



RQF LEVEL 4

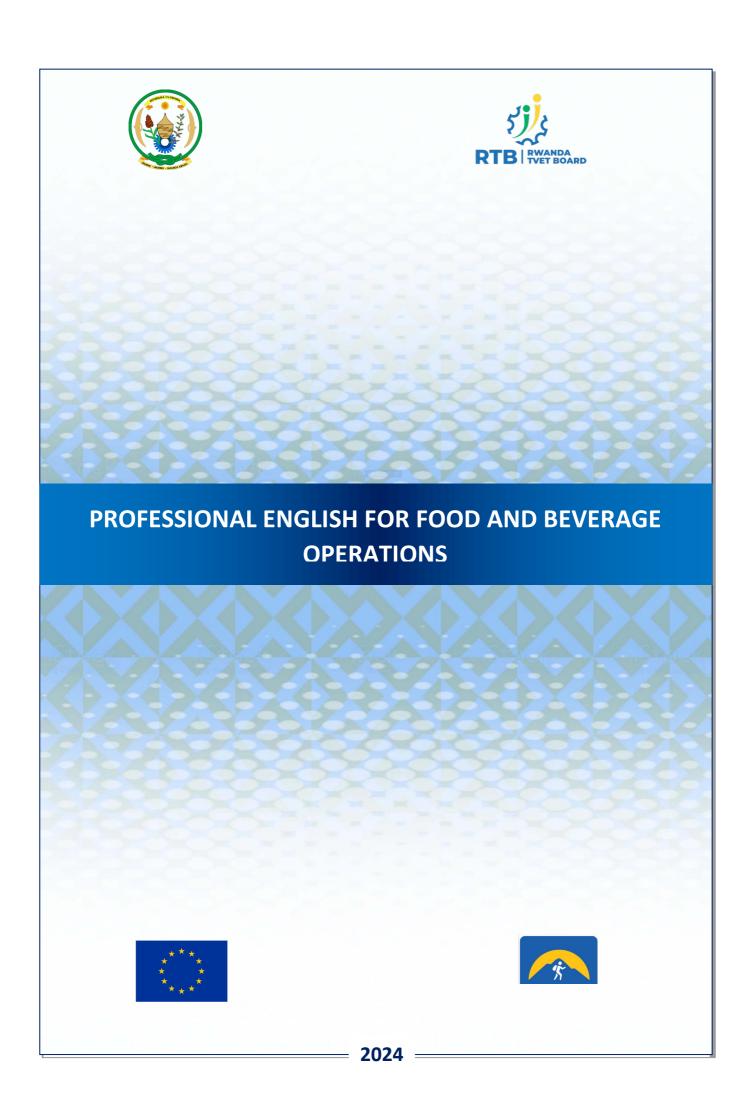


FBOPE401

FOOD AND BEVERAGE OPERATIONS

Professional English
For Food and
Beverage
Operations

TRAINEE'S MANUAL



AUTHOR'S NOTE PAGE (COPYRIGHT)

The competent development body of this manual is Rwanda TVET Board © reproduced with

permission.

All rights reserved.

This work was produced by the Rwanda TVET Board with the support from the

European Union (EU).

• This work has copyright but permission is given to all the Administrative and Academic

Staff of the RTB and TVET Schools to make copies by photocopying or other duplicating

processes for use at their workplaces.

This permission does not extend to making copies for use outside the immediate

environment for which they are made, nor making copies for hire or resale to third

parties.

The views expressed in this version of the work do not necessarily represent the views

of RTB. The competent body does not give a warranty nor accept any liability.

RTB owns the copyright to the trainee and trainer's manuals. The training providers

may reproduce these training manuals in part or in full for training purposes only.

Acknowledgment of RTB copyright must be included in any reproductions. Any other

use of the manuals must be referred to the RTB.

© Rwanda TVET Board

Copies available from:

HQs: Rwanda TVET Board-RTB

Web: www.rtb.gov.rw

KIGALI-RWANDA

Original published version: August 2024.

ACKNOWLEDGEMENTS

Rwanda TVET Board (RTB) would like to recognize all parties who contributed to the development of the trainer and trainee's manuals for the TVET Certificate IV in Food and Beverage Operations for the module: "FBOPE401 Professional English For Food and Beverage Operations"

Thanks to the European Union – Ubukerarugendo Imbere Project for technical and financial support towards the implementation of this project.

We also wish to acknowledge all trainers, technicians and practitioners for their contribution to this project.

The management of Rwanda TVET Board appreciates the efforts of its staff who coordinated this project.

Finally, RTB would like to extend its profound gratitude to the MCT Global team that technically led the entire assignment.

This training manual was developed:



Under Rwanda TVET Board (RTB) guiding policies and directives



Under European Union financing



Under Ubukerarugendo imbere project implementation, technical support and guidance

COORDINATION TEAM

Aimable Rwamasirabo

Felix Ntahontuye

Production Team

Authoring and Review

Jevenal Habiyaremye

Daniel Nanfumba

Allen Mukabihindi

Conception, Adaptation and Editorial works

Jean Marie Vianney Muhire

Vincent Havugimana

Kanyike John Paul

Formatting, Graphics, Illustrations and infographics

Asoka Niyonsaba Jean Claude

Mireille Cyiza

Albert Ngarambe

Coordination and Technical support

Ubukerarugendo Imbere Project and RTB

Project Implementation

MCT Global Ltd.

TABLE OF CONTENT

AUTHOR'S NOTE PAGE (COPYRIGHT)	ii
ACKNOWLEDGEMENTS	iv
TABLE OF CONTENT	vii
LIST OF FIGURES	viii
LIST OF ABBREVIATIONS and ACRONYMS	ix
INTRODUCTION	1
UNIT 1: DESCRIBE KITCHEN AND BAR FACILITIES	3
Topic 1.1: Description of kitchen facilities and services	7
Topic 1.2: Description of bar facilities and services	16
Topic 1.3: Practicing technical vocabulary for cooking methods	23
Topic 1.4: Describing food and beverages	27
UNIT 2: RECEIVE GUESTS AND PRESENT MENU	39
Topic 2.1: Taking reservation by telephone	44
Topic 2.2: Receive and seat guests	49
Topic 2.3: Presenting menu	55
UNIT 3: TAKE CUSTOMER ORDERS AND GIVE BILL/CHECK	65
Topic 3.1: Taking clients' orders	69
Topic 3.2: Getting the bill/ check	76
Topic 3.3: Handling customer feedback	79
Topic 3.4: Perform dining etiquette, table manners, and cultural prefere	nces 82
REFERENCES	91

LIST OF FIGURES

Figure 1: Kitchen and ba	ır facilities6
--------------------------	----------------

LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Base Education and Training

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

FBO: Food and Beverage Operations

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to Apply professional English for food and beverage operations. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is follows to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

Module Units:

Unit 1: Describe kitchen and bar facilities

Unit 2: Receive guests and present menu

Unit 3: Take customer Orders and give bill/check

UNIT 1: DESCRIBE KITCHEN AND BAR FACILITIES





Unit summary

This unit provides you with the knowledge, skills and attitudes required to describe kitchen and bar facilities required to apply professional English for food and beverage operations. It covers the description of kitchen facilities and services, description of bar facilities and services, practicing of technical vocabulary for cooking methods and description of food and beverages.

Self-Assessment: Unit 1

- 1. Observe the figure under unit 1 above and answer the following questions
 - a. Describe what you see in the figure.
 - b. Describe what is happening in the figure.
 - c. Explain how the figure relates to the unit.
 - d. Do you think the figure reflects the learning unit? Briefly explain your response.
 - e. Based on the figure what do you think will be topics to be covered under this unit?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do this? How well?
 - c. Read the statements across the top. Put a check in column that best represents your level of knowledge, skills or attitudes.
 - d. At the end of this unit, you will assess yourself again.

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe kitchen facilities					
Describe bar facilities					
Describe technical vocabulary for cooking methods					
Describe food and beverages using adjectives					

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Use expressions to describe kitchen facilities and services					
Use expressions to describe bar facilities and services					
Apply cooking methods					
Use expressions to classify food and beverages					
Handle kitchen facilities with care					
Respect the cooking methods					
Be polite					

Key Competencies:

Kn	owledge	Skills	Attitudes
1.	Describe kitchen facilities	Use expressions to describe kitchen facilities and services	Handle kitchen facilities with care
2.	Describe bar facilities	Use expressions to describe bar facilities and services	Respect the cooking methods
3.	Describe technical vocabulary for cooking methods	3. Apply cooking methods	3. Be polite
4.	Describe food and beverages using adjectives	4. Use expressions to classify food and beverages	

Discovery activity:



Figure 1: Kitchen and bar facilities



- 1. Observe the figure above and answer the following questions
 - a. Where do you think the person in the figure is?
 - b. What is he doing?
 - c. Name one of the items you can see and say the purpose they serve
- 2. Foods and drinks are mostly associated during meals in restaurants.
 - a. What is the name of the place which is specifically reserved for serving drinks?
 - b. Choose what facilities and tools you can find there among the following:
 - A table i
 - A knife
 - iii A glass
 - A folk
 - A chair
- 3. Identify five cooking methods that you know

Topic 1.1: Description of kitchen facilities and services





Read the scenario and do the related task that follow

Scenario: Description of kitchen facilities

Keza is a Chef in Ruth Motel located in Kigali. The Motel is hosting a field visit of students in the option of food and beverage operations in KIRA TVET School. The school has organized this field visit to cover the topics of the module of Kitchen facilities and services. The managing director of the Motel tasks Keza to guide students through the Kitchen of the Motel exploring with them the available facilities and equipment and explain to them their operation. The most important task for Keza is to describe the kitchen facilities and services.

Questions:

- 1. For the visiting students to gain as much as possible from the visit, Keza will take them through the kitchen during the food preparation and restaurant services time.
 - a. What equipment do you expect Keza to find in use in each of the following sections
 of the kitchen: Larder sections, Sauce Section, Roast Section, Pastry Section, Soup
 Section
- 2. List the kitchen services that Keza would describe to the visiting students.
- 3. Describe each kitchen equipment you have identified in a) above by completing the sentences below:

a.	Its category: It is a tool which/it is a machine which
b.	Its shape: It is
c.	Its size: It is
Ч	Its use/operation: It is used for

Key Facts 1.1a: Kitchen facilities and services

Introduction to kitchen facilities and services

✓ Definitions

- ♣ A kitchen is defined as a room where food is prepared and cooked (¹). For the room to fit this specific purpose, some requirements have to be fulfilled. It must be designed and equipped accordingly in order to have all the services well provided. This topic covers a description of the kitchen facilities and services
- ★ Kitchen facility means any space, facility or surface for the storage, preparation and/or cooking of food, the washing of utensils and the disposal of waste water, including a food preparation bench, sink, oven, stove, hotplate or separate hob, refrigerator, dish-washer and other kitchen appliance. This definition includes kitchenettes and tea and coffee making facilities(²).
- ★ Kitchen services are a set of services that provide food services staff and equipment to restaurants, hotels, caterers and other hospitality establishments. Professional kitchen services include a variety of food preparation staff such as chefs, cooks, waitstaff and dishwashers. From preparing simple meals to complex dishes, professional kitchen services ensure that all food is safe and hygienic for consumption.³

✓ Expressions used to describe kitchen facilities and services

Describing kitchen facilities and services involves using terms and expressions which reflect sensory details and emotional connections.

Examples:

- Elegant: Our restaurant offers attractive meals prepared from a very elegant modern kitchen.
- Casual: The kitchen is designed for comfort and ease, with a welcoming and informal vibe.
- Tidy: Everything has a designated place, making it easy to find and store kitchen items.

¹ The Cambridge Academic Content Dictionary © Cambridge University Press

² https://www.lawinsider.com/dictionary/kitchen-facility

³ https://buildops.com/commercial-construction/professional-kitchen-services/#:~:text=Professional%20kitchen%20services%20are%20a,%2C%20cooks%2C%20waitstaff%20and%2 Odishwashers.

- Messy: A place which is messy is not clean, it is dirty.
- Nostalgic: The quality of meals and warmth of kitchen services can make customers feel nostalgic for a hotel or restaurant, they wish they keep going back there.
- Family-friendly: The kitchen where we had lunch today looks family-friendly.
- High-tech: we use high-tech cooking equipment for standard and healthy meals
- A masterpiece of design and functionality: kitchen is not just a space or room; it is designed and equipped purposely for the culinary services. Therefore, it has specific shapes, standard sizes for particular sections with specific equipment for each section.
- A mosaic of culinary tools: Very many tools available for culinary services
- The warmth of a well-used stove: In our kitchen, everyone feels the warmth of a well-used stove, it is a matter of tasting our hot meals.
- ✓ Kitchen facilities key vocabulary: Blender, coffee maker, microwave, knife, oven, measuring cups, spoon, can opener, mixing bowls
- ✓ **Kitchen section key vocabulary:** pastry, food storage, preparation area
- ✓ Kitchen services key vocabulary: meals, bread, tea, fries, chopped fruit
- ✓ Classification of kitchen equipment based on their function, type, and use.
 - Refrigeration equipment: Refrigerators, freezers, and wine coolers used to store perishable food items.
 - **Cooking equipment**: Ovens (conventional, convection, and microwave), stovetops (gas, electric, and induction), and ranges.
 - Dishwashing equipment: Dishwashers and dish sanitizers.
 - Ventilation equipment: Range hoods and exhaust fans.
 - Food preparation appliances: Blenders, food processors, mixers (hand and stand mixers), coffee makers, and electric kettles.
 - **Cooking appliances**: Toasters, toaster ovens, slow cookers, rice cookers, and air fryers.
 - Cleaning appliances: Handheld vacuums and countertop dishwashers.

Cookware

- Pots and pans: Saucepans, stockpots, frying pans, sauté pans, and
 Dutch ovens.
- **Specialty cookware**: Woks, griddles, roasting pans, and steamers.
- Baking equipment: Baking sheets, cake pans, muffin tins, and pie dishes.

Utensils

- Cutlery: Knives (chef's, paring, bread, and utility), and cutting boards.
- Serving utensils: Serving spoons, tongs, ladles, and spatulas.
- Preparation utensils: Peelers, graters, zesters, whisks, measuring cups and spoons, and rolling pins.

Storage equipment

- Food storage: Containers (plastic, glass, and metal), jars, and vacuum sealers.
- Organizational tools: Shelving units, spice racks, drawer dividers, and pot racks.
- **Cold storage**: Refrigerators, freezers, and coolers.

Cleaning and sanitation equipment

- Cleaning tools: Sponges, dishcloths, scrub brushes, and mops.
- Waste management: Trash cans, recycling bins, compost bins, and garbage disposals.
- Sanitizing equipment: Sanitizing sprays, wipes, and dishwashers.

Dining and serving equipment

- **Tableware**: Plates, bowls, and glasses.
- Flatware: Forks, knives, and spoons.
- Serving Dishes: Platters, bowls, and pitchers.
- Beverage Service: Coffee makers, tea kettles, and beverage dispensers.

Safety equipment

- **Fire safety:** Fire extinguishers, smoke detectors, and fire blankets.
- First aid: First aid kits and burn ointments.

- **Protective gear:** Oven mitts, aprons, and cut-resistant gloves.
- Descriptive vocabulary
 - ✓ Cutlery
 - Forks: Dinner fork, salad fork, dessert fork, fish fork, serving fork
 - Knives: Dinner knife, steak knife, butter knife, paring knife, chef's knife, bread knife
 - **Spoons**: Teaspoon, Tablespoon, Dessert Spoon, Soup Spoon, Serving Spoon
 - ✓ Glassware
 - Glasses: Water glass, wine glass, champagne flute, highball glass, lowball glass, pint glass, martini glass, shot glass
 - ✓ Crockery:
 - **♣ Plates:** Dinner plate, salad plate, dessert plate, bread plate
 - **♣ Bowls:** Soup bowl, cereal bowl, dessert bowl
 - **Cups and Mugs:** Teacup, coffee mug, espresso cup



Activity 2: Guided Practice



Match the cutlery or glassware items with the correct adjectives from the list below.

List	of Items:
1.	Dinner Knife
2.	Champagne Flute
3.	Soup Bowl
4.	Bread Plate
5.	Coffee Mug
6.	Fish Fork
7.	Tea Cup
8.	Dessert Spoon
9.	Highball Glass
10	. Paring Knife

List of Adjectives:				
A.	Polished			
В.	Fluted			
C.	Deep			
D.	Compact			
E.	Insulated			
F.	Elegant			
G.	Classic			
Н.	Comfortable			
I.	Tall			
J.	Sharp			

Key Facts 1.1b: Descriptive words

Use of descriptive words

✓ Cutlery

Forks

- Elegant: Refined and stylish in appearance.
- Sturdy: Strong and reliable.
- Polished: Smooth and shiny surface.
- Rust-resistant: Resistant to rust and corrosion.
- Lightweight: Easy to handle and use.
- Versatile: Suitable for a variety of dishes.
- Sleek: Smooth and streamlined design.

Knives

- Sharp: Having a keen cutting edge.
- Ergonomic: Designed for comfortable use.
- Precision: High accuracy in cutting.
- Durable: Long-lasting and resistant to wear.
- Balanced: Evenly weighted for ease of use.
- High-Carbon: Made from high-carbon steel for durability.
- Non-Slip: Handle designed to prevent slipping.

Spoons

- Deep: Bowl with ample depth for holding liquids.
- Smooth: Even and polished surface.
- Compact: Small and easy to store.
- Versatile: Suitable for various uses.
- Stainless: Resistant to stains and discoloration.
- Refined: Elegant and sophisticated design.
- Comfortable: Easy and pleasant to use.

✓ Glassware

Glasses

- Crystal-clear: Perfectly transparent and clear.
- Stemmed: Having a stem for easy handling.
- Tall: High in stature, providing ample capacity.
- Chilled: Designed to keep drinks cold.
- Decorative: Featuring decorative designs or patterns.
- Fluted: With a narrow, elongated shape.
- Sturdy: Strong and not easily breakable.

✓ Crockery

Plates

- Vibrant: Bright and colorful.
- Smooth: Even and polished surface.
- Chic: Stylish and fashionable.
- Microwave-safe: Safe to use in a microwave oven.
- Scratch-resistant: Resistant to scratches and marks.
- Classic: Timeless and traditional design.
- Textured: Having a tactile surface texture.

Bowls

- Deep: Having a large capacity for liquids or foods.
- Robust: Strong and sturdy.
- Wide: Broad in diameter, providing ample space.
- Nested: Designed to fit inside each other for storage.
- Insulated: Retains heat or cold effectively.
- Ceramic: Made from ceramic material.
- Artisanal: Handmade or crafted with artistic quality.

Cups and mugs

- Comfortable: Easy and pleasant to hold and drink from.
- Heat-Resistant: Withstands high temperatures.
- Stylish: Fashionable and appealing design.
- Compact: Small and easy to store.
- Double-Walled: Provides insulation to keep drinks hot or cold.
- Engraved: Decorated with engraved designs.

Classic: Timeless and traditional design.

✓ Expressions used to describe kitchen facilities

- The sturdy knife made cutting through the roast effortless
- The spoon's ergonomic handle ensured comfort during use.
- The spoon's ergonomic handle ensured comfort during use.
- Sipping tea from a classic cup felt like a step back in time.
- The insulated mug kept my coffee hot for hours.

✓ Expressions used to describe kitchen services

- Our chefs prepare delicious, ready-to-eat meals that suit your lifestyle and taste.
- Our catering services offer a variety of menu options to suit any occasion, from corporate gatherings to weddings.
- Join us for dinner and experience a delightful range of dishes.
- Have a special request? Let us know, and we'll prepare a personalized meal just for you.
- Thank you for choosing our kitchen services! We appreciate your business.
- Can I arrange for your order to be packed for takeout?



Activity 3: Application



Read the following dialogue and answer the questions that follow In the kitchen ()

Taylor: Hey Jordan, could you help me find a blender? I want to make a smoothie

Jordan: Sure, it's right next to the coffee maker. While you are at it, could you heat some water in the microwave for my tea?

Taylor: No problem. Oh, and can you toss me a toaster pastry from the pantry?

Jordan: Got it. Do you need the air fryer for anything? I'm about to make some fries.

Taylor: Not right now, thanks. Could you pass me a knife from the cutlery drawer? I want to chop some fruit.

Jordan: Here you go! And I'll grab a cutting board. Do we have any containers for the leftover smoothies?

Taylor: Yeah, they are in the cabinet with the plastic wrap and aluminium foil. Oh, and we might need food storage bags for the chopped fruit.

Jordan: I'll get those. By the way, the dish soap is running low. Could you add it to the shopping list?

Taylor: Sure thing. And could you wipe down the counter with a cleaning cloth? It's a bit messy here.

Jordan: Will do. Hey, do we still have measuring cups and spoons? I need to measure salt for the fries.

Taylor: They should be in the second drawer, next to the mixing bowls. And check under the sink for the colander; we'll need it to drain the fries.

Jordan: Got them! And here's the can opener. I'll open some beans to go with the fries.

Taylor: Perfect! This is going to be a great meal. Thanks for the help, Jordan!

Jordan: Anytime, Taylor. It's always more fun to cook together!

Questions

- 1. Where does Jordan suggest Taylor look for the blender?
- 2. What does Jordan ask Taylor to do while Taylor is looking for the blender?
- 3. What does Taylor ask Jordan to pass from the pantry?
- 4. What does Taylor request from the cutlery drawer?
- 5. Where does Taylor say the containers for leftover smoothies are located?
- 6. What kitchen tools does Jordan inquire about using to measure salt?

Topic 1.2: Description of bar facilities and services



Activity 1: Problem Solving



Read the following scenario and answer the questions that follow

Tom is the manager of a high-end bar and lounge in a busy urban area. It's a Friday evening, and the bar is bustling with guests enjoying cocktails and light bites. His team of bartenders and servers are working diligently to ensure a smooth service experience.

During the peak hours, a guest approaches the bar and orders a premium cocktail. The bartender prepares the drink but realizes that the glassware available for serving such cocktails is running low. Additionally, some of the cutlery needed for serving appetizers has not been restocked after the previous rush. There are also a few chipped glasses that need to be replaced immediately.

- 1. What expressions could the bar tender use explain the issue?
- 2. What adjectives would Tom use to classify glassware and cutlery?
- 3. How can Tom describe bar sections

Key Facts 1.2: Description of bar facilities and services

Introduction to bar facilities and services

✓ Definitions

4 A bar is defined as an establishment that is licensed to serve alcoholic beverages (4). it is obvious that this establishment must be equipment with specific tools and equipment to serve what it is designated for. This topic offers a thorough description of key equipment and tools for bar and its services.

- Bar facilities refer to the physical space and layout of the bar area within an establishment, including the bar counter, seating arrangements, and overall design.
- Bar services includes the process of preparing and serving drinks such as cocktails, mocktails, beers, wines, and spirits to customers.

⁴ https://www.bluecart.com/blog

✓ Adjectives used to describe a bar in English (5)

↓ Vibrant: Somewhere that's full of positive energy, enthusiasm, and life.

Examples

- The vibrant bar stirred with optimism. All patrons were ready to drink up and have a fabulous evening.
- She imagined her first drink in a vibrant bar full of eccentric characters. turning 21 is going to be amazing!
- **Gloomy:** Somewhere that's dark, dismal, and negative.

Examples

- He decided to walk straight past the **gloomy** bar. He wasn't desperate enough to drink there.
- The **gloomy** bar beckoned patrons in and then sucked them into a depression for the rest of the evening with bad drinks and rude staff.
- Crowded: Somewhere very full of people.

Examples

- She tried to squeeze through the **crowded** bar, but it was no use. She couldn't find a way out.
- Being stuck in a **crowded** bar is my nightmare. I hate busy places and the smell of alcohol.
- **Deafening:** Somewhere that's extremely loud.

Examples

- The deafening bar was inescapable. No matter how many types of earplugs she tried, she couldn't get away from its music or chatter.
- o That's the last thing we need. Another **deafening** bar on the street.
- **Daunting:** Something that makes people feel worried or afraid.

Examples

 She crept past the **daunting** bar. The frequent drinkers in the dingy establishment scared her.

 He didn't want to visit the **daunting** bar, but he knew he had to make an appearance for the sake of his family.

⁵ https://writingtipsoasis.com/how-to-describe-a-bar-in-story/

Sensational: Something that's remarkable, interesting, or extremely exciting.

Examples

- What a night! That bar was sensational, and we must visit again tomorrow!
- Excuse me, it's my birthday, and I need to visit a sensational bar. Can you point me to the closest one?
- Immense: Something that's very large.

Examples

- The **immense** bar towered over the other buildings. You couldn't miss
 it.
- She stood on the balcony of the **immense** bar and watched the world go by. It was peaceful being above the world.
- **Costly:** Something that's too expensive.

Examples

- You're going to the costly bar? Did you win the lottery or something?
- o It was a **costly** bar, but the prices were worth it. Everything was glamorous, from the drinks down to the toilets.
- Indecent: Something offensive or shocking.

Examples

- o I'm a lady! You'd never find me in an **offensive** bar like that.
- The offensive bar drove away customers every night. She wished she could give it a makeover, but it wasn't worth her time.
- **Ψ** Vintage: Something old but admired and respected.

Examples

- She longed to visit the vintage bar. Something about old-timey cocktails and grand interior decor tickled her soul.
- As he stepped into the vintage bar, he felt like he was transported back in time. It was an incredible feeling.

✓ Expressions to describe bar services (6)

Table: Describing bar good service

Positive aspects Adjective	Definition	Example Sentence
Aujective		
Efficient	Performing tasks with the least amount of wasted time, effort, or resources	The waiter efficiently took our orders and delivered our food promptly.
Friendly	Displaying warmth and kindness towards customers	The customer service representative greeted me with a warm and friendly smile.
Knowledgeable	Possessing expertise or deep understanding in a particular field	The manager was highly knowledgeable and able to answer all my diet questions.
Prompt	Doing something quickly and without delay	The caterer ensured prompt responses to customer queries and concerns.
Empathetic	Showing understanding and compassion for others' feelings	The waiter listened to my concerns with an empathetic ear.
Helpful	Being ready and willing to assist	The staff at the hotel were helpful in providing recommendations for local attractions.

On the other hand, there are also antonyms that describe the negative qualities of service. These words highlight the aspects to be avoided in order to provide exceptional service

⁶

https://search.yahoo.com/search? fr=mcafee & type=E210US739G0 & p=Expressions+used+to+describe+bar+facilities+and+services

Negative aspects	Definition	Example Sentence
Adjective		
Inattentive	Failing to pay proper	The waiter was inattentive and
mattentive	attention or care	rarely checked on our table.
Unprofessional	Lacking the standards or	The waiter's rude and disrespectful
Unprofessional	qualities of a professional	behavior was unprofessional .
Rude	Displaying disrespect or	The cashier's rude attitude left a
Rude	impoliteness	negative impression.
Slow	Proceeding or operating	The slow service at the restaurant
Slow	more slowly than desired	resulted in long wait times.
Incompotent	Lacking the necessary	The chef's lack of knowledge made
Incompetent	skills or abilities	them seem incompetent .

√ Vocabulary used when description of bar equipment:

Glassware

- Wine glasses: Crystal-clear, stemmed, delicate, versatile, elegant, refined
- Cocktail glasses: Chic, stemmed, contemporary, sleek, sophisticated, artisanal
- Beer glasses: Frosty, pint-sized, robust, sturdy, classic, crafted
- Water glasses: Clear, simple, cylindrical, practical, tempered, stackable

Cutlery

- Forks: Pronged, stainless steel, polished, elegant, sturdy, sleek, modern
- Knives: Sharp, serrated, stainless steel, balanced, ergonomic, professionalgrade
- Spoons: Stainless steel, polished, lightweight, versatile, ergonomic, crafted

Crockery:

- Plates: Porcelain, ceramic, glazed, classic, durable, decorative
- Bowls: Deep, ceramic, glazed, rustic, versatile, artisanal
- Serving Platters: Large, ceramic, decorative, ornate, communal, stylish

✓ Expressions used when describing bar facilities

Cutlery: The restaurant's cutlery is polished stainless steel, offering a sleek and modern aesthetic that complements the fine dining experience.

- **Glassware:** Guests are served cocktails in chic, stemmed glasses that enhance the visual appeal of each artisanal drink.
- **Crockery:** The ceramic plates are adorned with a delicate glaze, adding a touch of elegance to the presentation of our gourmet cuisine.





Read the following dialogue ad answer the questions that follow

Bartender: Good evening! Welcome to our bar. What can I get you tonight?

Customer: Hi! I'd like to start with a classic cocktail. How about a martini?

Bartender: Excellent choice! Would you prefer it shaken or stirred?

Customer: Shaken, please. And could you recommend something light to snack on while I

wait?

it?

Bartender: Certainly. We have some delicious appetizers available. How about our crispy calamari or a cheese platter?

Customer: The calamari sounds perfect. Could you also suggest a good red wine to pair with

Bartender: Of course! We have a smooth Merlot that pairs wonderfully with our calamari.

Customer: Sounds great. I'll go with that. By the way, do you have any specialty cocktails on the menu tonight?

Bartender: Yes, we do! Our bartender's special tonight is a refreshing cucumber mojito. Would you like to try it?

Customer: That sounds intriguing. I'll have one of those after my martini.

Bartender: Excellent choice! Would you like me to keep a tab open for you?

Customer: Yes, please. Oh, and could you also bring some water with ice, please?

Bartender: Of course. Here's your martini. I'll bring the calamari and water right away. Enjoy!

Customer: Thank you!

Questions

- 1. What classic cocktail did the customer order?
- 2. Did the customer prefer their martini shaken or _____?

- 3. What appetizer did the customer choose to accompany their drink?
- 4. Which type of wine did the bartender recommend to pair with the calamari?
- 5. What specialty cocktail did the bartender suggest as a special for the evening?
- 6. What did the customer decide to order after finishing their martini?
- 7. Did the customer request to keep a tab open for their orders?
- 8. What additional item did the customer ask for alongside their martini?



Activity 3: Application



Read the following scenario and answer the following questions

You are a bartender at a trendy cocktail bar. It's Friday night, and the bar is bustling with customers looking to unwind after a long week. You have a diverse menu of cocktails and snacks to offer.

- 1. How would you ask a customer what they would like to drink?
- 2. Demonstrate how you would confirm a customer's drink order?
- 3. What expressions would you use to describe a cocktail's ingredients and flavor profile?

Topic 1.3: Practicing technical vocabulary for cooking methods.





Read the following scenario and answer the questions that follow

Mike is the head chef at a popular restaurant known for its diverse menu and exceptional service. It's a busy evening, and orders are flowing steadily from the dining area to the kitchen. A customer at table 5 orders a grilled salmon dish with a side of steamed vegetables and requests it to be cooked to medium doneness.

Despite clear instructions, the kitchen team mistakenly prepares the salmon to well-done, and the vegetables are sautéed instead of steamed. The dish is sent out to the customer, who notices the error upon inspection.

- 1. What actions would you take to correct the mistake and ensure the customer receives the dish as originally requested?
- 2. How would you explain the methods of cooking to mike to avoid such order issues in future.

Key Facts 1.3: Practicing technical vocabulary for cooking methods

- Technical vocabulary for cooking methods
 - ✓ Key vocabulary for cooking methods⁷
 - **♣ Boiling:** The cooking of food by immersion in water that has been heated to near its boiling point. Boiling is used primarily to cook meats and vegetables.
 - ♣ Simmering: Simmering is a gentle cooking method where liquids are heated to just below boiling. You'll see tiny bubbles gently rising to the surface. This method creates a soft, steady movement, perfect for soups, stews, and sauces. It allows flavors to meld without the risk of burning or overcooking. (8).
 - **Steaming:** Steaming is a moist-heat method of cooking that works by boiling water which vaporizes into steam; it is the steam that carries heat to the food,

⁷ https://www.webstaurantstore.com/article/454/types-of-cooking-methods.html

⁸ https://soyummy.com/tips-tricks/what-is-a-simmer/

cooking it. Unlike boiling food submerged in water, with steaming the food is kept separate from the boiling water but comes into direct contact with the hot steam. Water boils at 212 degrees, so the highest temperature the food cooks at is 212 degrees(9).

- **Stewing:** Stewing involves simmering small, uniform pieces of food in a liquid, often leading to a thick sauce suitable for a variety of meats and vegetables.
- ♣ Roasting: Roasting is a method of dry heat cooking that involves surrounding food with hot air from an oven, open flame, or other heat source, which cooks it uniformly on all sides(¹⁰).
- **♣ Baking**: Baking is a culinary art that engulfs food in the steady embrace of an oven's dry heat.
- ♣ Braising: During braising, foods are first seared in a hot oiled pan and transferred to a larger pot to cook in hot liquid. Then, partially submerge the food in simmering water, broth, or stock. Low heat softens the food and reduces the liquid over an extended cooking time, intensifying the flavors.
- **Deep-frying:** Deep frying completely submerges food in oil to achieve a textured crust and savoury interior. To ensure even cooking, trim and cut your ingredients uniformly.
- ♣ Pan-frying: Characterized by letting the hot oil lock natural juices inside the meat, pan-fried foods have a richly-textured crust and a moist, savoury interior. ¹¹
- Flambéing: Flambéing is a cooking technique in which alcohol is added to a hot pan to create a surge of flames.
- ♣ Broiling / grilling: Ingredients are not just cooked; they are bestowed with the intricate patterns of grill marks, the tantalizing charred edges, and a profound smoky depth of flavor that resonates with every bite.
- ✓ Expressions used to describe the cooking methods
 - Bring the water to a rolling boil before adding the pasta.

_

⁹ https://www.jessicagavin.com/steaming/

¹⁰ https://mitarcooking.com/

 $^{^{11}\} https://www.unileverfoodsolutions.com.sg/en/chef-inspiration/chef-lifestyle-tips/an-introduction-to-essential-cooking-techniques.html$

- Pan-fry the fish fillets until they are golden and crispy on the outside.
- ♣ Bake the bread at 375°F for about 30 minutes until it is golden brown.
- Grill the steaks on high heat for a perfect sear.
- Roast the vegetables in the oven until they are caramelized and tender.
- Steam the vegetables until they are tender but still crisp.
- Stew the beef with vegetables for a few hours until it becomes tender.
- Deep-fry the chicken until it is golden brown and crispy.
- Carefully flambé the crepes with brandy for a dramatic presentation.
- Braise the lamb shanks in red wine and broth until they are fork-tender."
- Let the sauce simmer on low heat for 30 minutes to develop the flavors.
- Our stir-fried tofu and vegetables are quickly cooked in a wok with soy sauce and ginger.
- For dessert, our crème brûlée is baked until the custard is set and topped with a caramelized sugar crust for a delightful crunch.
- Our steaks are grilled over an open flame to give them a smoky, charred exterior.
- The short ribs are braised slowly in red wine until they are tender and flavorful.
- We serve boiled chicken soup



Activity 2: Guided Practice



Read and match the cooking methods in column A with corresponding description in column B

Answer	Column A	Column B
	1. Grilling	A. Cooking food gently in liquid just below boiling
		temperature, allowing flavors to meld without rapid
		boiling.
	2. Steaming	B. Cooking food directly over a heat source (like charcoal
		or gas flame) at high temperature.

Answer	Column A		C	olumn B
	3.	Roasting	C.	Cooking food slowly in a covered pot with a small
				amount of liquid at low heat
	4.	Braising	D.	Cooking food, usually meat or vegetables, uncovered in
				an oven with dry heat.
	5.	Simmering	Ε.	Cooking food over boiling water in a covered pot or
				steamer basket, using steam to cook.





Use the data in the table below then make a recipe for a customer's order.

Assume that you have been requested to prepare an omelet recipe to present to the chef. Use relevant verbs indicating actions such as wash, break, cut, mix, add, boil, cook and select the most appropriate cooking methods for this recipe.

Topic 1.4: Describing food and beverages



Activity 1: Problem Solving



A. Answer the following questions and answer them according to your experience:

1. Have you ever tasted any beer?

2. (If yes) How did it taste to you?

3. (If no) What do you think beer tastes?

B. Read the conversation then answer the questions about it

Bartender: Hi there. What can I get for you?

Guest: I need something cold.

Bartender: You've come to the right place.

Guest: Do you have any specials on?

Bartender: We have highballs on for half price.

Guest: Sorry, I meant for beer.

Bartender: Our beer special tonight is a pitcher of local draft with a half dozen wings for

\$12.99.

Guest: I guess I should have brought a friend. I think I'll just have a Heineken for now.

Bartender: Sure, would you like that on tap or in a can?

Guest: Do you have it in a bottle?

Bartender: No, I'm afraid we don't.

Guest: That's okay. I'll take a pint.

Bartender: A pint of Heineken coming up.

Guest: Actually, you better just make it a sleeve.

Bartender: Sure. And should I start you a tab?

Guest: No, I'm driving. How much do I owe you?

Bartender: \$5.25.

Guest: Here's 6. Keep the change.

Bartender: Thank you.

Questions about the dialogue

- 1. Which of the following is NOT on special?
 - a. jugs of beer
 - b. chicken wings
 - c. bottles of Heineken
- 2. What does the bartender give the guest to drink?
 - a. A glass of beer
 - b. A bottle of beer
 - c. A pitcher of beer
- 3. How much did the bartender get as a tip?
 - a. \$6.00
 - b. \$5.25
 - c. \$0.75

Key Facts 1.4: Describing food and beverages

- Expressions to describe food and beverages(12)
 - ✓ Flavor and taste adjectives
 - Sour Having an acidic or tart taste,e.g. lemon, or vinegar.
 - Tart Similar to sour, but with a sharp and tangy taste,e.g. sour apple.
 - Citrusy Having a taste or aroma of citrus fruit, e.g. orange, or grapefruit.
 - Fruity Having a sweet or tart taste of fruit,e.g. strawberry, or pineapple.
 - Earthy Having a taste or aroma of soil or minerals,e.g. beetroot, mushroom.
 - Herbaceous Having a taste or aroma of herbs,e.g. rosemary, basil.
 - Minty Having a refreshing and cool taste or aroma of mint,e.g. peppermint, spearmint.
 - Cool Having a refreshing and chilly taste, e.g. mint ice cream, cucumber.
 - Hot Having a spicy and burning taste,e.g. chili pepper, wasabi.
 - Peppery Having a sharp and pungent taste, similar to black pepper,e.g. arugula.
 - Smoky Having a taste or aroma of smoke,e.g. smoked salmon, barbecue.

¹² https://englishstudyonline.org/food-adjectives/

- Woody Having a taste or aroma of wood or bark,e.g. oak-aged wine,cedar-plank salmon.
- Nutty Having a taste or aroma of nuts,e.g. almond, walnut.
- Creamy Having a smooth and rich taste or texture, e.g. cream cheese, or ice cream.
- **♣** Buttery Having a rich and creamy taste of butter, e.g. croissant, popcorn.
- Crispy Having a crunchy and brittle texture, e.g. potato chips, fried chicken.
- Chewy Having a tough and resilient texture, e.g. caramel, bagel.
- ♣ Tender Having a soft and delicate texture, e.g. poached egg, or mediumrare steak.
- Flaky Having a delicate and layered texture, puff pastry.
- Juicy Having a moist and succulent texture or taste,e.g. watermelon, or steak.
- Meaty Having a rich and savory taste or texture, similar to meat, e.g. portobello mushroom.
- Umami Having a savory and meaty taste,e.g. soy sauce, Parmesan cheese.
- Briny Having a salty and slightly bitter taste, similar to seawater,e.g. olives, capers.
- Tangy Having a sharp and piquant taste, e.g. sour cream, pickles.
- Zesty Having a bright and lively taste, usually with citrus notes,e.g. lemon zest, and salsa.
- Astringent Having a dry and puckering taste or texture, e.g. black tea, or red wine.
- Robust Having a full-bodied and strong taste or flavor, e.g. dark roast coffee, red meat.
- Fragrant Having a strong and pleasant aroma, e.g. fresh herbs, jasmine tea.
- ♣ Sweet-sour Having a balanced taste of sweetness and acidity,e.g. sweet and sour sauce, lemonade.

- ♣ Spiced Having a complex and aromatic taste from a combination of spices, e.g. chai tea, or mulled wine.
- ♣ Bittersweet Having a taste or flavor that is both bitter and sweet,e.g. dark chocolate, or grapefruit.
- Flavorful Having a rich and well-developed taste or flavor, e.g. seasoned vegetables, or roasted meats.

√ Texture adjective with meanings

- ♣ Smooth: having a surface free from roughness, bumps or irregularities
- Rough: having an uneven or irregular surface; not smooth
- ♣ Bumpy: having a surface with many small raised areas; uneven
- Grainy: having a surface that resembles or feels like grains of sand or sugar
- Wavy: having a surface with undulating or wavelike patterns
- Fluffy: light, soft and airy in texture or appearance
- Soft: easily yielding to pressure; not hard or firm to the touch
- Hard: firm to the touch; not easily penetrated or crushed
- Spongy: having a soft and porous texture like a sponge

✓ Aroma and smell adjectives with meanings

- Fragrant: having a pleasant and sweet smell.
- ♣ Smoky: having a strong and pungent odor of smoke or burnt wood.
- Woody: having the scent of wood or bark.
- Fruity: having a sweet and pleasant smell of fruit.
- Aromatic: having a strong and pleasant smell, usually derived from spices or herbs.
- Perfumed: having a pleasant and strong odor, usually artificially produced.
- Floral: having the smell of flowers, often sweet and delicate.
- Herbal: having a strong and pleasant smell of herbs, such as basil or mint.
- Spicy: having a strong and pungent smell of spices, such as ginger or cinnamon.
- Musky: having a strong and slightly sweet odor, reminiscent of musk.
- Citrusy: having a bright and sharp smell, similar to citrus fruits.

- Sweet: having a sugary and pleasant smell.
- Sour: having a sharp and unpleasant smell, similar to sour fruits or vinegar.
- ♣ Bitter: having a sharp and pungent smell, usually associated with bitter foods or herbs.
- Nutty: having a pleasant and sweet smell of nuts.
- Roasted: having a strong and pleasant smell of roasted food, such as coffee or nuts.
- ♣ Burnt: having a strong and unpleasant smell of burned food or materials.

✓ Temperature adjectives

- Hot: A high temperature sensation that can cause a burning or heated feeling, often used to describe food or beverages that are freshly cooked or heated.
- Cold: A low temperature sensation that can cause a cooling or refreshing feeling, often used to describe food or beverages that are refrigerated or served with ice.
- Warm: A moderate temperature sensation that is comfortable and cozy, often used to describe food or beverages that are heated but not hot.
- ♣ Chilled: A cool temperature sensation that is slightly above freezing, often used to describe food or beverages that are cooled but not frozen.

✓ Appearance adjectives

- ♣ Colorful: Having bright, varied, and vivid colors that are visually appealing. Often indicates freshness and a variety of ingredients.
- ♣ Golden: Having a rich, yellow-brown color, typically indicating that food is well-cooked and has developed a desirable texture, often associated with baking or frying.
- ♣ Glossy: Having a shiny, reflective surface, often indicating that a food is well-glazed, covered with a sauce, or has a smooth, appealing finish.

✓ Usage of expressions

The soup was so salty that we could barely take it

The dark chocolate had a rich, bitter taste that paired well with the sweet berries.

The fresh strawberry yoghurt is perfectly sweet for the kids.

4 The soup was served piping hot, with steam rising from the bowl, making it perfect for a chilly evening.

4 The lemonade was ice-cold, providing a refreshing contrast to the hot summer day.

4 The freshly baked cookies were still warm from the oven, with melted chocolate chips that added to their deliciousness.

4 The chilled gazpacho was a refreshing start to the meal, with its crisp and cool flavors.

The salad was colorful, with a mix of red tomatoes, yellow bell peppers, green cucumbers, and purple onions, making it as pleasing to the eye as it was to the palate.

The croissants came out of the oven with a perfect golden hue, promising a crisp, flaky crust with a tender interior.

The barbecue ribs were coated with a glossy, thick sauce that clung to the meat, making them look irresistibly sticky and delicious."



Activity 2: Guided Practice



Read the dialogue (13) below then do the task on it:

Peter:' So Juan, what do you fancy having?'

Juan: 'I'm not sure. There's lots of food and dishes from around the world on this menu. You've eaten here before, what's the chicken vindaloo curry like?'

Peter: 'It's very hot. The last time I had it, my mouth was burning for about 15 minutes. To be honest, it's a bit bland, it doesn't really taste of anything. If you want to have a curry, I would recommend the tikka masala, it's **spicy**, they use about 15 different spices in it, but it's not hot. I like it, it's really tasty.'

 $^{^{13}\} https://www.blairenglish.com/exercises/social/exercises/food_taste_texture/food_taste_texture.html$

Juan: 'I'm not sure I want Indian food. And the fish and chips?'

Peter: 'Although I'm English, I don't like it, it's greasy. It's covered in too much oil for me.'

Juan: 'What are the salads like here? They have a caesar salad, is it ok?'

Peter: 'Well, yeah. I had it a couple of years ago and it was good. They use fried bacon in the salad as well, which is strange for a caesar salad. The iceberg lettuce and the bacon were very **crispy**, they make a noise when you first chew them. It has fried croutons, which were so **crunchy**.

Juan: 'Just to be sure that I understand you correctly, croutons are the small pieces of cold fried bread you get in the salad?'

Peter: 'That's correct. They are almost like eating a **savoury** biscuit, or as the Americans call them, cookie.'

Juan: 'I hope the caesar sauce here isn't too **creamy**. In some places it is, it's like you are having a salad with a savoury milkshake. Not good.'

1. Among the words in bold in the dialogue above, identify which ones refer to:

- a. Sensory adjectives to describe food and beverage in English
- b. Taste adjectives
- c. Texture adjectives
- d. Aroma adjectives
- e. Temperature adjectives
- f. Appearance adjectives





Read again the conversation between Peter and Juan in a restaurant in task 12 and perform the task below.

Peter is describing the different tastes and textures of the dishes on a menu. From the context, try to guess what the meaning of the words/phrases in **bold** are. Then answer the questions by filling in the blanks with the correct word/phrase (¹⁴):

 $^{^{14}\} https://www.blairenglish.com/exercises/social/exercises/food_taste_texture/food_taste_texture.html$

1.	food that is cooked with a lot of oil or fat, is often

2.	Food that when first chewed has a hard texture and makes a noise in the mouth (e.g. fried
	bacon), is

3.	Food that contains a lot of different types of spices but doesn't burn your mouth, is

4.	Normally,	the dessert is	sweet and t	he main	course is	
----	-----------	----------------	-------------	---------	-----------	--

- 5. Food that contains a lot of chillies, is
- 6. Food that makes a loud noise in the mouth when chewed, is
- 7. Food that doesn't have a strong taste of anything, is
- 8. When something has a good taste or flavor, it is
- 9. Food that is made from milk products, is often



1. Match the items from Column A with the appropriate descriptions from Column B

Answer		Column A		Column B
	1.	Kitchen Facilities	A.	Areas and amenities where drinks are
				prepared and served.
	2.	Kitchen Sections	В.	Physical spaces and amenities within a
				kitchen.
	3.	Kitchen Services	C.	Divisions within a kitchen where specific
				tasks are performed.
	4.	Classification of	D.	Includes activities like food preparation and
		Kitchen Equipment		maintaining hygiene standards.
	5.	Bar Facilities	E.	Categorizes tools based on their function
				and use in the kitchen.
	6.	Bar Sections	F.	Areas like cooking sections, storage rooms,
				and dishwashing stations.
	7.	Classification of Bar	G.	Divisions within a bar based on their
		Equipment		functions.

Answer	Column A	Column B
	8.	H. Organizes tools and appliances used in bar
		operations.

- 2. Which adjective describes a pleasant smell from food or beverages?
 - A. Crunchy
 - B. Savory
 - C. Fragrant
 - D. Spicy
- 3. What adjective describes food that is served cold?
 - A. Warm
 - B. Chilled
 - C. Hot
 - D. Grilled

Answer the following questions by True or False

- 4. Boiling involves cooking food in water or liquid at a temperature below its boiling point.
- 5. Stewing is a cooking technique where food is cooked in liquid at a temperature slightly below boiling.
- 6. Steaming involves cooking food by exposing it to steam in a covered vessel.
- 7. Simmering is a slow cooking method where food is cooked in liquid over low heat for a long time.
- 8. Braising involves searing food at high heat, then cooking it slowly in liquid at a lower temperature.
- 9. Taste adjectives describe flavors such as sweet, salty, bitter, etc.
- 10. Sensory adjectives describe the qualities of food and beverages.
- 11. Which cooking method involves submerging food in hot oil?
 - A. Braising
 - B. Steaming
 - C. Deep-frying
 - D. Boiling
- 12. What does the term "flambéing" in cooking refer to?
 - A. Stirring food while cooking

- B. Cooking food over an open flame
- C. Adding liquid to food during cooking
- D. Tossing food in a pan
- 13. How does pan-frying differ from deep-frying?
 - A. It uses less oil
 - B. It requires higher temperatures
 - C. It involves cooking food in water
 - D. It is a slow cooking method



Points to Remember

- Kitchen and bar tools and equipment are classified according to their kitchen sections and purpose/use
- There exist various cooking methods for specific recipes, each method having its particular processes
- Foods and beverages are described reflecting taste, texture, temperature, aroma, appearance and sensory features.

Self-Reflection

- 1. Re-take the self-assessment you did at the beginning of the unit.
- 2. Fill in the table below and share results with the trainer for further guidance.
- 3. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confiden t in my ability to do this.
Describe kitchen					
facilities					
Describe bar facilities					
Describe technical					
vocabulary for					
cooking methods					
Describe food and					
beverages using					
adjectives					
Use expressions to					
describe kitchen					
facilities and services					
Use expressions to					
describe bar facilities					
and services					
Apply cooking					
methods					
Use expressions to					
classify food and					
beverages					
Handle kitchen					
facilities with care					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confiden t in my ability to do this.
Respect the cooking methods Be polite					

4. Fill in the table below and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: RECEIVE GUESTS AND PRESENT MENU



Unit summary

This unit provides you with the knowledge, skills and attitudes required to receive guests and present menu required to apply professional English for food and beverage operations. It covers the taking of reservation by telephone, receiving and seating of guests, presentation of menu.

Self-Assessment: Unit 2

- 1. Observe the figure under unit 2 above and answer the following questions
 - a. Describe what you see in the figure.
 - b. Describe what is happening in the figure.
 - c. Explain how the figure relates to the unit.
 - d. Do you think the figure reflects the learning unit? Briefly explain your response.
 - e. Based on the figure what do you think will be topics to be covered under this unit?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do this? How well?
 - c. Read the statements across the top. Put a check in column that best represents your level of knowledge, skills or attitudes.
 - d. At the end of this unit, you will assess yourself again.

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe guest					
reservations					
Explain the process					
of receiving and					
seating guests					
Describe menus					
Take reservations by telephone					
telephone					

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Receive guests and show them seats courteously					
Present menu					
Be courteous to the guests					
Be careful when addressing a guest					
Be polite to the guests					



K	Knowledge		Skills		Attitudes		
1.	Describe guest	1.	Take reservations by	1.	Be courteous to the guests		
	reservations		telephone				
2.	Explain the process of	2.	Receive guests and	2.	Be careful when		
	receiving and seating		show them seats		addressing a guest		
	guests		courteously				
3.	Describe menus	3.	Present menu	3.	Be polite to the guests		





Read the scenario below and answer the questions that follow

Scenario. Alex works at Ruko restaurant that has a reputation for excellent service and a diverse menu featuring international cuisine. One day during dinner time, Alex was standing at the entrance, ready to greet guests. Jamie was preparing the table and the menus.

Alex: Good evening, and welcome to Ruko restaurant Do you have a reservation?

Mr. Smith: Yes, we made one over the phone and our reservation is under the names "Smith".

Alex: Let me check... Ah, yes, Mr. and Mrs. Smith. Welcome! Please follow me, and I'll show you to your table. Alex leads the guests to their table and hands them over to Jamie.

Jamie: Good evening, Mr. and Mrs. Smith. My name is Jamie, and I'll be your server tonight. Here are your menus. Can I start you off with some drinks while you take a look?

Mrs. Smith: Yes, I'd like a glass of the house white wine, please.

Mr. Smith: And I'll have a sparkling water.

Jamie: Excellent choices. I'll be right back with your drinks. In the meantime, please take your time to browse our menu. We have a variety of appetizers, mains, and desserts. If you have any questions or need recommendations, feel free to ask. Jamie returns with the drinks.

Jamie: Here is your white wine, Mrs. Smith, and your sparkling water, Mr. Smith. Have you decided on any appetizers to start with?

Mr. Smith: We're still deciding. Could you tell us a bit more about the chef's special tonight? **Jamie:** Of course! Tonight's chef special is a seared salmon with a lemon-dill sauce, served with garlic mashed potatoes and sautéed asparagus. The salmon is cooked to perfection, with a crispy exterior and tender, juicy interior.

Mrs. Smith: That sounds wonderful. I think we'll start with the chef's special and also have the Caesar salad.

Jamie: Excellent choices. I'll get those started for you right away. Can I answer any questions about the main courses?

Mr. Smith: Not at the moment, thank you. Jamie places the order and returns shortly with the appetizers.

Jamie: Here are your appetizers: the chef's special seared salmon and the Caesar salad. Enjoy your meal, and let me know if you need anything else.

- 1. How should Alex greet the caller when answering the phone for a reservation?
- 2. What information should Alex ask for to complete a reservation?
- 3. How can Alex confirm the reservation details to ensure accuracy?
- 4. What should Alex say when Mr. and Mrs. Smith arrive at the restaurant?
- 5. How can Alex verify the reservation for Mr. and Mrs. Smith?
- 6. What are some polite ways Alex can guide Mr. and Mrs. Smith to their table?
- 7. How should Jamie introduce himself to Mr. and Mrs. Smith?
- 8. What should Jamie say when presenting the menus to the guests?
- 9. How can Jamie explain the chef's special in an appealing way?
- 10. What questions can Jamie ask to assist Mr. and Mrs. Smith with their menu choices?

Topic 2.1: Taking reservation by telephone



Activity 1: Problem Solving



Read the following scenario and answer the questions that follow

Scenario. You have received a telephone call from a guest who speaks English. She is trying to make reservation in your hotel for a table for three. They wish to stay for lunch.

- 1. How should you greet the guest when answering the phone for the reservation?
- 2. What information should you ask the guest to confirm their identity or details?
- 3. How can you politely address any specific requests the guest may have during the reservation process?
- 4. How can you confirm the time the guest wishes to dine for lunch?
- 5. How should you confirm the date the guest wishes to make the reservation for lunch?

Key Facts 2.1: Taking reservation by telephone

- Expressions for taking a reservation by telephone (15)
 - ✓ A telephone scenario on making a reservation

Phone conversation in the morning at INEZA restaurant

Waiter: (Answering the phone) Good morning, thank you for calling INEZA restaurant. This is Sarah speaking; how may I assist you today?

Guest: Good morning, I would like to make a reservation for a table for two for dinner this Friday, please.

Waiter: Of course, I'd be happy to assist you with that. Could you please confirm your name and phone number for the reservation?

Guest: Sure, my name is Mutoni Johnson, and my phone number is 555-1234.

Waiter: Thank you, Ms. Johnson. And could you let me know what time you'd like to dine with us on Friday?

Guest: Around 7:00 PM, if possible.

¹⁵ https://video.search.yahoo.com/search/video?fr

Waiter: Certainly, I'll check our availability for that time. (Waiter checks the availability) I can reserve a table for you at 7:15 PM. Would that be suitable for you?

Guest: Yes, that would be perfect, thank you.

Waiter: Wonderful. Can I also assist you with any dietary preferences or special requests for your dining experience?

Guest: No, everything sounds great. Thank you.

Waiter: You're welcome. We look forward to welcoming you to INEZA restaurant on Friday at 7:15 PM, Ms. Johnson.

Guest: Thank you, see you then. Goodbye.

Waiter: Goodbye, Ms. Johnson.

Phone conversation in the evening at HERORI Hotel

Waitress: Good evening, sir?.

Guest: Good evening. I've got reservation for nine o'clock.

Waitress: May I have your name please, sir?

Guest: Yes, the name is Rwema.

Waitress: Oh, yes Mr. Rwema. That's a table for four, isn't it?

Guest: That's right.

Waitress: Would you like to follow me please, sir?

✓ Expressions for telephone interaction while receiving a reservation call

Greeting the guest:

 Good morning/afternoon/evening, thank you for calling (Hotel/Restaurant name). This is (waiter name). How may I assist you today?

Asking guest's name:

May I have your name, please?

Asking for repeat:

- I'm sorry, could you repeat that?
- Could you please say that again?

Asking for spelling:

- Could you spell that for me, please?
- Could you spell your last name, just to make sure I have it correctly?

Speaking about time and date:

- "How about eight o'clock? Does that work for you?"
- "Would a quarter past eight be suitable for you?"
- "For what date would you like to make the reservation?"
- "Could you please provide the date of your visit?"
- "To confirm, you would like to reserve a table for January first, correct?"
- "I have you booked for the fourteenth of February. Is that right?"
- "We have availability on January first. Does that work for you?"
- "Our next open date is the fifteenth of July."
- "Unfortunately, we are fully booked on April thirtieth. Can I suggest March twenty-fifth instead?"
- "Would the tenth of October be suitable for your reservation?"

Repeating the order/confirmation:

- Just to confirm, you'd like to reserve a table for two for dinner on (day/date) at (time). Is that correct?
- Let me repeat your order to ensure accuracy...
- Could you please confirm your name for the reservation?

Before hanging up the telephone:

- Thank you for choosing (Hotel/Restaurant name). We look forward to seeing you on (day/date) at (time).
- Is there anything else I can assist you with?

Checking details:

- Let me check our availability for that time/date.
- Could you please confirm your contact number?

✓ Special vocabulary/expressions while taking a reservation

Reservation: Booking a table or room for a guest at a specific date and time. A booking or arrangement to use a service (e.g., "make a reservation").

Example: "Thank you for calling. I'd be happy to assist you with your reservation."

Availability: Checking if a table or room is free or occupied at a certain time. The state of being able to be used or accessed (e.g., "check availability").

Example: "Let me check our availability for that date and time."

"We have a table available at eight o'clock."

"Is a table available at half past eight?"

Confirmed: Assuring the guest that their reservation is secured.

Example: "Your reservation is confirmed for [date] at [time]."

"Your reservation is confirmed for eight o'clock."

Special requests: Any additional preferences or needs the guest may have.

Example: "Do you have any special requests, such as dietary preferences or seating preferences?"

"Do you have any special requests or dietary restrictions we should be aware of?"

♣ Seating preferences: Preferences regarding where the guest would like to sit in the restaurant or hotel.

Example: "Would you prefer a table by the window or near the fireplace?"

"Would you prefer a smoking or non-smoking area?"

♣ Dietary restrictions: Specific dietary needs or restrictions that the restaurant or hotel should be aware of.

Example: "Do you have any dietary restrictions we should be aware of, such as allergies or vegetarian preferences?"

- Time and date:
 - O'clock Refers to the exact hour (e.g., "eight o'clock").
 - Quarter past 15 minutes after the hour (e.g., "a quarter past eight").
 - Half past 30 minutes after the hour (e.g., "half past eight").
 - Quarter to 15 minutes before the hour (e.g., "a quarter to eight").
 - AM/PM Distinguishes between morning and evening times (e.g., "8 AM," "8 PM").
 - 1 January: Written as 1 Jan, 1/1

Spoken as January first, The first of January

■ **14 February: Written as** 14 Feb, 14/2

Spoken as February fourteenth, The fourteenth of February

25 March: Written as 25 Mar, 25/3

Spoken as March twenty-fifth, The twenty-fifth of March

■ **30 April: Written as** 30 Apr, 30/4

Spoken as April thirtieth, The thirtieth of April

15 July: Written as 15 Jul, 15/7

Spoken as July fifteenth, The fifteenth of July

10 October: Written as 10 Oct, 10/10

Spoken as October tenth, The tenth of October

Reservation details: Specific information about the reservation, including date, time, number of guests, and any special requests.

Example: "Let me confirm the reservation details with you."

Cancellation policy: Information about the restaurant or hotel's policy regarding cancelling or changing reservations.

Example: "Our cancellation policy allows changes up to 24 hours in advance."

Welcome and farewell: Polite greetings and goodbyes to the guest during the reservation process.

Example: "Thank you for choosing our restaurant. We look forward to welcoming you."

Confirmation number: A unique number or code provided to the guest as confirmation of their reservation.

Example: "I'll provide you with a confirmation number for your reservation."

"Thank you, Mr./Ms. [Last Name]. To confirm, you would like a reservation for (number) people on (date) at (time), correct?"



Activity 2: Guided Practice



Refer to scenario in task 15, read and answer the following questions

1. What questions can you ask to ensure the guest's preferred dining time aligns with available seating?

- 2. If the guest requests a specific time that is not available, how can you suggest an alternative time?
- 3. What can you say to clarify if the guest means today, tomorrow, or a specific date?
- 4. If the guest requests a date that is fully booked, how can you offer alternative dates for their reservation?

Hereafter is a table which you will fill out with information provided by a guest who is making a reservation by telephone

Add Reservation data			
Common information		Guest information	
Code	142617	Names	
Reservation time		Telephone	
Service information		Email	
Table for# persons		Special requirement	
Location:	In /outside		

Activity	3:	Application
----------	----	-------------

ďЪ		
 ∨−		
14-1		4 -
لك	Task	1/:

Read and complete the following dialogue!

(The restaurant is nearly full. The guest has a reservation)
Waitress: Goodsir.
Guest:two, please.
Waiter:?
Guest:(jam 1 siang
Waiter: Oh yes,
Follow?
Guest: Thank you.
Waiter:

Topic 2.2: Receive and seat guests





Read the following conversation and then answer the questions that follow

Conversation between waiter and guest(16)

Guests: Can we've a table for two, please?

(The waiter guides the guests toward a table in a corner of the sprawling, brightly-lit room, which wasn't to their liking.)

Guests: No, not this one. Can we get a table by the window, please?

Waiter: Sure. That one is unreserved.

(He leaves the guests at a window table and returns after few minutes.)

Waiter: Would you like plain water or bottled water?

Guests: Bottled water, please.

(He returns after few minutes.)

Waiter: Here is your water, sir. And here is the menu.

Waiter: Would you like something to start?

(The guests browse the menu.)

Guests: Can we have two sweet corn soups with some garlic bread and vegetable platter for starters?

(He returns after 10-odd minutes to serve the appetizers, another name for starters.)

Waiter: Here are your starters.

Guests: Thank you.

1. If the waiter did not properly welcome the guests upon their arrival, what could he have said to make them feel more welcomed?

- 2. How should the waiter greet the guests if they arrive in the afternoon instead of the evening?
- 3. If the waiter noticed that the guests seemed uncomfortable with the table in the corner without them saying anything, what non-verbal cues might he have picked up on?
- 4. What should the waiter do if the guests seem unsure about what to order from the menu?

¹⁶ https://lemongrad.com/conversation-between-waiter-and-guest/

5. How should the waiter respond if the window tables are all reserved when the guests request one?

Key Facts 2.2: Receive and seat guests

- Introduction to receiving and seating guests
 - ✓ Definition
 - Receiving guests is the initial interaction and process of welcoming and greeting guests as they arrive at a restaurant, hotel, event, or any establishment.
 - ♣ Seating guests refers to the process of guiding and assisting guests to their assigned or chosen seats in a restaurant, café, event, or any establishment with seating arrangements.
 - ✓ Expressions for receiving and seating guests
 - Welcoming the guest
 - Good morning
 - Good afternoon
 - Good evening
 - Good morning sir/Miss, A table for one/two/three...?
 - Asking guest about intended table
 - Where would you like to sit, Madam/Sir?
 - Asking guest to follow you
 - Would you like to follow me please?
 - Could you follow me, please?
 - Offering table will this table do?
 - Will this table be all right?
 - Offering the second table if the first table is refused
 - What about (this/that) one sir?
 - How about over there, madam? Near the window, in the corner, on the terrace, away from the door.
 - If the table is reserved
 - Guest : Is this table taken? / free?
 - Waiter: I'm sorry, sir. That table is reserved.

Asking guest to seat anywhere

- You can sit wherever you like, sir.
- Please sit wherever you like madam.
- Please sit anywhere you like.

✓ Essential non-verbal communication practices to seating guests

- **Walking ahead:** By walking two paces ahead, you lead the guests confidently without overshadowing them, showing your role as a guide.
- **Occasional glance back:** Ensures the guests feel guided and attended to.
- Open arm gesture: Pointing towards the table with an extended arm provides a clear and welcoming direction.
- **Eye contact and smiles:** These create a warm and friendly atmosphere, making guests feel valued and comfortable.
- **Attentive posture:** Standing back slightly but attentively shows you are available if the guests need anything further without being intrusive.
- ♣ Do not focus on one guest when speaking to a group.

✓ Tips for talking to guests

- ♣ Greet warmly: Example: "Good evening, welcome to [Restaurant Name]. How can I assist you today?"
- Listen actively: Example: "I understand you have a special request for a window table. Let me check the availability for you."
- **Be clear and concise: Example:** "Your reservation is confirmed for 7 PM on July fifteenth."
- ♣ Show empathy and understanding: Example: "I'm sorry you experienced a delay. Let me offer you a complimentary drink while you wait."
- **Confirm details: Example:** "To confirm, you would like a table for four on the fourteenth of February at 8 PM, correct?"
- ♣ Offer assistance: Example: "Can I help you with any special dietary requirements?"
- Be polite and respectful: Example: "Please let me know if there's anything else you need. Thank you for your patience."

- **Stay positive: Example:** "Although your room isn't ready yet, we have a lovely waiting area with complimentary refreshments."
- Manage time efficiently: Example: "I'll get this sorted out for you in just a few minutes."
- Follow up: Example: "Is everything to your satisfaction with your meal?"
- ♣ Personalize the interaction: Example: "Thank you for dining with us, Ms. Johnson."
- ♣ Provide clear information: Example: "Breakfast is served from 7 AM to 10 AM in the main dining room."
- ♣ Handle complaints gracefully: Example: "I apologize for the inconvenience. I will arrange for a quieter room for you right away."



Activity 2: Guided Practice



Task 19:

Use the sentences in the box to fill in the dialogue below between a hostess and a guest (use the sentence where appropriate).

- 1. It was my pleasure. Please don't hesitate to let us know if you need anything during your meal;
- 2. Good evening, welcome to Rolle View Hotel. How many guests are in your party?;
- 3. Excellent choice. I'll have your server come over shortly to take your order. Is there anything else I can assist you with?;
- 4. Great, we have a table available for you. Follow me, please. Here is your table. Can I get you anything to drink while you look over the menu?

HOSTESS:
Guest: seven, please!
Hostess:
Guest: Yes, Coffee, please!
Hostess:
Guest: No, thank you!
Hostess:





1.	Analyze and complete the sentences in the given dialogue below:
	Geniffer:,sir.
	Paula: Good eveninga table.
	Geniffer: reservation,?
	Paula: No, we
	Geniffer:I'mfullwait?
	Paula: When will you have a table?
	Geniffer:15minutes.
	Paula: Yeswherewhere
	Geniffer:cocktail lounge,
	if
2.	Complete the conversation below!
	A: Good morningthere?
	B : Yes please.
	A: Wheresit,sir?
	B : We'dnear
	A : Yes, sirtable?
	B: It's too close to the door.
	A:oversir, near the?
	B: Yes
	A· menu

Topic 2.3: Presenting menu





Scenario: A couple, Mr. and Mrs. Smith, are seated at a restaurant for dinner. The waiter, Alex, approaches their table to present the menu and assist them with their choices.

Dialogue:

Alex: Good evening, Mr. and Mrs. Smith. Welcome to The Gourmet House. Here are your menus. (Hands over the menus)

Mr. Smith: Thank you.

Alex: Our chef has prepared some exquisite specials for tonight. Would you like me to go over them with you?

Mrs. Smith: Yes, please. That would be great.

Alex: Certainly. For starters, we have a creamy lobster bisque and a fresh heirloom tomato salad. For the main course, our special is a pan-seared duck breast with a honey glaze, served with roasted vegetables. We also have a vegetarian option, which is a wild mushroom risotto.

Mr. Smith: That sounds delicious. Could you tell us more about the ingredients in the duck breast dish?

Alex: Absolutely. The duck breast is marinated in a blend of spices, then seared to perfection and glazed with local honey. It's accompanied by seasonal vegetables that are roasted with herbs.

Mrs. Smith: I have a gluten intolerance. Do you have any gluten-free options?

Alex: Yes, we do. The heirloom tomato salad and the wild mushroom risotto are both glutenfree. If you have any other dietary restrictions, please let me know, and I can guide you accordingly.

Mr. Smith: I think we're ready to order. Could we start with the lobster bisque and the heirloom tomato salad?

Alex: Certainly. And for the main course?

Mrs. Smith: I'll have the wild mushroom risotto.

Mr. Smith: And I'll have the pan-seared duck breast.

Alex: Excellent choices. I'll place your order and be back shortly with your appetizers. If you need anything else in the meantime, please don't hesitate to ask.

Mr. and Mrs. Smith: Thank you.

Alex: You're welcome. Enjoy your evening.

Read the scenario above then answer the following questions

- 1. What should Alex do if, after presenting the specials, he discovers that the pan-seared duck breast is no longer available?
- 2. How should Alex respond if Mrs. Smith mentions another dietary restriction, such as a dairy allergy, after initially only mentioning a gluten intolerance?
- 3. What should Alex do if Mr. Smith feels that Alex's explanation of the duck breast dish was unclear and asks for further clarification?

Key Facts 2.3: Presenting menu

• Introduction to menu presentation

✓ Definition

A menu is a list of dishes that are ready to sell in Hotels, food service outlets, Cafe and restaurants. These dishes are organized according to mealtime that can be served at breakfast, lunch, supper, and dinner time. Food Menu is a written card that shows lists of food and beverage from which you can choose your favorite meal or drink(¹⁷).

√ Sections and descriptive of menu (¹8)

Section	Also known as	Example items
Appetizers	Appies, Finger Food, Combo	Garlic Bread, Cheese Plate,
	Platters, Snacks, Starters	Nachos
Salads and Soups	Garden Fresh, Greens, Light	Tossed Salad, Caesar Salad,
	Fare, Lighter Favourites,	Soup of the Day
	Low Calorie Choices, Low-	
	fat Selections	

-

¹⁷ https://edukedar.com/

¹⁸ https://www.englishclub.com/english-for-work/food-drink-menu.php

Sandwiches	Burgers, From the Deli,	Grilled Chicken Sandwich,
	From the Grill, Lunch Menu,	Veggie (Garden) Burger,
	Wraps	Steak Sandwich
Italian	Noodles, Pasta, Pizza	Spaghetti, Pepperoni Pizza,
		Fettucini
Main Course	Entrée, Dinners, Main Dish,	New York Steak, Chicken
	Main Event	Stirfry, Hearty Stew
Sides	Accompaniments, On the	French Fries, Rice, Grilled
	Side, Side Dishes	Veggies
Seafood	Catch of the day, Fish, Fresh	Fish and Chips, Battered
	from the Sea	Shrimp, Smoked Salmon
Mexican	South of the Border, Tex-	Fajitas, Nachos, Enchilladas
	Mex	
Specialties	Signature items, Favorites,	BBQ Ribs, Hot Wings, Chicken
	Pleasers, 5 Stars	Cordon Bleu
Desserts	Sweets, Treats, For the	Apple Pie, Mocha
	Sweet Tooth	Cheesecake, Banana Split
Beverages	Drinks, Non-alcoholic	Soda Pop, Juice, Milk
	beverages, Refreshments	
Wine and Beer	Coolers, Draft, Liquor,	House Wine, Jug of Beer,
	Specialty Drinks, Spirits,	Peach Cider
	From the Bar	
Kids Menu	Juniors, Kids Stuff, Little	Spaghetti and Meatballs,
	Tikes, For the Munchkins	Cheeseburger, Chicken
		Fingers
	1	1

Descriptive words and expressions on a menu

Menus often contain special language to make items sound delicious. These words and expressions can also convince the guests to order more food, such as appetizers or dessert.

Description	Meaning	example item
Available with	Guests can have this food	All burger selections
	served with other items.	are available with whole
		wheat buns.
Bottomless, free refills	Guests can have more	Coffee and tea is bottomless.
	without paying.	
Chunky	Many large pieces of meat	A steaming bowl
	or vegetables	of chunky vegetable soup
Coated in, glazed	Covered in a sauce (often	Breast of chicken coated
	before cooking)	in teriyaki sauce
Crispy	Makes a crunchy sound	Caesar salad with fresh
	when you chew	lettuce and crispy croutons
Drizzled with	A small amount of liquid	Apple pie and vanilla ice
	poured over top	cream drizzled
		with butterscotch
Finished with	Final step of the food	A generous portion of
	preparation	spaghetti and garlic tomato
		sauce, finished
		with homemade meatballs
Fresh	Just off the farm/ out of the	All omelettes are made with
	garden/	three fresh egg whites.
Garnished with	Decorated with	Our dinners
		are garnished with fresh
		parsley and seasonal fruit.
Generous portion,	A large amount of	All sandwiches are served
heaping, loaded with		with a generous portion of
		fresh cut fries.
Home style,	From a recipe (not a	Try our
homemade, made from	package)	chef's homemade chili with
scratch		fresh baked bread.
Juicy	With liquid remaining for	Garden salad
	taste	with juicy tomatoes,
		cucumbers, and onions
Lightly breaded,	Rolled in bread crumbs,	Our fish is lightly battered in
battered	eggs, or other mixture and	beer.
	cooked	
Marinated in	Left in fridge to soak up	Our steaks are marinated in a
	sauce/juice/flavoring	rich peppercorn sauce.
Medley	Variety, mixture	A vegetable medley tossed in
		olive oil and served over rice

Mouth watering	Appearance causes mouth	Finish your meal off with one
	to salivate	of our mouth
		watering desserts.
On a bed of	On top of a layer of	A ginger chicken stir fry
		served on a bed of rice
Seasonal	Produce varies at different	Ask your server about
	times during the year	our seasonal fruit pies.
Seasoned with	Herbs and spices added	Roasted
		chicken seasoned with fresh
		basil and oregano

✓ Expressions for presenting menu to a guest

- Here's your menu. Sir or Mr....or Madam
- ♣ Today we have a special set menu or chef's special.
- May I recommend the Chef's Special?
- We also have a delicious buffet for you today.
- This is our special breakfast or afternoon tea menu.



Activity 2: Guided Practice



Match the items in Column A with the appropriate expressions in Column B as used in presenting the menu.

Answer	Column A	Column B
	Greeting the customer	A. "Here is our menu for today. May I start by recommending our chef's special?"
	2. Offering assistance	B. "Good evening! Here are your menus. Would you like me to explain any items?"
	3. Recommending specials	C. "Are you ready to order, or would you like a few more minutes with the menu?"
	4. Explaining menu items	D. "Welcome! We have a variety of dishes today. May I suggest starting with our appetizers?"
	5. Taking orders	E. "Would you like to hear about our daily specials before you decide?"

Answer	Column A	Column B
	6.	F. "Please let me know if you have any questions about the menu."
	7.	G. "Tonight, our chef recommends the seafood risotto as a special dish."
	8.	H. "Our menu includes a selection of vegetarian and gluten-free options."



Activity 3: Application



Read the following scenario and perform the task given

Scenario. A group of four guests arrives at a fine dining restaurant for dinner. The server, Mwiza, greets them, seats them, and presents the menu. One of the guests, Ms. Lee, has specific dietary restrictions and preferences. Mwiza needs to ensure that the guests are informed about the menu options, specials, and accommodate any dietary needs. Create a possible dialogue between Mwiza and Mrs Lee.



Fill in the blanks to complete sentences

- 1. When answering the phone, you should greet the caller by saying, "....... for calling [Restaurant/Hotel Name]. This is [Your Name], how may I assist you today?"
- 2. To find out the number of guests, you should ask, "...... people will be in your party?"
- 3. When confirming the reservation details, you should repeat the details and ask, "Is that?"
- 4. If the requested time is fully booked, you might say, "I'm sorry, but we are fully booked at that time. Would an or later time work for you?"
- 5. When asking about special requests, you should say, "Do you have any requests or dietary restrictions?"
- 6. If you need the caller to repeat information, you should say, "I'm sorry, could you please that?"
- 7. When recording the reservation, it is crucial to accurately note the and
- 8. Match the items in Column A with the appropriate expressions in Column B as used in presenting the menu.

Answer	Column A			Column B
	1.	Greeting the	A.	"Here is our menu for today. May I start by
		customer		recommending our chef's special?"
	2.	Offering assistance	В.	"Good evening! Here are your menus. Would
				you like me to explain any items?"
	3.	Recommending	C.	"Are you ready to order, or would you like a
		specials		few more minutes with the menu?"
	4.	Explaining menu	D.	"Welcome! We have a variety of dishes today.
		items		May I suggest starting with our appetizers?"
	5.	Taking orders	E.	"Would you like to hear about our daily
				specials before you decide?"
	6.		F.	"Please let me know if you have any questions
				about the menu."
	7.		G.	"Tonight, our chef recommends the seafood
				risotto as a special dish."
	8.		H.	"Our menu includes a selection of vegetarian
				and gluten-free options."

Answer the following questions by True or False

- 1. "We have a table available at 7:30 PM. Would that be suitable?"
- 2. "Can I pencil you in for tomorrow evening?"
- 3. We only have a table for four available. Would that work for you?"
- 4. "Could I take your address for the reservation?"
- 5. "Would you like a window seat or a booth?"
- 6. "Is there a specific occasion for your reservation?"
- 7. "Unfortunately, we don't take reservations after 6:00 PM."
- 8. What should a hostess do when welcoming guests?
 - a. Ignore them until they sit down
 - b. Smile warmly and escort them to their table
 - c. Offer them a menu immediately
 - d. Leave them standing at the entrance
 - 9. Which greeting is appropriate for guests arriving in the evening?
 - a. "Good morning!"
 - b. "Good afternoon!"
 - c. "Good evening!"
 - d. "Hello!"
- 10. What are examples of essential non-verbal communication during guest seating?
 - a. Talking loudly
 - b. Avoiding eye contact
 - c. Smiling and maintaining eye contact
 - d. Checking the phone constantly
- 11. What should staff do to assist guests with menu choices?
 - a. Provide incorrect information
 - b. Ignore their questions
 - c. Offer recommendations and describe dishes
 - d. Rush the guests to make a quick decision
- 12. What should a waiter do when present the menu?
 - a. Immediately take the order
 - b. Offer recommendations and describe dishes
 - c. Ignore the guests' questions
 - d. Leave the table without explaining the menu



- Taking guest reservations by telephone involves paying attention to effectively receiving telephone calls and how to address and addressing guests, speaking about time and dates as well as using special expressions related to reservation.
- Receiving and seating guests is an orderly process of which steps are interconnected.
- Menus in hotels and restaurants are classified as table d'hôte menu and A la carte menu according to hotel management studies and as breakfast, brunch, lunch, evening and supper menus based on meal time.



- 1. Re-take the self-assessment they did at the beginning of the unit.
- 2. Fill in the table above and share results with the trainer for further guidance.
- 3. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experienc e doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe guest					
reservations					
Explain the process					
of receiving and					
seating guests					
Describe menus					
Take reservations by telephone					

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experienc e doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Receive guests and show them seats courteously					
Present menu					
Be courteous to the guests					
Be careful when addressing a guest					
Be polite to the guests					

4. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: TAKE CUSTOMER ORDERS AND GIVE BILL/CHECK



Unit summary

This unit provides you with the knowledge, skills and attitudes required to Take customer orders and give bill/check required to apply professional English for food and beverage operations. It covers the taking of client's order, getting the bill/check, handling customer feedback, perform dinning etiquette, table manners and cultural preference.

Self-Assessment: Unit 3

- 1. Observe the figure under unit 3 above and answer the following questions
 - a. Describe what you see in the figure.
 - b. Describe what is happening in the figure.
 - c. Explain how the figure relates to the unit.
 - d. Do you think the figure reflects the learning unit? Briefly explain your response.
 - e. Based on the figure what do you think will be topics to be covered under this unit?
- 2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong ways to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do this? How well?
 - c. Read the statements across the top. Put a check in column that best represents your level of knowledge, skills or attitudes.
 - d. At the end of this unit, you will assess yourself again.

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe customer orders					
Describe customer bill/check					
Explain customer feedback					
Take customer orders					
Receive customer payments					

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Handle guest feedback					
Be polite to customers					
Be responsible					
Be polite too customers					



Knowledge	Skills	Attitudes	
Describe customer	1. Take customer	1. Be polite to	
orders	orders	customers	
2. Describe customer	2. Receive customer	2. Be responsible	
bill/check	payments		
3. Explain customer	3. Handle guest	3. Be polite too	
feedback	feedback	customers	





Task 24:

Read the scenario below and then answer the question that follow

A Server approaches the table for two with a warm smile and makes eye contact with the guests. He greets them, "Good evening! My name is Jack, and I'll be your server tonight. Are you ready to place your order?".

The first guest: "Yes, I'd like the grilled salmon with a side of vegetables, please."

The second guest: "I'll have the steak, medium rare, with mashed potatoes."

The server: "Excellent choices. And for drinks?"

The first guest: "Just water for me."

The second: "I'll have a glass of red wine."

The server: "Perfect. I'll get that started for you right away." Later, after the meal. The server came back and asked "How was everything this evening?"

The first guest: "The salmon was delicious, thank you."

The second: "The steak was a bit overcooked for medium rare."

The server: "I apologize for that. Would you like me to bring you another steak, cooked to your preference?"

The second guest: "No, that's okay. But thank you for asking."

The server: "Of course. Here is your bill whenever you're ready." He place the bill on the table with a polite nod and step back. The guest Thanked him then he replied "You're welcome. Take your time." After they pay. The server says "Thank you very much. Have a wonderful evening." The guests replied "Thank you, you too."

Questions:

- 1. What should Jack do if a guest is unsure about what to order?
- 2. How would Jack confirm a guest's order to avoid mistakes?
- 3. How could Jack ask guests if they are ready for the bill?
- 4. What should he do if a guest wants to split the bill?
- 5. What is the first thing servers should do when a guest complains about their meal?
- 6. How can waiters like Jack show a guest that they value his/her feedback?
- 7. How should servers handle a situation where a guest needs assistance with using chopsticks?
- 8. What would Jack do if a guest follows specific cultural dining practices, such as avoiding certain foods?

Topic 3.1: Taking clients' orders





Read the dialogue below then answer the questions after it.

Dialogue: At a bar (19)

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

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

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

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

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

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

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

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

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

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

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

Mr. Jackson: Could I have a stir stick?

Bartender: Coming up... Here you are.

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

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

Mr. Jackson: The peanuts are stale!

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

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

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

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

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

Mr. Jackson: Hmmm, what's that bottle over there?

¹⁹ https://www.thoughtco.com/multiple-choice-questions-drink-at-bar-1211318

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

Mr. Jackson: That sounds good. I'd also like to smoke. Is that possible?

Bartender: Unfortunately, we don't allow smoking in the bar. You'll have to step outside.

Mr. Jackson: No worries. I can wait. So how long have you worked at this bar?

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

Questions:

1. What was the order of Mr Jackson?

- 2. How many times the word "Sir" is repeated in the dialogue?
- 3. Why such a repetition along the dialogue?
- 4. What expressions could Mark use to ensure Mr. Jackson feels acknowledged and served promptly despite his initial frustration?
- 5. How can Mark ensure that Mr. Jackson receives fresh snacks and is satisfied with the service?
- 6. How can Mark maintain a positive attitude and provide excellent service despite Mr. Jackson's frustration?
- 7. How can Mark engage with Mr. Jackson in a friendly conversation about his experience working at the bar, while still maintaining professionalism?
- 8. Considering Mr. Jackson's interest in snacks, how can the bartender suggest an appetizer that pairs well with his drink?

Key Facts 3.1: Taking clients' orders

- Introduction to taking client's orders
 - ✓ Definition

Clients' orders refer to the specific items or services requested by a customer or client.

- **Taking clients' orders** refers to the process of receiving and recording what a client or customer wishes to purchase or acquire
- ✓ Expressions for waiter/waitress (²⁰)
 - Excuse me Mr./Mrs./Ms.... or Sir/Madam, may I take your order please?
 - Can I take your order, Sir/ Madam?
 - Are you ready to order?

²⁰ https://www.istockphoto.com/photo/

- Are you ready to order yet?
- What would you like to start with?
- How would you like your steak?
- ♣ What would you like to drink with your meal?
- ♣ Would you like any wine with that?
- Can I get you a drink while you're waiting?
- Would you like coffee or tea with your dessert?
- Would you like to finish your evening with us with some dessert?

Example

- "Good evening Sir/Madam! Welcome to our restaurant. May I take your order?"
- "Would you like to hear about our specials for tonight?"
- "Is everything tasting alright with your meal?"
- "Here is your bill whenever you're ready."
- "Thank you for dining with us. Have a wonderful evening!"

✓ Expressions for customer(²¹)

- ♣ Could you bring us the menu, please?
- Could you bring us the salt/ pepper/ ketchup/ vinegar, please?
- I'll have the soup as a starter.
- I'll have the steak for the main course.
- May I have some water, please

Example

"Could I see the menu, please?"

- "I'll have the grilled chicken salad, please."
- "Could I get a refill on my water, please?"
- "Could we have the check, please?"
- "Everything was delicious, thank you!"

71 | PROFESSIONAL ENGLISH FOR F&B OPERATIONS - TRAINEE'S MANUAL

²¹ https://www.gettyimages.com/detail/photo

✓ Expressions for suggestive selling(²²)

- May I suggest our lunch/dinner buffet which consist of......
- Excuse Mr./Mrs./Ms.or Sir/Madam, would like to have an appetizer to start with? May suggest our...? Or
- ♣ Today's bar special is... (name of a cocktail/mocktail).
- Shall I bring you an iced tea or mocktail to start with?

Example

- "Have you tried our signature cocktail, the 'Mango Tango'? It's quite popular with our guests."
- "Our chef recommends pairing your steak with our garlic mashed potatoes for a delightful combination."
- "Would you like to add a dessert to complete your meal? Our homemade chocolate lava cake is simply irresistible."
- "For a refreshing twist, may I suggest our seasonal fruit salad as a side to your main course?"
- "If you're a fan of seafood, our grilled shrimp skewers are a must-try tonight."

✓ Repeat the order for confirmation

After the guest has ordered, repeat the order back (from the order pad) to the guest by saying: (in a clear, confident and polite manner),

Excuse me Mr./Mrs./Ms....or Sir/Madam, may I repeat your order please, they are.....

Examples

- "Just to confirm, you ordered the New York strip steak cooked medium rare, with a side of asparagus, correct?"
- "For your drink, you requested a glass of our house red wine?"
- "And for dessert, the chocolate lava cake with vanilla ice cream?"
- "Is there anything else I can include for you this evening?"
- "Thank you for confirming your order. I'll have that right out for you."

 $^{^{22}\} https://images.search.yahoo.com/search/images?p=images+for+expressing+suggestive+selling+in+a+hotel$

✓ Making comments on food(²³)

- What a wonderful dinner!
- I especially like the wonderful chicken dish.
- ♣ I really love this meal.
- My salad is very soggy.
- The vegetables are kind of mushy.
- My fish has good seasoning but is a little dry.
- The cake is too sweet for me.

Example

Positive comments

- o "This steak is cooked perfectly, just how I like it."
- o "The flavors in this dish are really well-balanced."
- o "I love how fresh the ingredients taste in this salad."
- o "The presentation of the dessert is beautiful!"
- "This meal is absolutely delicious. I'll definitely be coming back for more!"

Negative comments

- "The steak is a bit overcooked for medium rare."
- "I expected the soup to be warmer."
- "The salad dressing is a bit too tangy for my taste."
- "The dessert is too sweet for me."
- o "The portion size of the main course seems smaller than usual."

√ Samples of expression application

Taking order

Waiter: Excuse me Madam, may I take your order please?

Guest: Sure, I'll take rice with beef.

Suggesting options to customers

Waiter: I can see that you're here as a couple – we also have restaurant and day spa specials available at the moment, which our guests absolutely love. Would

²³ https://images.search.yahoo.com/search/images;_ylt=AwrFRvLKlHFm8UIVuxNXNyoA

you like me to tell you more? (24)

Customer: I especially like the wonderful chicken dish.

Waitress: we are happy to hear that!

Asking for guests' readiness to order

Are you ready to order now, madam? Would you like to order now, sir? May I take you order now, ladies?

Ordering a drink before dinner

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

Guest 1: Yes, I'll have a coffee, please.

Waiter: And you, sir?

Guest 2: What have you got?

Waiter: We have beer, wine, fruit juice, soft drink, ...would you like to see

beverage list, sir?

Guest 2: No thank you. I will have fruit juice, please. Have you got any orange

juice, please?

Guest 3: I'll have a fruit juice too, please.an orange juice!

Waiter: Yes, sir. So that's one coffee and two orange juices





Complete the conversation below!

Waiter :	order
Man:	club sand wich.
Waiter :	madam?
Woman :	any lobster today
Waiter:	
Woman :	lobstergreen saladgreen
Waiter:	drink?
Man :	Bram.

 $^{^{24}\} https://www.littlehotelier.com/blog/increase-your-revenue/what-is-upselling-hotel/$

Waiter:	sorry		
Man:	b	eer then.	
Waiter :	n	nadam?	
Woman :		too, please.	
Waiter:	lobster with	one	and
Man: Yes			





Please arrange the sentence to make a good conversation!

So that's one Bacardi and Coke. And one Bram. And sir? Yes, I think so.

What would you like Anne? Have you got any Bacardi? I'll have a Bram please, John.

Would you like something to drink before your meal, sir? Yes, sir.

We have Bacardi. Yes, that's right. I'll have a Bacardi and coke please.

Topic 3.2: Getting the bill/check



Activity 1: Problem Solving



Read the dialogue below then answer the questions that follow

Keza: "Was everything to your satisfaction?"

Guest: "Yes, thank you.

Keza: "Are you ready for the check, or would you like to order anything else?"

Guest: "We're ready for the check, thank you. Could we get one, please?"

Keza: "Of course, I'll be right back with it. How would you like to pay, cash or card?"

Guest: Card

Keza: "Would you like to split the bill?"

Guest: "Yes, split the bill"

Questions

1. If the guest mentions the bill is incorrect, how should the Keza handle the situation?

2. What should Keza do since the guest wants to split the bill?

3. What are different ways that the customers would use to pay the bill and how can Keza handle them?

Key Facts 3.2: Getting the bill/check

- Introduction to bills/check
 - ✓ Definition

The terms "bill" and "check" refer to the document provided to customers detailing the cost of their meal or drinks, including any additional charges such as taxes and gratuity. They are used interchangeably.²⁵

- ✓ Expressions to use when you want to pay
 - Can I have the check, please?
 - We'll take the check.
 - Can I have my bill?
 - Can we have the bill, please?

²⁵ https://grammar.collinsdictionary.com/english-usage/what-is-the-difference-between-bill-andcheck#:~:text=In%20British%20English%2C%20a%20bill,and%20asked%20for%20the%20check.

- Could we get the bill?
- Could I have the bill, please?
- I am ready for my bill.
- Could we pay please?
- I am ready to pay the bill.
- I would like my check, please.
- Could we have the check, please?
- I'm ready to settle the bill.
- Could you bring us the bill when you have a moment?
- May I pay for our meal now?
- Could you please prepare the check for us?
- Do you accept credit cards?
- Can we have separate checks?
- We're going to split the bill.
- Are you paying together?



Activity 2: Guided Practice



Fill in the following dialogue with appropriate expressions for getting the bill/check and suggesting models of payment

Customer:
Waitress: Sure you right now.
Customer: Thank you.
Waitress:, please.
Customer:
Waitress: You can use momo pay,or either ways are
accepted
Customer: split the bill.





Read the following scenario and perform the task provided after

Imagine yourself in different dining situations where you need to request the bill. Visualize the setting, your role (as a guest), and the context (e.g., business lunch, casual dinner, celebratory meal).

- 1. Write down at least three different scenarios where you would need to ask for the bill.
- 2. For each scenario, write a polite and clear phrase you would use to request the bill.
- 3. Consider factors like timing, politeness, and any special requests (e.g., splitting the bill, including gratuity).

Topic 3.3: Handling customer feedback



Activity 1: Problem Solving



Scenario. Peter works as a server in a fine dining restaurant. A couple has just finished their main course, and you approach their table to check on their experience.

Customer: "Excuse me, could we speak to you for a moment?"

Peter's response: "Certainly, I'm here to help. How can I assist you?"

Customer: "We ordered the seafood risotto, but it's a bit under seasoned."

- 1. What is the first step that peter should take to calm down the customer?
- 2. What expressions could peter use to handle the situation?
- 3. What solution could peter offer to the customer to solve the issue?
- 4. Identify the lessons that peter could learn from the complaint.

Key Facts 3.3: Handling Customer feedback

- Introduction to handling customer feedback
- ✓ Definition
 - Customer feedback is information provided by customers about their experience with a product or service. ²⁶
 - Customer complaints are negative pieces of feedback consumers provide about a company's product, service, or support experience.²⁷
 - Handling customer feedback refers to the process of receiving, responding to, and addressing comments, complaints, or suggestions from customers about their experience with a product or service. This process is crucial for improving customer satisfaction, loyalty, and the overall quality of the service or product offered.

feedback#:~:text=Customer%20feedback%20is%20information%20provided,tools%20that%20collect%20impli cit%20feedback.

²⁶ https://hiverhq.com/blog/collect-customer-

²⁷ https://www.zendesk.com/blog/customer-complaints-10-tips-manage-better/

✓ Submitting complaints

Language expressions for customer

- Excuse me, but I didn't order this.
- I'm sorry, but this is cold.
- Can I change my order please?
- I'm sorry, but can I change my order?
- I am sorry, but I think I ordered waffles.

Examples

- "Excuse me, may I speak with you for a moment? There seems to be an issue with my meal."
- "I'm sorry to bother you, but I have a concern about the dish I received."
- "My steak is overcooked, and I asked for it medium rare."
- "The soup is cold and doesn't seem fresh."
- "I was really looking forward to this meal, but it hasn't met my expectations."
- "I'm disappointed because this isn't what I expected from your restaurant."
- "Is it possible to get a replacement for my meal?"
- "Can you do something to fix this issue?"

√ Dealing with problems: language expressions for staff/ waiter/ waitress

- Listen and empathize the guest: Use phrases like
 - "I'm sorry to hear that",
 - "I can see why you're upset", or
 - "Thank you for sharing your feedback".
- Apologize and take responsibility: Use phrases like
 - "I apologize for the inconvenience",
 - "We take full responsibility for this", or
 - "This is not the level of service we aim to provide".
- Offer a solution and follow up: Use phrases like
 - "We will do our best to rectify this as soon as possible",
 - "We will send you a confirmation email once this is done",
 - "We appreciate your patience and understanding".
 - "We hope you are happy with the outcome",

- "We value your feedback and suggestions", or
- "We look forward to serving you again".
- Learn and improve: Use phrases like
 - "We have learned from this experience",
 - "We have made some changes to our system", or
 - "We have improved our training and standards".
- Encourage positive feedback: Use phrases like
 - "We are glad you enjoyed our service",
 - "We would love to hear from you", or
 - "We appreciate your support and recommendation".



Activity 2: Guided Practice



Fill in the following dialogue with appropriate expressions for handling customer feedback.

Waiter: Excuse me Sir, here is your order!
Customer: I' sorry, but I didn't order this.
Waiter:
Customer: Sure, you can take the right order now.
Waiter:



Activity 3: Application



Referring to the scenario under task 31, perform the following task

Demonstrate how you would handle this customer complaint from start to finish.

Topic 3.4: Perform dining etiquette, table manners, and cultural preferences





Task 34

Read the following dialogue and answer the questions that follow

Waiter: "Good evening, welcome to our restaurant! May I take your order?"

Customers: "Yes, I'll have the grilled chicken salad, please."

Waiter: "Excellent choice. Would you like any beverages with that?"

Customers: "Just a glass of water, thank you."

Waiter: "I'll get that started for you right away. Enjoy your meal!"

Customers: "Thank you."

Questions

1. How should the customers hold their utensils while eating?

- 2. What should the customers do with their utensils once they have finished eating?
- 3. What should the couple do with their napkins when they first sit down?
- 4. Where should they place their hands when not using utensils?
- 5. What should they do before taking a sip of their drinks?
- 6. What should they do if they need to speak while eating?
- 7. How can a customer respond if someone addresses him/her while chewing?

Key Facts 3.4: Perform dining etiquette, table manners, and cultural preferences

• Performing dining etiquette and table manners

✓ Definitions

- ♣ Dining etiquette is the set of social norms and customs that govern how individuals should conduct themselves during a meal.
- Table manners are the rules of etiquette used while eating, which may also include the use of utensils. Different cultures observe different rules for table

- manners. Each family or group sets its own standards for how strictly these rules are to be followed.²⁸
- The term "culturally preferred foods" is used to describe safe and nutritious foods that meet the diverse tastes and needs of customers based on their cultural identity.²⁹

✓ Important features(³⁰)

♣ Proper use of utensils: In a formal table setting, various utensils will be laid out for each course. Start with the outermost utensils and work your way inward as each successive course is served.

Usage of utensils

- o Hold your fork in your left hand and your knife in your right.
- Cut only one bite of food at a time.
- o Place your utensils together on the plate when you're finished eating.
- o Switch the fork to your right hand if you prefer the American style.
- Use the knife to push food onto the fork if needed.
- o Rest your utensils on the plate when you're not using them.

Napkin usage:

- Once seated, unfold your napkin and place it on your lap.
- Use your napkin to dab your mouth when necessary avoid wiping your face or blowing your nose on it.
- At the end of the meal, loosely fold your napkin and place it to the left of your plate.

Napkin usage

- Place your napkin on your lap as soon as you sit down.
- Use your napkin to dab your mouth gently.
- o If you need to leave the table, place your napkin on your chair.
- o Fold your napkin neatly when you're done eating.

²⁸

https://en.wikipedia.org/wiki/Table manners#:~:text=Table%20manners%20are%20the%20rules,rules%20are%20to%20be%20followed.

²⁹ https://www.cdc.gov/nutrition/food-service-guidelines/strategize-and-act/cultural-food-preferences.html#:~:text=The%20term%20%E2%80%9Cculturally%20preferred%20foods,are%20Halal%20or%20Kosher%2C%20respectively.

³⁰ https://spiegato.com/en/

- Avoid using your napkin to wipe your nose.
- o If you drop your napkin, politely ask for a new one.
- ♣ Setting posture Proper dining etiquette requires good posture when approaching the table, pulling out your or someone else's chair and when seated, conversing and eating. This involves keeping your head in the clouds, your feet on the ground, elbows off the table, hand to mouth.(31)

Good posture in dining

- O Sit up straight with your back against the chair.
- o Keep your elbows off the table.
- o Place your hands on your lap when not using utensils.
- Avoid slouching during the meal.
- o Maintain a comfortable and relaxed posture.
- Lean slightly forward when taking a bite.
- Chewing, talking while at table: It is considered impolite and unappetizing to chew with your mouth open.
 - Take small bites and chew your food thoroughly before swallowing.
 - Avoid speaking while your mouth is full, and cover your mouth with your napkin if you need to cough or sneeze.

Chewing with mouth closed

- Remember to chew with your mouth closed.
- o Take small bites to make it easier to chew with your mouth closed.
- It's polite to chew quietly.
- Avoid making noise while chewing.
- o Finish chewing and swallowing before taking a sip of your drink.
- Chew slowly to enjoy the flavors and avoid choking.

Avoiding talking with a full mouth

- o Please wait until you've swallowed your food before speaking.
- o It's best to finish chewing before starting a conversation.
- Excuse yourself if you need to respond while eating.
- o Take a moment to chew and swallow before replying.
- Cover your mouth with your hand if you must speak.

_

³¹ https://jeannenelson.net/2013/07/09

o Politely nod or gesture while chewing if someone addresses you.

✓ Expressions on cultural preferences:

- "We provide separate utensils for each course to maintain proper dining etiquette."
- "We're happy to explain any unfamiliar dishes or cultural practices related to our menu."
- ♣ "Please let us know if there are any allergies or dietary restrictions we should consider."
- "Do you have any vegetarian or vegan dishes on the menu?"
- "Could I have my meal prepared without [specific ingredient] due to dietary restrictions?"
- "May I have chopsticks instead of a fork for my sushi?"
- ♣ "In my culture, we eat rice with a spoon; do you have one available?"

√ Excusing oneself

Expressions:

- Excuse me, I need to step away for a moment.
- Pardon me, I'll be right back.
- Please excuse me, I need to use the restroom.
- I'll be back shortly, please continue enjoying your meal.
- Excuse me, I need to make a quick phone call.
- Please excuse me, I need to attend to something.



Activity 2: Guided Practice



Task 35:

Read the following dialogue and perform the task given

Mucyo and his colleague are dining at a fine restaurant. The server approaches their table.

Waiter: "Good evening, welcome to our restaurant. May I take your order?"

Mucyo: "Good evening. Yes, I'll have the lamb chops, please."

Colleague: "I'll have the seafood risotto."

Waiter: "Excellent choices. May I recommend holding your fork in hand and your knife for easier cutting? Also, remember to place your napkin"

Mucyo: "Thank you, that's helpful."

As the meal progresses, the server checks on them.

Waiter: "How is everything tasting so far?"

Mucyo: (chewing) "Mmm, delicious."

Waiter: "I'm glad to hear that. Just a gentle reminder to chewfor a pleasant dining experience."

Later, Mucyo's colleague needs to step away.

Colleague:

Waiter: "Of course, you can place chair."

Rewrite the dialogue completing sentences, including appropriate responses and actions for Mucyo and his colleague that demonstrate proper dining etiquette and table manners.





Tack 36.

Read the following scenario and perform the activity provided

Consider welcoming guests who have made reservation for a table for three. Set their table before they arrive with the most suitable table setting. As they arrive, seat them and assist them using correctly the napkins then serve them. Since one of the guests is a young child, assist the mother by making the young one aware of how to use a knife and a folk and good manners and politeness at table.



Answer the following questions by True or False

- 1. Submitting a complaint should be done politely and with specific details about the issue.
- 2. Learning from customer feedback helps businesses improve their services.
- 3. Encouraging positive feedback helps reinforce good service and boosts staff morale.
- 4. Listening and empathizing with the guest are important steps in resolving issues.

Answer the following questions by circling the correct response

- 5. What is the first step in submitting a complaint?
 - a. Yelling at the staff
 - b. Writing an angry email
 - c. Clearly stating the problem
 - d. Ignoring the issue
- 6. What should you do after listening to a customer's complaint?
 - a. Ignore their concerns
 - b. Offer a solution and take responsibility
 - c. Argue with the customer
 - d. Leave the situation unresolved
- 7. How can businesses use feedback to improve?
 - a. Ignore feedback that is negative
 - b. Implement changes based on feedback
 - c. Avoid asking for feedback altogether
 - d. Refuse to acknowledge any issues raised
- 8. How can you encourage customers to leave positive feedback?
 - a. Provide incentives like discounts or rewards
 - b. Ignore positive comments
 - c. Discourage customers from leaving feedback
 - d. Avoid acknowledging positive experiences
 - 9. What should a waiter do after taking a customer's order?
 - a. Immediately bring the bill
 - b. Confirm the order details
 - c. Ignore the customer's requests

- d. Start preparing the food without confirmation
- 10. How can a waiter encourage customers to try new menu items?
 - a. By ignoring their preferences
 - b. By providing honest recommendations
 - c. By rushing through the ordering process
 - d. By avoiding any suggestions
- 11. What should a customer say when they are ready to pay?
 - a. "I don't need the bill yet."
 - b. "Could we have the bill, please?"
 - c. "I'll pay later."
 - d. "I'm not sure how much it costs."
- 12. Why is it important for a waiter to repeat a customer's order?
 - a. To confuse the customer
 - b. To waste time
 - c. To ensure accuracy
 - d. To avoid interaction
- 13. How should a customer provide feedback about their meal?
 - a. By keeping quiet
 - b. By speaking loudly
 - c. By making rude comments
 - d. By politely expressing their opinion
- 14. Match items in Column A with expressions in Column B

Answer	Column A	Column B
	1. Greeting and taking the	A. "I'd like the seafood pasta,
	order	please."
	2. Offering	B. "Could we have the bill now?"
	recommendations	
	3. Repeat the order for	C. "Our chef's special tonight is the
	confirmation	lamb chops."

Answer	Column A	Column B
	4. Expression for suggestive selling	D. "May I recommend our house salad?"
	5. Expression when you want to pay	E. "Good evening! May I take your order?"



Points to Remember

- Mastering table manners enhances dining experiences, showcasing respect and consideration. From using napkins to toasting, these etiquette rules create a harmonious and enjoyable atmosphere for all diners.
- Proper etiquette during meals contributes to a positive dining environment. Observing table manners, from sitting posture to excusing oneself, demonstrates respect and gratitude towards hosts and fellow diners.

Self-Reflection

- 1. Re-take the self-assessment they did at the beginning of the unit.
- 2. Fill in the table above and share results with the trainer for further guidance.
- 3. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Describe customer orders					
Describe customer bill/check					

My experience Knowledge, skills and attitudes	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Explain customer					
feedback					
Take customer orders					
Receive customer					
payments					
Handle guest					
feedback					
Be polite to					
customers					
Be responsible					
Be polite too					
customers					

4. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

- 1. chefworks. (2016, 06 07). uniforms. Retrieved from chefworks.com: https://blog.chefworks.com/uniforms/how-to-handle-reservations-the-right-way/
- 2. club, e. (n.d.). Retrieved from english club.com: https://www.englishclub.com/english-for-work/food-drink-menu.php
- 3. Lora Arduser, D. R. (2005). The waiter & waitress and waitstaff training handbook. Ocala: FL: Atlantic Publishing Group.
- 4. MARRIOTT, L. (2024). Retrieved from marriott.com: https://www.marriott.com/en-us/hotels/sdflm-louisville-marriott-downtown/dining/
- 5. NELSON, J. (2023, 7 9). Retrieved from jennenelson.com: https://jeannenelson.net/2013/07/09/
- 6. Online, E. S. (2023, 11 1). Retrieved from englishstudyonline.com: https://englishstudyonline.org/food-adjectives/
- 7. R. Lillicrap and John A. Cousins, 2. (. (2006). Food and Beverage Service. (Vol. 7). Landon: London: Hodder Arnold.
- RWANDA, D. (2024). Retrieved from booking.com: https://www.booking.com/hotel/rw/dazzlet-rwanda.engb.html?aid=356980&label=gog235jc-1DCAsowwFCDmRhenpsZXQtcndhbmRhSDNYA2jDAYgBAZgBCbgBF8gBDNgBA
- 9. Solutions, U. F. (22023). Retrieved from unileverfoodsolutions.com.sg: https://www.unileverfoodsolutions.com.sg/en/chef-inspiration/chef-lifestyle-tips/an-introduction-to-essential-cooking-techniques.html
- 10. store, w. (2024). Retrieved from webstaurantstore.com: https://www.webstaurantstore.com/article/454/types-of-cooking-methods.html
- 11. Talalla, R. (2008). English for Restaurant Workers. Compass Publishing.
- Walton, J. (n.d.). Retrieved from foodserviceequipmentjournal.com: https://www.foodserviceequipmentjournal.com/shine-fits-new-kitchen-facilities-hilton-the-gantry/
- 13. Yadav, A. (2018, 2 5). Retrieved from lemongrad.com: https://lemongrad.com/conversation-between-waiter-and-guest/
- 14. ZENDEK. (2023, 12 20). customer complaints. Retrieved from zendek.com: https://www.zendesk.com/blog/customer-complaints-10-tips-manage-better/



August,2024