to the  
Coffee Shop.

May I show you our lunch menu?

Guest : Yes, please.

Waitress : Would you like something to drink  
while you look at the menu?

Guest : No, thanks.

Waitress : Please take your time.

(Five minutes later)

Waitress : May I take your order now, sir?

Guest : Yes, I'll have a mixed salad and a lamb  
chop.

Which vegetables come with the lamb  
chop?

Waitress : Fried potatoes, carrots, and peas.

Guest : That'll be fine.

Waitress : Would you like anything to drink, sir?

Guest : Yes, I'll have a beer and some coffee.

Waitress : Which kind of salad dressing do you prefer:  
French, Thousand Island, or oil and vinegar?

Guest : Do you have blue cheese dressing?

Waitress : I'm afraid not, but I would recommend the French dressing.

Guest : Okay. I'll try that.

Waitress : Would you like your coffee now or later?

Guest : Later, please.

Waitress : A lamb chop, a mixed salad with French dressing, a glass of beer, and a cup of coffee. Will there be anything else?

Guest : No, that's all. Thanks.

Waitress : Thank you, sir. I'll have your order in a few minutes.

**B. Find the expressions of the waiter in the dialogue above when taking orders.**

1. Greet and welcome the guest.
2. Ask or offer a beverage before taking orders.
3. Give the guest time to look over the menu.
4. Ask if the guest is ready to order.
5. Take the order.
6. Suggest a drink after taking order.
7. Confirm the order.
8. Inform the time when the order will be ready.

**C. Ordering a Salad and a Steak**

Waitress : May I take your order, sir?

- Guest : Yes, I'll have the steak.
- Waitress : How would you like your steak  
cooked—rare, medium, or well done?
- Guest : I'd like it medium, please.
- Waitress : Would you like your steak with a  
baked potato or French fries?
- Guest : I prefer a baked potato, please.
- Waitress : Would you care for a salad, sir?
- Guest : Yes, I would. What kinds do you  
have?
- Waitress : We have mixed salad and tomato  
salad.
- Guest : A mixed salad is fine.
- Waitress : And what would you like to drink  
with your meal?
- Guest : I'd like a glass of wine.

Waitress : The wine list is on the last page of the menu, sir. I'll give you a minute to choose.

Guest : Ah . . . (The guest turns to the last page of the menu.)

#### D. Some Expressions

1. G: Which dish should I | have ?  
| order ?  
| choose ?

W: |  
| • You might like the tenderloin steak or  
| the chuck roast.  
| • You might try the rump steak or the  
| sirloin steak.  
| • The pepper steak and tournedos are  
| worth trying.  
| • Filet mignon and minute steaks are

very popular.

- The oysters are excellent this time of year.

2. W: How would you like your steak?

G: Rare , please.  
Medium rare  
Medium  
Medium well  
Well done

3. W: Would you like a salad ?

like to order a salad ?  
care for a salad ?

G: Yes.

W: What kind of salad would you like?

We have mixed salad and tomato salad today.  
chicken salad fruit salad  
Caesar salad tuna salad

G:	A mixed	salad, please.
	Chicken	
	Caesar	
	tomato	
	fruit	
	tuna	

4. W: I am afraid	a. it is not in season
	b. they are sold out
	c. they are not on the menu
	d. it must be ordered a day in advance

**E. Choose the proper phrases from the list below to fill in the blanks. Each phrase can be used only once.**

<p>in season in advance sold out take your time care for instead of</p>
---

1. The roast duck must be ordered a day \_\_\_\_\_.
2. The melon juice is not \_\_\_\_\_. May I suggest orange juice?

3. I'd like to order coffee \_\_\_\_\_ tea.
4. I don't \_\_\_\_\_ beef. Do you have any pork dishes on the menu?
5. I am afraid that cherry pie is \_\_\_\_\_.  
Would you like to try our apple pie?
6. Here is the menu, sir. Please \_\_\_\_\_.

**F. Match these following expressions from waiter and guest to make a good conversation.**

Guest	Waiter
[1] "Yes, I'd like the asparagus to begin	[a] "We have some fresh asparagus from

with.”

[2] “What is the main ingredient in Ratatouille?”

[3] “Well-done, please.”

[4] “What are your specialities today?”

[5] “I’ll have steak, please.”

[6] “Could I have an extra order of Ratatouille with my main course?”

[7] “Yes, that’s correct.”

[8] “Yes, I am.”

Belgium this week.”

[b] “How would you like your steak done?”

[c] “I’ll repeat the order: asparagus to start, steak, well-done, and extra order of Ratatouille. Is that right?”

[d] “Are you having a starter, madam?”

[e] “Are you ready to order now?”

[f] “What would you like for the main course?”

[g] “Yes, of course, madam.”

[h]            “Tomatoes,  
madam, and some  
other vegetables.”

### Taking a Food Order

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

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

## **UNIT VI**

### **ROOM SERVICE**

#### **A. Reading**

### **ROOM SERVICE**

Room service or in-room dining is a hotel service enabling guests to choose items of food and drink for delivery to their hotel room for consumption. Room service is organised as a subdivision within the food and beverage department of high-end hotel and resort properties. It is uncommon for room service to be offered in hotels that are not high-end, or in motels. Room service may also be provided for

guests on cruise ships. Room service may be provided on a 24-hour basis or limited to late night hours only. Due to the cost of customized orders and delivery of room service, prices charged to the patron are typically much higher than in the hotel's restaurant or tuck shop, and a gratuity is expected.

**A variety of hotel staff categories work on room service.**

### **Hotel management**

The role of hotel management in regards to room service is to ensure guest satisfaction and to address any complaints and queries that may arise. Their responsibilities also include recruiting, training and supervising staff, they also manage the budget to maintain financial

records, planning maintenance, events and the bookings for rooms, promotions and marketing.

### **Restaurant manager**

In addition to making guests feel welcome and providing an enjoyable dining experience, restaurant managers are responsible for processing room service orders accurately and efficiently and ensuring compliance of the relevant health and safety regulations. The restaurant manager is responsible for recruiting, training, supervising staff, managing budgets, menu planning, greeting customer and handling the customers complaints and inquires.

### **Waiter/waitress**

Waiters and waitresses (also known as "servers") are responsible for setting up the hotel restaurant, delivering food to rooms, and making sure that guests have everything they need. Waiters and waitress often have to have patience, personality and persistence as their responsibility can often include greet and escort customers, presenting, understanding and specials the information on the menu, preparation of tables, utensils and glasses and communicating between the kitchen staff.

### **Executive chef**

Executive chefs also known as head chef are responsible for overseeing the operations that occur in the kitchen. They monitor and maintain the quality of all dishes that are served to customers, create menus, invent new dishes, and

supervise the kitchen staff. Their responsibilities tend to be administrative in nature. The executive chef is mostly coordinating the other cooks as well as inspecting the kitchen equipment for sanitary reasons to keep with sanitation policies, they can also hire and train, maintaining food ingredient stocks.

### **Kitchen staff**

The kitchen staff are responsible for preparing the food according to service standards and work procedures. They assist chefs as they cook, evaluate the quality of ingredients, and place orders with suppliers. In addition, they schedule the delivery of food or beverages and supervise kitchen production as part of their duties. Kitchen staff usually have a large range of jobs within the fast-paced kitchen, though they are mostly used

to assist head cooks and other staff members with the meal preparation. Basic food preparation includes organizing the kitchen and ingredient preparation to make cooking and presenting the meal as efficient as possible, though it also includes washing, cutting and peeling. They also properly store the ingredients in the kitchen, storeroom and cold storage even moving supplies if necessary, proper cleaning and sanitizing of equipment, dishes, floors, counter-tops and cutting boards to maintain sanitation and health standards.

### **Housekeeping manager**

The housekeeping manager, similar to other manager roles, is responsible for planning, organizing and developing the housekeeping departments. They oversee staffing, training of

the staff and scheduling. They manage daily activities such as the cleaning, seating areas, washroom, restaurants, suites and all public areas, guaranteeing customer satisfaction through effective planning and organisation of team members, supervision of housekeeping and grounds keeping staff, maintaining supplies, equipment and budget, recruiting and training staff and even conducting inspections of public areas.

### **Housekeeping supervisor**

A housekeeping supervisor role is to oversee the activities of the staff that clean the facilities to make sure of the sanitation, orderly and appeal of the rooms is up to high standard in the hotel but can also include other establishments such as hospitals and anything in a similar regard. they

may also assist in the duties of other staff members and inspect the work, they also address the complaints and inquires about the housekeeping service as well as recruit and train new staff members.

### **Continental breakfast attendant**

The continental breakfast attendant's main role is to provide a hot and cold breakfast buffet service throughout the morning. A continental breakfast usually includes coffee, juice, jam, fruit, and baked goods such as bread and pastries, items chosen because they are shelf-stable, and can be served in portion sizes that are appropriate for large groups of people. The attendant cleans the serving area during the breakfast, refills empty serving dishes or jugs and supplies (e.g., napkins), ensures equipment such as toasters and

coffeemakers are functioning well, and answers patron questions. After breakfast, the attendant cleans and prepares the area for the next morning. The attendant may also prepare ingredients, refill beverage dispensers, clean and replenish utensils. Attendants may even do duties similar to a waiter for customers that have special needs. Attendants may have to do paperwork or record-keeping.

### **Food runner**

They can serve multiple roles, but the main function is the food runner acts as the "middle man" between the customer and the kitchen staff, both delivering food to the correct table as quick as possible, assisting staff with the priority of orders and addressing any customer issue that suddenly arises. Generally, any business that serves food to customers have food runners such

as bars and coffee shops and even room service, being able to switch between front and back of the house. Food runner's duties are to deliver food, identifying customers questions and complaints and addressing those appropriately, greeting guests, providing and explaining the menu, inspecting the food, clearing and cleaning tables.

### **Hotel security**

Hotel security monitor the security system in the restaurant and communal areas of the hotel. They establish and maintain emergency procedures, and identify and implement risk management programs on order to be prepared for an unlikely emergency situation such as food poisoning.

### **Advantages and disadvantages**

#### **Advantages**

1. Guest can eat and drink within their own private room in the hotel.
2. Guests can order meals whenever they want.
3. Room service can reduce food wastage.
4. Convenience for guests with children and babies.
5. Promotes safety, as guests are able to stay inside their hotel.

### **Disadvantages**

- a. Food and drinks are much more expensive than average.
- b. Hot food can become cold before delivery to the room.
- c. The guest may be less likely to experience local food.
- d. Guests cannot observe the food being prepared.

- e. Room service menus are often limited so that items can be cooked at all times by cooks on different shifts with common skills.

**B. Decide whether the following statements are true (T) or false (F).**

1. Room service is not common in Motel.
2. Servers are responsible for delivering food to rooms.
3. The price of food in restaurant is more expensive than in room service.
4. The family with children is more comfortable having food in room service.
5. There are some variations of food in room service.

**C. Names and Room Numbers**

Room Service : Good afternoon, Room service.

Guest : Good afternoon. I'd like to order  
some breakfast, please.

Room Service : Certainly, sir. Could I have your  
room number, please?

Guest : Yes, this is room number 1105.

Room Service : Thank you. May I have your name,  
sir?

Guest : Mr. Spies.

Room Service : I'm sorry. Could you spell that  
please?

Guest : S-P-I-E-S

Room Service : Thank you Mr. Spies. What would  
you like to order?

Guest : I order one Continental breakfast  
for tomorrow morning.

Room Service : Certainly sir. Would you like  
orange juice or fresh papaya?

Guest : I'll have orange juice, please.

Room Service : Yes sir. Would you like tea or coffee?

Guest : Tea please.

Room Service : Thank you. Will that be all, sir?

Guest : Yes.

Room Service : So that's one Continental breakfast, with orange juice and tea, for room 1105. Is that correct?

Guest : Yes, that's right.

Room Service : What time would you like it, sir?

Guest : Oh, at about half past seven, please.

Room Service : Certainly. Thank you, Mr. Spies. Goodbye.

#### **D. Expressions**

- ✓ Could/May I have your room number, please?

- ✓ Could/May I have your name, please?
- ✓ What would you like to order, madam?
- ✓ Will that be all, madam?
- ✓ Would you like anything else, madam?
- ✓ G : When will it be ready?

In about (fifteen) minutes.

It'll be ready in about (fifteen) minutes.

Your order will be delivered in about  
(fifteen) minutes.

- ✓ When Would you like it?
- ✓ What time would you like it?
- ✓ We'll do our best, madam.

**E. Below are the guest's answers. What questions did you ask?**

1. It's Catherine. Catherine Collins
2. Room 205
3. That's right. Collins. 205.

4. I'd like to order one English breakfast, please.
5. I want it at 8 o'clock, please.
6. I want it at half past seven tomorrow morning.
7. Yes. C-O-L-L-I-N-S

**F. Complete this conversation with the words in the box.**

*ham    fries    either    have    what    sandwiches  
put    cereal    have    hot    some    late    on  
anything    shakes*

Reception : Good morning, Reception.

Guest : Can I [1]\_\_\_\_\_ room service, please?

Reception : One moment, madam. I'll [2]\_\_\_\_\_ you through.

Room Service : Room Service, can I help you?

Guest : Hello, am I too [3]\_\_\_\_\_ to  
order from the breakfast menu?

Room Service : No, madam. The room service  
menu is [4]\_\_\_\_\_ twenty-  
four hours a day.

Guest : Good, then can I [5]\_\_\_\_\_  
one English breakfast?

Room Service : [6]\_\_\_\_\_ or fruit juice,  
madam?

Guest : Fruit juice, please.

Room Service : And [7]\_\_\_\_\_ tea or coffee?

Guest : Tea. Also, a beef burger with  
French [8]\_\_\_\_\_, no onions;  
a ham sandwich, and two tuna  
and salad [9]\_\_\_\_\_.

Room Service : One burger and fries, one  
[10]\_\_\_\_\_ and two tuna

sandwiches. [11]\_\_\_\_\_ else,  
madam?

Guest : [12]\_\_\_\_\_ drinks, please.  
Two strawberry milk shakes, and  
a [13]\_\_\_\_\_ chocolate.

Room Service : Two strawberry [14]\_\_\_\_\_  
and one hot chocolate. Right.  
[15]\_\_\_\_\_ room number,  
please?

Guest : Room 328.

Room Service : 328. Thank you, madam.

### **G. Crossword puzzle.**

**Across**

1. We'll do our \_\_\_\_\_.
6. What would you like to \_\_\_\_\_ madam?
7. We'll \_\_\_\_\_ it up in 15 minutes.
8. What's your \_\_\_\_\_ please?
11. Would you prefer fruit juice or \_\_\_\_\_ fruit, sir.
12. G : I want to have some \_\_\_\_\_ at 11 p.m., please.

					1		2			3
	4		5							
6						7				
8					9					
									10	
					11					
	12							13		
14										

13. W-R-I-G-H-T. \_\_\_\_\_ your room number, please?
14. It'll be ready \_\_\_\_\_ about 8.30.

**Down**

2. No problem sir. At your \_\_\_\_\_

3. G : No, not for 11 a.m., but 11 at \_\_\_\_\_
4. Continental or American \_\_\_\_\_, sir?
5. I'm sorry, could you \_\_\_\_\_ that please?
9. Would you like black or white \_\_\_\_\_  
please?
10. \_\_\_\_\_ you. Goodbye.

**H. Write the conversation Guest (G) and Room  
Service (RS) with the words in the correct order.  
Put in punctuation marks and capital letters.**

G : service – is - room - hallo - that

---

RS : sir - is - it – yes

---

G : a - i - in - my - got - here - room - menu -  
service - room - haven't

---

RS : a - i - if - to - up - sir - will - you - send -  
like - your - menu - room

---

G : do - me - no - can - but - cold - you -  
something

---

RS : sir - the - try - you - don't - why - salad -  
certainly - Chef's - really - good - very -  
is - it

---

G : it - is - in - what

---

RS : (and shrimps) - comes - (cheese, ham,  
eggs) - sir - with - it

---

G : sounds - that - fine - have - i - that - will

---

RS : sir - yes - sir - else - anything

---

G : dry - a - of - wine - bottle - please - half -  
white

## UNIT VII

### TODAY'S SPECIALTY

#### A. Recommending Food

Waiter : Are you ready to order, madam?

Guest : Yes. Which entrée do you  
recommend?

Waiter : The sirloin steak is very popular with  
our guests.

- Guest : Great! I feel like having a sirloin. What comes with it?
- Waiter : French fries.
- Guest : Do you have any other choices?
- Waiter : Would you like to try our today's specialty, madam?
- Guest : What is that?.
- Waiter : It's *soto Madura*. A delicious chicken broth, is served with *krupuk* and from the island of Madura, Indonesia.
- Guest : Ok, I'll try it.
- Waiter : Would you like anything to drink?
- Guest : Yes, I'll have a glass of orange juice.

**B. Find the expressions of the waiter in the dialogue above when recommending food.**

1. Recommends the food to the guest.
2. Explains the food.

3. Ask other food to the guest.

### C. Some Expressions

G: a. What's today's special?

b. What's the special today?

c. Do you have a special today?

W: a. **and b.** Today's special is scallops with rice.

c. Yes. Today's special is chicken with curry and rice.

- Why don't you try . . . ?

- I would recommend . . .

**D. Substitutes the underlines words in the sentences below with a word from the box. (Do not use the same word twice)**

*alternative confirmation meal specialties ingredients main course starter dish*

1. He had a good dinner at the restaurant his friend recommended. [\_\_\_\_\_]
2. She served the food on a very pretty plate. [\_\_\_\_\_]
3. That restaurant has fresh food items from different countries on the menu every week. [\_\_\_\_\_]
4. There were no more oysters so he had to choose an item that was available. [\_\_\_\_\_]
5. For my first course, I'll have the mushroom soup. [\_\_\_\_\_]
6. The chef uses many different things to make that dish. [\_\_\_\_\_]
7. The biggest part of his meal is usually chicken or fish. [\_\_\_\_\_]

8. After repeating the whole order to the guest, he asked them if it was correct.  
[for\_\_\_\_\_]

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

A		B
1. rare (steak)	[ ]	a. a few days old
2. available	[ ]	b. a big meal
3. fresh	[ ]	c. well-done
4. tasty	[ ]	d. no more left
5. a light dish	[ ]	e. not a pleasant flavor

**F. Fill in the missing words from the box.**

*juice drink ice cream water roast complete*

1. What do you suggest for a [1] \_\_\_\_\_?  
I'd like to have orange [2]\_\_\_\_\_ and mineral [3] \_\_\_\_\_.
2. Would you like to have a [4] \_\_\_\_\_ meal, sir?
3. It's very hot. Let's have [5] \_\_\_\_\_ for a dessert.
4. I don't like fish. I will have [6] \_\_\_\_\_ chicken instead.

**G. Solve the word puzzle with the help of the following clues. Choose from the words below. You only need ten of the sixteen words.**

1									
2									
3									
4									

5									
6									
7									
8									
9									
10									

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

9. You use this when you smoke a cigarette.

10. A thin, flat piece of something.

*butter   shape   kitchen   apron   lighter*  
*course   jug   slice   basket   dish   pocket*  
*wholemeal   butt   stick   ashtray   edge*

**H. Match the method of cooking with its definition.**

- |            |   |
|------------|---|
| 1) baking  | a) cooking in steam; used for puddings, fish, etc                                 |
| 2) boiling | b) cooking meat or fruit in a small amount of water and its own juices            |
| 3) frying  | c) cooking foods in enough water to cover them, at a temperature lower than 100°C |



## **UNIT VIII**

### **SERVING FOOD**

#### **A. Read and Understand**

#### **SERVICE RULES**

##### **Service Rules**

Every profession has rules, more or less. Table service has more. There are personal rules dealing with you as an individual and rules for working directly with guests. This should not scare you - in fact, the rules should make you feel more secure. All these rules are based on common sense and are designed to make your work easier.

## **Personal Rules**

Gum chewing and smoking during working hours are forbidden. A noisy service station is a sign that the service personnel are neglecting their main task, which is creating a relaxing environment in which guests can enjoy their meals. All utensils should be handled carefully and silently, and orders should be called calmly, so that even during your busiest time, the atmosphere will not become hectic. Collisions with colleagues are easily avoided if you obey the following two rules:

1. Never stop abruptly.
2. In a restaurant, as on the road, there is right-hand traffic. Always keep to the right.

Always move forward, never backward. You will soon learn that service is much easier this way.

Moreover, you will appear more graceful and elegant. Wasted motions mean more work, and they are signs of inattentiveness. Always think about what you are doing and plan ahead-make every move count. If you need a hand towel, carry it, neatly folded, over your left forearm.

### **Carrying Plates, Glassware, Flatware, and Other Utensils**

During service the right and left hands have distinct functions. The left hand carries while the right-hand works. Flatware, glasses, cups, and the like are always carried on a tray, never in your hands. For safety and to prevent clattering, this tray should always be covered with a paper or cloth napkin. When bringing platters to the side table or guest table, always carry them with both hands. The hand towel should be draped

lengthwise over the cloche so you can hold the platter on both ends. If several plates or serving dishes are carried at the same time, place them on the towel so they will not slide. Serving bowls and sauce boats are always placed on a small plate with a paper doily.

## **The Carrying of Plates**

### *A Stack of Plates*

A stack of plates is always carried with both hands. Wrap your hand towel around the plates so that you do not touch the plates with your bare hands. Do not hold the plates against your body.

### *One Plate*

Always hold a plate between the thumb and index finger. Your thumb should be flat on the rim of the plate, pointing toward the rim, never

into the plate. Hold the first plate between the thumb and index finger. The index finger is placed slightly behind the lower rim. Slide the second plate against the index finger and support it with the other fingers from beneath.

#### *Two Plates, Held from Above*

The first plate is held with the thumb and index finger. With that hand turned slightly upward, balance the second plate on the lower forearm and the ball of the thumb. Support the upper plate with the other fingers.

#### *The Clearing of Plates*

The basic technique is the same as carrying two plates from above. After picking up the first plate, arrange the flatware on it. The handle of the first fork is under your thumb; this will secure the

remaining flatware. Then slide the knife in at a right angle under the fork. Now pick up the second plate with the flatware, and place the flatware on the first plate, fork beneath the thumb and knife below. The remaining plates are stacked on the second plate, while the flatware is arranged on the first plate. In an elegant service no more than four plates are cleared at once. Small food remnants on the plates can be pushed to the lower plate; be sure to turn away from the guest when doing this. When the plates contain a lot of leftovers, they must be scraped away from the table. Clear only two plates at a time and sort in the waiters' pantry.

### **Rules for Service at the Guest Table**

Women are usually served first. If it is an honorary dinner, of course, the guest of honor is served first. Otherwise, age and status of the guest determine the sequence, with older or more distinguished guests served first. The host is always served after his or her guests. When children are present at the table, serve them as quickly as possible to maintain peace.

**B. Decide whether the following statements are true (T) or false (F).**

- b. \_\_\_ These rules make employees more secure when delivering their services.
- c. \_\_\_ Noisy employees create a relaxing environment where guests are enjoying their meals.
- d. \_\_\_ When delivering service employees have to use both the right and left hands for the

same purpose such as carrying plates or cleaning leftovers.

- e. \_\_\_ There must be paper or a napkin on a tray in order to prevent clattering from plates and glassware.
- f. \_\_\_ Waiters/Waitresses can use their fingers to touch plates if they always bring a towel with them.
- g. \_\_\_ When holding a plate, waiters/waitress must place their thumbs on the rim of the plate and never put it into the middle of it.
- h. \_\_\_ When there are leftovers on a plate, waiters/waitresses must let them sit there until customers ask them to clean.
- i. \_\_\_ Children should be served quickly because they may cause a fight if served late.

### **C. Serving Food**

Waiter : I'm sorry to keep you waiting, sir.

Guest : Oh.. It's ok.

Waiter : Here are your orders, sir.

Guest : It's lovely, thank you.

(after a few minutes)

Waiter : Is everything all right, sir?.

Guest : I think so.

Waiter : Please enjoy your meal, sir.

Guest : Thank you.

#### **D. Expressions**

- I'm sorry to keep you waiting, madam.
- I'm sorry for being a bit late, sir.
- Is everything all right?
- Please enjoy your (meal).
- Here is the . . .
- Here are the . . .
- Here you are . . .

- This is your . . .

**E. Find one word from the box that can replace each underlined phrase in the sentences below.**

*indicated   starter   announced   topped up*  
*double-checked   host/hostess*

1. At a restaurant people usually order a light dish to begin with and then the main course.  
[\_\_\_\_\_]
2. The person who invited the others, ordered two bottles of red wine. [\_\_\_\_\_]
3. The waitress looked a second time at her food order to make sure it was correct.  
[\_\_\_\_\_]
4. She called out the name of the meal as she served it to the guest. [\_\_\_\_\_]

5. The guest covered her glass to show that she did not want more wine. [\_\_\_\_\_]
6. She poured some wine into the half-empty glasses on the table. [\_\_\_\_\_]

**F. Solve the word puzzle with the help of the clues below. Choose from the words in the following box.**

1. The paper that is stuck on a wine bottle.
2. You put this under a glass to protect the table.
3. This person mixes drinks.
4. Any item of food used to prepare a dish.
5. You remove this when you open a wine bottle.
6. You suggest something tasty on the menu.
7. You use this to eat with.
8. This is also called a booking.
9. A general word for hot or cold drinks.
10. Another word for starter [in USA, the main course].
11. An alcoholic drink before dinner.
12. You stir your drink with it.

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

*cork bartender stirrer entrée label aperitif cutlery  
ingredient reservation recommend beverages coaster*

**G. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. Are you \_\_\_\_\_ (prepared/ready) to order?
2. The soup of the \_\_\_\_\_ (day/special) is "Cream of Broccoli."

3. Our \_\_\_\_\_ (specials/deals) are listed on the board.
4. I \_\_\_\_\_ (recommend/request) the vegetarian chili.
5. We can \_\_\_\_\_ (substitute/subtract) the bacon for cheese, if you like. (= We can give you cheese instead of bacon)
6. I'll be right \_\_\_\_\_ (back/return) with your drinks.
7. This meal consists of three courses - soup, the \_\_\_\_\_ (main/prime) course, and dessert.
8. The chicken \_\_\_\_\_ (comes/arrives) with your choice of rice or potatoes.
9. I'm sorry, we're fully/completely \_\_\_\_\_ (booked/baked) (= we have no free tables) right now.

10. If you would like, you can wait at the bar until a table \_\_\_\_\_ (opens/comes) up. (= becomes available)

**H. Match parts of the sentences on the left with those on the right.**

- |                              |                                    |
|------------------------------|------------------------------------|
| 1. What would you like       | a. the main course, sir?           |
| 2. What kind of fruit juice  | b. to drink before your meal, sir? |
| 3. Where would you like      | c. start with, sir?                |
| 4. What would you like to    | d. would you like, sir?            |
| 5. Would you like to try our | e. like something else, sir?       |
| 6. Would you                 | f. Balinese food, sir?             |
| 7. Would you like to sit     | g. some beer, sir?                 |

8. What time would you like h. in a non-smoking section?
9. Would you like i. to have your seat, sir?
10. What would you like j. to arrive, sir?  
to order for

## UNIT IX

### HANDLING COMPLAINTS

#### A. Read and Understand

Complaints arise when guests do not get the food and service they think they deserve. In general, the better the table service and food quality, the fewer the complaints. Do not take offense, however, when guests do complain. Valid complaints are the restaurant's feedback and

should be used to improve service for those who come to the restaurant in the future. Allowing a complaint to be ignored or handled poorly will result in a disgruntled guest, who will then talk negatively about the restaurant.

Some complaints can be prevented before they occur. For example, if a guest orders a separate side order for which there is a charge, mention the extra charge for this specialty so that there is no surprise when the guest finds it on his or her check. When an order is delayed in the kitchen, reassure the guest that the order has not been forgotten. Remain professional and never place blame on other employees for a mistake or a delay, especially when the table is under your control.

By all means, avoid arguing with guests. Use tact and courtesy, and respect their opinions.

Remember, the guest is always right. A good procedure for handling complaints is as follows:

1. Listen to the details of the complaint and take time to understand it.
2. Restate the complaint briefly to show you understand.
3. Agree truthfully to a minor point (e.g., “Thank you for bringing that up”). This puts you in the position of empathizing with the guest and looking at the complaint from the guest’s point of view.
4. Handle the complaint promptly. Make an immediate adjustment or correction if you can. Treat your guests as you would like to be treated if you were in their position.

**Dealing with the Angry Guest**

**DO NOT!**

- Get upset or angry.
- Interrupt the guest.
- Blame others for the problem.
- Blame the guest.
- Argue with the guest.
- Justify the situation.

**DO (Follow these steps)**

1. Listen attentively. [eye-contact; bend to speaker's level]
2. Apologize.
3. Ask questions to find out the facts.
4. Find a solution.
5. Get the guest's agreement to the solution.
6. Solve the problem.

## B. Practice these conversations

1. Guest : Waiter!

Waiter : Yes, madam?

Guest : This soup is cold. Could you get me some hot soup, please?

Waiter : I'm sorry, madam. I'll get you some more.

2. Guest : This coffee's burnt!

Waiter : I'm very sorry, madam. I'll get you another cup.

3. Guest : This steak's overcooked.

Waiter : Pardon, sir?

Guest : It's too well-done. I ordered a medium steak. This is like charcoal.

Waiter : I'm terribly sorry, sir. I'll have them prepare another one, if you like.

### C. Expressions

- I'm sorry.
- I'm (very/ terribly) sorry about that.
- I'll get you some more.
- I'll get you another one.
- I'll bring you another (serving/ portion).
- I'll have them prepared (some more / another one).

- I'll get them to prepare (some more/ another one).

**D. Put this conversation in the correct order, then act it out.**

Would you like a salad, compliments of the chef,  
while you're waiting?

Would you like it cooked a little longer?

I'm sorry. I asked for a medium steak.

Thank you. That's very kind of you.

I'm sorry about the mistake.

This steak is too rare for me.

Here's your steak, sir.

Yes please.

**E. Practice these conversations (on complaints about the service)**

1. Guest : Waiter!

Waiter : Yes, sir.

Guest : We've been waiting for half an hour.  
Could we have some service, please?

Waiter : I'm sorry, sir. We've been very busy tonight.

What would you like?

2. Guest : Waiter!

Waiter : Yes, madam?

Guest : I ordered roast duck half an hour ago. What's happened to my order?

Waiter : I'm sorry, madam. Duck takes a while to prepare.

I'll ask about it in the kitchen, if you'd like.

Guest : Thank you.

.....

Waiter : I'm sorry about the delay, sir. It will only be a few more minutes.

Can I get you something while you're waiting?

3. Guest : Could we change tables, please?

We're too close to the kitchen here.

Waiter : Of course, sir. Where would you like to sit?

Guest : Over there near the window, please.

Waiter : I'm sorry. Those tables are reserved for a party. What about over there?

Guest : Yes, that'll be fine. Thanks.

Waiter : I'm sorry about the inconvenience.

## **F. More Expressions**

- Would you like some more bread while you're waiting?
- Would you like a salad, compliments of the chef, while you're waiting?
- (compliments of the chef = free)
- I'm sorry about the delay.
- I'm sorry about the inconvenience.

**G. Complete the dialogues. Use the phrases below.**

- a. Perhaps you would like to choose another one instead, sir?
- b. It should've been changed before. If you'll just wait a moment.
- c. The sirloin is very tender.
- d. I'll bring you clean ones right away.
- e. I'll bring you a fresh pot straight away.
- f. I'll bring your order immediately, sir.

1. Guest : Waiter! This meat is like old leather!  
It's enough to break every tooth in  
your head.

Waiter : Perhaps you'd like to change your  
order, sir.

---

2. Guest : This coffee is cold.

Waiter : I am sorry madam.

---

3. Guest : Look here, that's chicken. I ordered  
fish, the Rainbow Trout Normandy.

Waiter : Of course you did sir. I'm sorry.

---

4. Guest : Waiter, this just won't do. This wine's got a most peculiar flavour.

Waiter : Yes, sir. I'll take it back.

---

5. Guest : Waiter, this table cloth is a disgrace. It's covered with soup stains.

Waiter : Oh, I'm sorry sir.

---

6. Guest : Look at these glasses, this one's even got lipstick on it.

Waiter : I'm very sorry, madam.

---

**H. Read the two dialogues below carefully.**

Dialogue 1

Guest: I'd like a table for four, please.

Waitress: Sorry, the restaurant is full. We have no more tables.

Guest: But I have a reservation.

Waitress: Name, please.

Guest: Collins, C-O-L-L-I-N-S.

Waitress: Your name is not on the reservation list, sir.

Guest: But I called yesterday.

Waitress: Sorry, I can't help you. We are fully booked tonight.

Dialogue 2

Guest: This meat is very tough. I can't even cut it!

Waitress: That's not possible, sir. We serve the best quality beef from New Zealand.

Guest: Then maybe it's over-cooked.

Waitress: I don't think so, sir. We have a very good chef.

Guest: Look here, I can't eat this steak. What are you going to do about it?

Waitress: I'm sorry, but we never have complaints about our food.

**Say whether the following statements about dialogues 1 and 2 are true or false.**

Dialogue 1

1. The guest said he made a reservation. [\_\_\_]
2. The restaurant had some empty tables. [\_\_\_]
3. The waiter found out the facts. [\_\_\_]
4. The waiter tried to find a solution to the problem.

Dialogue 2

1. The guest was wrong to complain. [\_\_\_]
2. The waiter was polite and correct. [\_\_\_]
3. He apologized to the guest. [\_\_\_]
4. He argued with the guest. [\_\_\_]

- |   |   |
|---|---|
| <p>[__]</p> <p>5. The waiter was polite but not helpful. [__]</p> | <p>5. He did not find a solution to the problem. [__]</p> |
|---|---|

**I. Choose the word/phrase from the question's selection option which you believe answers each question. Only use one word/phrase once.**

1. A politer way to say 'sorry, I can't do that for you', is [\_\_\_\_\_]
2. A short phrase that means to 'return a dish to the kitchen', is [\_\_\_\_\_]
3. A very formal way to say that you are very sorry, is [\_\_\_\_\_]
4. A polite way to say 'there is a problem with' a bill/check, is [\_\_\_\_\_]
5. When vegetables have been cooked for too long and are very soft, they are [\_\_\_\_\_]

6. A phrase that means 'you don't have to pay' for something which includes the word 'won't', is [\_\_\_\_\_]
7. When you ask the waiter to come to your table to ask him something, you [\_\_\_\_\_]
8. A polite phrase you can say when a waiter won't help you with a complaint you have, is [\_\_\_\_\_]
9. If after paying the bill/check with cash, a customer receives less money back from the waiter than they should, they have been [\_\_\_\_\_]
10. When vegetables have been cooked for too little time and are very hard/crunchy, they are [\_\_\_\_\_]

11. A phrase that means that a restaurant gives a customer something for free, is [\_\_\_\_\_]
12. When a steak or meat is cooked very little so that the meat is still very red on the inside, it is [\_\_\_\_\_]
13. How customers are treated in a restaurant by the waiters and manager, is called the [\_\_\_\_\_]
14. When a bill/check in a restaurant includes extra things that you have not had, you have been [\_\_\_\_\_]
15. When a steak or meat is cooked so that the meat is brown on the inside, it is [\_\_\_\_\_]

### **Phrases**

- a. I'm afraid there is nothing I can do
- b. well-done

- c. service
- d. I'd like to speak to the manager, please
- e. Overcooked
- f. There seems to be a mistake with
- g. We won't charge you
- h. Overcharged
- i. rare
- j. almost raw
- k. short changed
- l. send it back
- m. Please accept my apologies
- n. on the house
- o. call the waiter over

## UNIT X

### CLEARING THE TABLES

#### A. Conversation

Waiter : Could I clear up the table, sir?

Guest : Yes, please. I have finished.

Waiter : How was the food, sir?

Guest : It was delicious.

Waiter : Thank you, sir. I'm glad you enjoyed it.

### **B. Expressions**

- Have you finished, sir?
- May I clear your plate.
- Could I clear up the dishes, sir?
- How was the soup, madam?
- How was the steak, madam?

### **C. Complete the following dialogue**

Waiter : [1]\_\_\_\_\_

Guest : Oh, Yes, please. I have finished.

Waiter : [2]\_\_\_\_\_

Guest : It was lovely. That's one of the delicious  
foods I've ever eaten.

Waiter : [3]\_\_\_\_\_

Guest : You're welcome

**D. Replace the underlined words in each sentence with a word from the box that is closest in meaning.**

*heaviest transferred stacked study scrape  
clearing station cleared finally largest grip*

1. When they had finished their meal, the waitress took away all the dirty dishes from the tables. [\_\_\_\_\_]
2. The big dishes are usually the ones that weigh the most. [\_\_\_\_\_]
3. Keep a strong hold of the knife and fork so that they do not fall off the plate. [\_\_\_\_\_]
4. She used a fork to push bits of food from the plate before putting it on the tray. [\_\_\_\_\_]

5. After the plates were placed on top of one another, they were taken to the kitchen.  
[\_\_\_\_\_]
6. Guests like to go through all the items on the menu before making their selection.  
[\_\_\_\_\_]
7. The waiters take the dirty dishes to the special area in the restaurant and leave them there. [\_\_\_\_\_]
8. After everything was cleared, she brought the dessert menu to the table.  
[\_\_\_\_\_]
9. The biggest sized dishes on the table were the dinner plates. [\_\_\_\_\_]
10. She changes the position of the plate from her right hand to her left hand.  
[\_\_\_\_\_]

**E. Name the items in the center of this table from the words in the box.**



*bread rolls   butter dish   flowers/vase of flowers   ashtray  
bread basket   slices of bread   salt and peppers   shakers*

**F. Use the words in the box to complete the conversation.**

*afraid   use   enter   press   by   Was   accept   May*

Waiter : [1]\_\_\_\_\_ I clear away the plates?

Guest : Oh, Yes, please.

Waiter : [2]\_\_\_\_\_ everything OK?

Guest : Yes, fine thanks. Can I pay the bill

[3]\_\_\_\_\_ credit card?

Waiter : Yes, but I'm [4]\_\_\_\_\_ we don't

[5]\_\_\_\_\_ that kind of credit card,  
madam.

Guest : OK. Then, I'll [6]\_\_\_\_\_ my VISA  
card.

Waiter : Here's your bill, madam. Please put your  
card in the terminal, [7]\_\_\_\_\_ your  
PIN, and then [8]\_\_\_\_\_ the green  
OK button.

**G. Complete the following conversation with  
appropriate expressions.**

Waiter : [*Ask the guests if they have finished their  
meal*]

Guest1 : Yes, we have, thank you.

Waiter : [*Ask if they enjoyed their meal*]

Guest2 : Yes, it was very good. My steak was perfectly cooked.

Waiter : [*Reply politely. Ask if they want dessert*]

Guest1 : No, thank you. We don't think we could eat anything else.

Waiter : [*Coffee?*]

Guest2 : Yes, please. Two espressos.

Waiter : [*Ask if they want anything else*]

Guest1 : No, thank you. Could I have our bill, please?

Waiter : [*Say you'll bring the espressos and the bill immediately*]

## UNIT XI

### DESSERT

#### A. Read and Understand

**Dessert** is a course that typically comes at the end of a dinner, usually consisting of sweet food but sometimes of a strongly flavored one, such as some cheeses. The word comes from the Old French *desservir*, meaning "to clear the table". Dessert as a standard part of a

Western meal is a relatively recent development. Before the 19th-century rise of the middle class, and the mechanization of the sugar

industry, sweets were a privilege of the aristocracy, or a rare holiday treat. As sugar became cheaper and more readily available, the development and popularity of desserts spread accordingly.

Some cultures do not have a separate final sweet course but mix sweet and savoury dishes throughout the meal as in Chinese cuisine, or reserve elaborate dessert concoctions for special occasions. Often, the dessert is seen as a separate meal or snack rather than a course, and may be eaten some time after the meal (usually in less formal settings). Some restaurants specialize in dessert.

### **B. Serving Dessert**

**W** : Have you finished, sir?

**G** : Yes.

**W** : Could I clear up the table?

G : Yes, please.

W : How was your meal, sir?

G : It was delicious. I like it.

W : Thank you, sir. Would you like something for  
dessert?

G : Yes, please. What do you suggest?

W : Perhaps you'd like to choose from the dessert  
trolley.

G : Oh, that looks good. What's that?

W : It's Black Forest cake. It's a rich chocolate  
cake. It's delicious.

G : Yes. I'll have that, please.

### **C. After Dessert**

Waiter : Would you like some coffee or tea, sir?

John : I want a cup of coffee.

Waiter : Black or white coffee, sir?

John : White coffee, please. Have you got any cappuccino coffee?

Waiter : No, I'm sorry sir, we haven't. But our pot-brewed coffee is very good. It's made from coffee grown in Bali.

John : O.K. I'll try that please. With some cream, please.

Waiter : Yes, sir. Do you want anything else?

John : No, thanks.

Waiter : So that's one white coffee.

#### **D. Some Expressions**

- ✓ Would you like something for dessert
- ✓ Would you like some coffee or tea, sir?
- ✓ Would you like (milk/ lemon) with your tea, sir?
- ✓ Our coffee is grown in Bali.
- ✓ It's made from coffee grown in Bali.
- ✓ It's made from locally-grown coffee.

✓ We serve our tea with a slice of lime.

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

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

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

Then she attached the filter to the machine...

...and put cups under the two spouts on the filter.

She pressed the button for two cups of strong coffee.

The machine dispensed coffee into the cups.

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

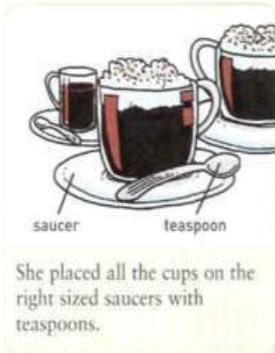
She let the steam froth up the milk.

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

...sprinkled on some powdered chocolate.

To make one cup of espresso, Mary used a single-spout filter and a demitasse.

She attached the filter to the machine and pressed the correct button.

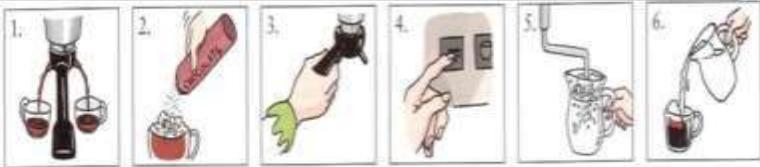


Coffee machines may be a little different from the one above. The process of making coffee is the same.

- ***Strong [coffee]*** = coffee that has more flavor or taste
- ***Espresso*** = a strong coffee that is usually drunk without milk
- ***Froth [milk]*** = milk that contains many small bubbles
- ***demitasse*** = a French word meaning a half-sized cup. Espresso coffee is served in a demitasse.
- ***Cappuccino*** = coffee served with milk that is made frothy by steam
- ***Coffee grinder*** = a machine that grinds coffee beans into a powder

E. Fill in the blanks in the sentences below with words that describe the actions shown in the pictures. Choose from the verbs given.

*sprinkling*    *attaching*    *pouring*  
*pressing*    *dispensing*    *frothing up*



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

**F. The waiter is taking an order for dessert and coffee. Put the statements of the waiter and the two guests into a dialogue. Role-play the dialogue with a partner.**

*Waiter : Would you like any dessert?*

*Guest : Yes, I'd like the apple tart, please.*

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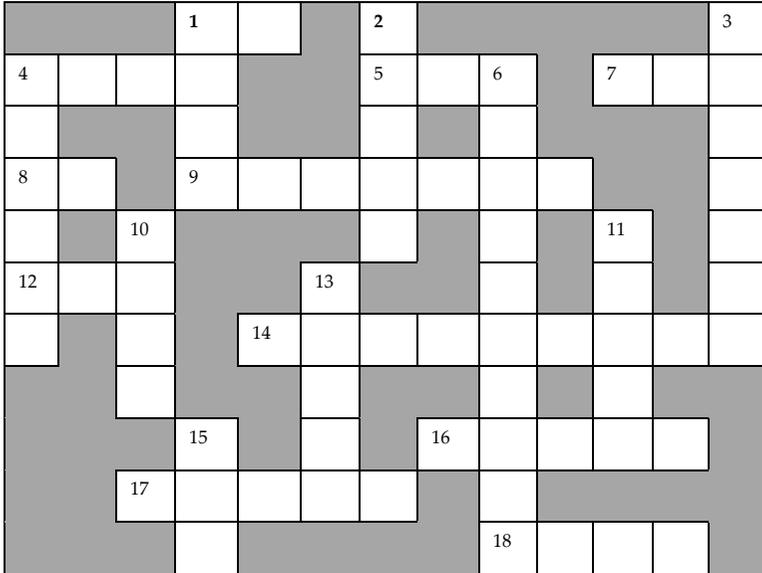
<b>Waiter</b>	<b>Guest 1 and 2</b>
<p>"What sort of coffee would you like, sir?"</p> <p>"Certainly, madam. What about you, sir?"</p> <p>"Would you like any desserts?"</p> <p>"Would you like to try our fruit tarts, sir? They are the house specialities."</p> <p>"Any coffee for you, madam?"</p>	<p>"Just coffee for me."</p> <p>"Yes, I'd like the apple tart, please."</p> <p>"An espresso, please."</p> <p>"No dessert for me, thank you. I've eaten too much."</p> <p>"Yes, I'll have a cappuccino."</p>

**G. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. I'm sorry, but our kitchen \_\_\_\_\_  
(stops/closes) at 11:00 PM.
2. Would you like anything for \_\_\_\_\_  
(sweets/dessert)?
3. How was \_\_\_\_\_ (all/everything)?
4. Our \_\_\_\_\_ (house/home) wine is Concha y  
Toro from Chile.
5. Would you like to take a look at our wine  
\_\_\_\_\_ (description/list)?
6. Our \_\_\_\_\_ (special/specialty) (= what we  
do best) is Tandoor Chicken.
7. We stay open until the last customer  
(leaves/goes).
8. A \_\_\_\_\_ (sampler/diversity) plate gives you  
a chance to try several different items at once.

9. We're \_\_\_\_\_ (finished/out) of the (NAME OF DISH) = We have no more (NAME OF DISH) left
10. The \_\_\_\_\_ (portions/sizes) are very big.

### H. Crossword



**Across**

1. \_\_\_\_\_, thanks.
4. It's a kind of chocolate \_\_\_\_\_, sir.
5. It's apple \_\_\_\_\_, madam.
7. Have \_\_\_\_\_ tried this one?
8. A cup \_\_\_\_\_ coffee, please.
9. I'll bring the dessert \_\_\_\_\_.
12. Would you like to \_\_\_\_\_ the menu again.
14. \_\_\_\_\_ for dessert, madam?
16. G : Yes, that's \_\_\_\_\_.
17. We also have \_\_\_\_\_ fruit, sir.
18. This one is very \_\_\_\_\_, madam.

### Down

1. G : The one \_\_\_\_\_ to it, please.
2. G : I'll have an \_\_\_\_\_ juice, please.
3. This \_\_\_\_\_ is made from local black rice, madam.
4. You can also \_\_\_\_\_ from the dessert menu, sir?
6. Is \_\_\_\_\_ okay, sir?
10. This one is \_\_\_\_\_ popular in Indonesia.
11. \_\_\_\_\_ one, sir?
13. G : That one \_\_\_\_\_ delicious.
15. Here you \_\_\_\_\_, madam.

### UNIT XII

## MAKING TEA / SERVING BEVERAGES AFTER MEALS

### A. Read and Understand

To make a cup of tea, Mary first warmed a teapot. Then she put a teabag into the warm teapot, and filled the pot threequarters full with boiling water. Mary put the prepared coffee, the teapot, and an empty cup and saucer on a tray. She also put a sugar bowl and a milk jug on the tray. The sugar bowl contained sachets of different kinds of sugar. Mary carried the beverage tray in the waist-carry position to the tray stand.

First, she placed the milk jug and sugar bowl in the center of the table. Then she set the empty cup and saucer down in front of the first guest, and filled the cup threequarters full of tea. She left the teapot on the table to the right of the

guest. She served the next two guests their cappuccinos and gave the demitasse of espresso to another guest.

**B. Decide whether the following statements are true (T) or false (F).**

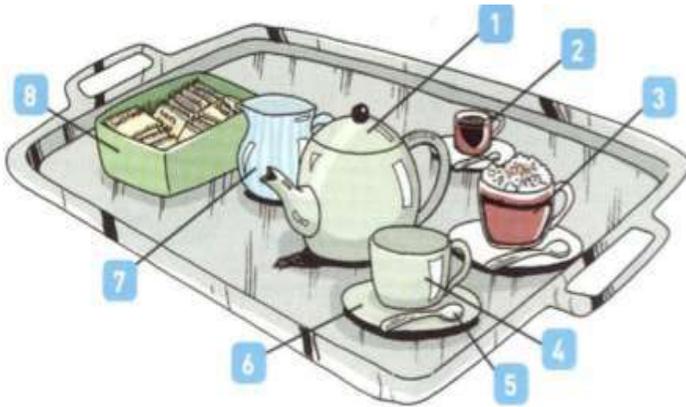
1. The teapot is left on the table to the left of the guest. [ ]
2. In sugar bowl contained sachets of specific types of sugar. [ ]
3. On a tray contained of sugar bowl and milk jug. [ ]
4. To make a cup of tea, Mary warmed a teapot, first. [ ]
5. The teabag is put in the warm teapot. [ ]

**C. Some Special Attention**

- *She warmed the teapot* – she put a little hot water into the pot to make it warm. When the pot was warm, she poured away the water.
- *milk jug* = [US] creamer
- *waist-carry position* – the beverage tray rests on the forearm and open palm and is carried at waist level.
- *Instant coffee* – this coffee is made quickly just by stirring in hot milk or water to the coffee powder.
- *brew [tea or coffee]* – leave coffee or teabags/tea-leaves in boiling water for a few minutes.
- *brewed coffee* - boiling water is added slowly to ground coffee and filtered before the coffee is ready for drinking.

- *Herbal teas* are not made from tea leaves but from leaves of special plants known as herbs, e.g. mint, chamomile, etc.

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



- |          |          |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

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

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

### Making a cup of tea

First, (1) \_\_\_\_\_ a small teapot by (2) \_\_\_\_\_ a little hot water into it. When the (3) \_\_\_\_\_ is warm, (4) \_\_\_\_\_ the water. Then put a (5) \_\_\_\_\_ or two teaspoons of (6) \_\_\_\_\_ into the warmed teapot. Fill the teapot (7) \_\_\_\_\_ full with (8) \_\_\_\_\_ water. Let the tea (9) \_\_\_\_\_ for a few minutes. Serve the tea in a (10) \_\_\_\_\_ and saucer, with milk and (11) \_\_\_\_\_ or a slice of lemon.

**F. The sentences on the right are clues to the words on the left. Match the words with their clues.**

**A**

**B**

1. instant coffee [ ] a. milk that contains many small bubbles
2. herbal tea [ ] b. this coffee is quick and easy to make
3. sweetener [ ] c. this is made with the leaves of certain plants
4. brewed coffee [ ] d. people sometimes use this in their coffee or tea
5. froth milk [ ] e. coffee made by slowly dripping hot water through ground coffee

## UNIT XIII

### PAYING THE BILL 1

#### A. The Guest Check and Payment

When the guests indicate they have finished, complete the check and present it to the left of the host. This may be done in one of two ways:

1. *The check may be placed face down on the table.*

Thank the guest and make brief departing remarks like “Please pay the cashier” and “Come back again soon.” The guest then pays the cashier.

2. *The check may be presented in a folding wallet, and the guest pays you.*



Take the wallet, guest check, and payment to

the cashier or server

## **B. Paying in cash**

**W** : Is everything all right, sir?

**G** : Yes, thanks. Could we have the bill now, please?

**W** : Of course, sir. One moment, please.

.....

...

Here is your bill, sir.

**G** : Thanks. 135,000 rupiah. I only have 200,000. Have you got any change?

**W** : Yes sir. We have plenty of change. Thank you, sir.

*(The guest gives the waiter two Rp.100,000 notes)*

Here's your change sir. So that's 135,000 . . .

*(the waiter gives him Rp.5,000 note)* one

hundred and forty thousand, . . . *(gives a*

*Rp.10,000 note)* one hundred and fifty, . . .

*(gives a Rp.50,000 note)* two hundred

thousand.

**G** : Thank you.

W : Thank you, sir. I hope you enjoyed your meal.

G : Yes, it was very nice. Thank you. Goodbye.

W : Goodbye, have a nice day.

### C. Expressions

- ✓ Could we have the bill/check now? \*Check  
(AmE) = bill
- ✓ Here's your bill sir/madam
- ✓ Here you are sir/madam.
- ✓ Have you got any change?
  - ✓ We have plenty of change.
  - ✓ I am sorry, we are out of change.
  - ✓ I am sorry, we've got no change.
  - ✓ Do you have anything smaller, sir?
  - ✓ I'll get you your change.
  - ✓ Here's your change sir.
- ✓ Goodbye sir/madam
- ✓ Thank you, sir/madam.

- ✓ I hope you enjoyed your meal.
- ✓ Thank you for coming.

**D. Put this conversation in the correct order.**

What's this for?

Well, this is for you.

Is service included?

It was an excellent meal.

Yes, madam. Service is included.

Thank you, madam. You're very kind.

Thank you, madam. I'm glad you enjoyed it.

Oh yes. So that's 100,000 altogether.

That's for the drink, madam.

**E. Signing for the bill in a hotel**

**W** : Would you like some more coffee, madam?

**G** : No, thanks. Can I pay now, please?

**W** : Of course, madam. One moment, please.

.....  
Here you are, madam. (*The waiter gives the bill*)

**G** : What's this for?

**W** : That's for the wine, madam.

Would you like to sign for it, madam?

**G** : Yes, absolutely. (*The guest signs the bill*)

**W** : I'm sorry, madam. I can't read your name.

How do you spell it?

**G** : W-I-S-T-O-N

**W** : And is this room 315, madam?

**G** : Yes, right.

## **F. Expressions**

- ✓ What's this for?
- ✓ Would you like to sign for it, sir?
- ✓ Would you like to sign for it, or pay in cash, madam?

- ✓ Could you sign here, please?
- ✓ Could I have your room number, please?
- ✓ Could I have your name, please?
- ✓ I'm sorry, sir. I can't read your  
(name/writing).
- ✓ How do you spell your name please?
- ✓ Could you spell that please?
- ✓ How do you spell that please?

## G. Numbers and Money

100	a / one	921	nine hundred and twenty-one
	hundred		
200	two hundred	632	six hundred and thirty-two
500	five hundred		
700	seven	412	four hundred and twelve
	hundred		
900	nine hundred	555	five hundred and fifty-five

402 four hundred and  
two

Say these numbers.

300 800 987 123 313 808 675 450 567 515

---

1,000	a / one thousand	1,000,000	a / one million
2,000	two thousand	2,000,000	two million
50,000	fifty thousand	41,200,000	forty million
700,000	seven hundred thousand		two hundred thousand
		555,000,000	five hundred and fifty-five million

Say these numbers.

5,435 80,085 987,123 123,250 313,808,450 80,875,005

---

£ 1	one pound	\$ 1	one dollar
£ 50	fifty pounds	\$ 50	fifty dollars
£ 6.5	six point five	\$ 6.5	six point five

	pounds		dollars
£ 6.50	= six pounds fifty	\$ 6.50	= six dollars fifty
	pence		cents
	= six pounds fifty		= six dollars fifty
	= six fifty		= six fifty

**H. Study the following table consisting of countries, adjectives and currencies. (number one is done as an example)**

No	Countries	Adjectives	Currencies
1	America	American	Dollar
2	Australia		
3	Austria		
4.	Belgium		
5.	Brunei		
6.	Canada		
7.	China		
8.	France		
9.	Germany		
10.	Hongkong		
11.	Indonesia		
12.	India		

13.	Italy		
14.	Japan		
15.	Korea		
16.	Malaysia		
17.	Netherland		
18.	New Zealand		
19.	Pakistan		
20.	Philippines		
21.	Saudi Arabia		
22.	Singapore		
23.	Spain		
24.	Switzerland		
25.	Thailand		

**I. Complete this conversation. Use the words below.**

sorry sorry bill accept get be sorry bill  
bill mistake have looks confused pay

W : Your [1]\_\_\_\_\_, sir.

G : Thank you. Can I [2]\_\_\_\_\_ in Deutschmarks?

W : Yes, sir. That'll [3]\_\_\_\_\_ OK. We [4]\_\_\_\_\_ Deutschmarks, dollars, pounds sterling or French francs.

G : I think there's a [5]\_\_\_\_\_. We didn't [6]\_\_\_\_\_ smoked salmon or so [7]\_\_\_\_\_ wine.

W : One moment sir. I'm [8]\_\_\_\_\_ this isn't your [9]\_\_\_\_\_. The cashier has [10]\_\_\_\_\_ you with another table. I'll [11]\_\_\_\_\_ you the right [12]\_\_\_\_\_. I'm [13]\_\_\_\_\_ about that.

.....

G : This [14]\_\_\_\_\_ about right.

**UNIT XIV**  
**PAYING THE BILL 2**

**A. Practice this conversation**

**W** : Thank you, sir. Would you like something for  
dessert?

**G** : No, thanks. May I have the bill, please?

**W** : Yes, sir. Just a moment, please.

Here is your bill, sir.

**G** : How much is it?

**W** : It's Rp 235.000,- included service and tax.

Would you like to check it?

**G** : Yes, that's fine. Can I pay with a credit card?

**W** : It depends sir. What kind of card have you  
got?

**G** : Visa.

**W** : I'm sorry sir. We only accept Diners Club or American Express cards

**G** : That's fine. I have a Diners Club card too.

**W** : Well, there's no problem then, sir. Could I borrow it for a moment please? And do you have some identification too please? Your passport perhaps.

**G** : Of course. Here you are.

**W** : Could you sign here please, sir?

## **B. Expressions**

✓ Would you like to pay in cash?

to pay by traveller's cheque?

to pay by credit card?

✓ I'm sorry, sir. Credit cards are not accepted.

✓ Do you want it all on the same bill or do you want to pay separately?

✓ Service is included.

- ✓ I'm glad you enjoyed it, sir.
- ✓ Hope we see you again, sir.
- ✓ Please come again, sir.

**C. Put this conversation in the correct order.**

What's this for?

Well, this is for you.

Is service included?

It was an excellent meal.

Yes, madam. Service is included.

Thank you, madam. You're very kind.

Thank you, madam. I'm glad you enjoyed it.

Oh yes. So that's 100,000 altogether.

That's for the drink, madam.

**D. Decide whether the following statements are true (T) or false (F).**

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

E. Match these following expressions from waitress and guest to make a good conversation with the correct order.

Waitress	Guest
[1] "Thank you very much, sir. Thank you, madam. Goodnight."	[a] "Yes, we did. It was a very good meal."
[2] "Can I get you anything else?"	[b] "No, thank you. We are leaving now."
[3] "We hope to see you again soon."	[c] "We'll certainly come again."
[4] "Here's your card, sir and your copy of the voucher."	[d] "Thank you."
[5] "I hope you enjoyed your dinner."	[e] "Goodnight."

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

*asked processed included took signed  
examined gave verified*



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



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



(c) He \_\_\_\_\_ the payment voucher.



(d) She \_\_\_\_\_ the signature.



(e) The cashier \_\_\_\_\_ the credit card.



(f) He \_\_\_\_\_ for his check.



(g) He \_\_\_\_\_ his credit card to the waitress.



(h) She \_\_\_\_\_ the credit card to the cashier.

**What is the correct order of the above actions? List the letters of the pictures in order from 1-8.**

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

**G. What do you say in these situations?**

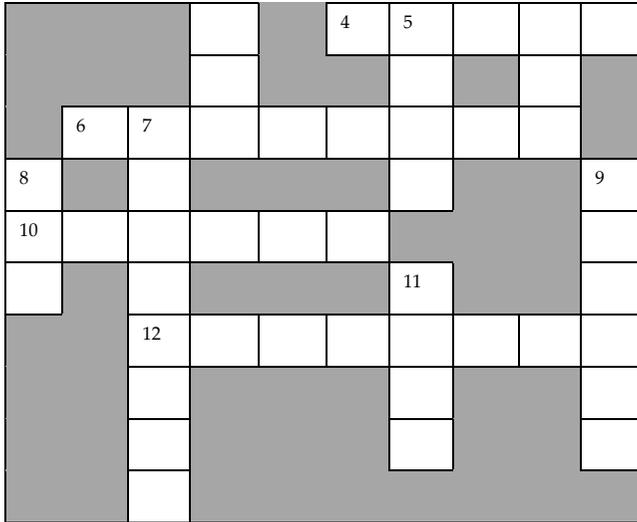
1. You give the guest her bill.
2. You give the guest his change: Rp. 37,500.
3. You ask for smaller notes to the guest.
4. You ask the guest if he wants to sign for the bill.
5. You can't read the guest's name she's just written on the bill.

**H. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation:**

1. I'm sorry for the \_\_\_\_\_  
(tardiness/delay). Your food will be right out.

2. Are you paying together, or would you like separate \_\_\_\_\_ (bills/receipts)? ( = Americans say "checks")
3. There's an automatic 15% \_\_\_\_\_ (grace/gratuity) added to parties of 8 or more.
4. We accept all \_\_\_\_\_ (primary/major) credit cards.
5. The bread is free-of- \_\_\_\_\_ (charging/charge).( = You don't have to pay for it)
6. The drinks are in the \_\_\_\_\_ (back/rear) of the menu.
7. We have \_\_\_\_\_ (plenty/plentiful) of ( = many) vegetarian options as well.
8. Follow me, please - I'll \_\_\_\_\_ (show/seat) you to your table.





**Across**

1. Thank you. It's \_\_\_\_\_ kind of you.
4. Sorry. Could you say that \_\_\_\_\_, please?
6. The house rule is no \_\_\_\_\_ cheques.
10. Yes, sir. We \_\_\_\_\_ that card.
12. It's 14,000 rupiah to the \_\_\_\_\_ dollar.

**Down**

2. Could I have \_\_\_\_\_ card a moment, please?
3. Your \_\_\_\_\_, sir. That'll be Rp. 350,000.

5. The rate has \_\_\_\_\_ down.
7. G : What's the \_\_\_\_\_ rate for the Yen?
8. I'm afraid we don't \_\_\_\_\_ that card.
9. How would you like your \_\_\_\_\_, sir. In rupiah?
11. Thank you very much for your \_\_\_\_\_, madam.

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