



RQF LEVEL 3

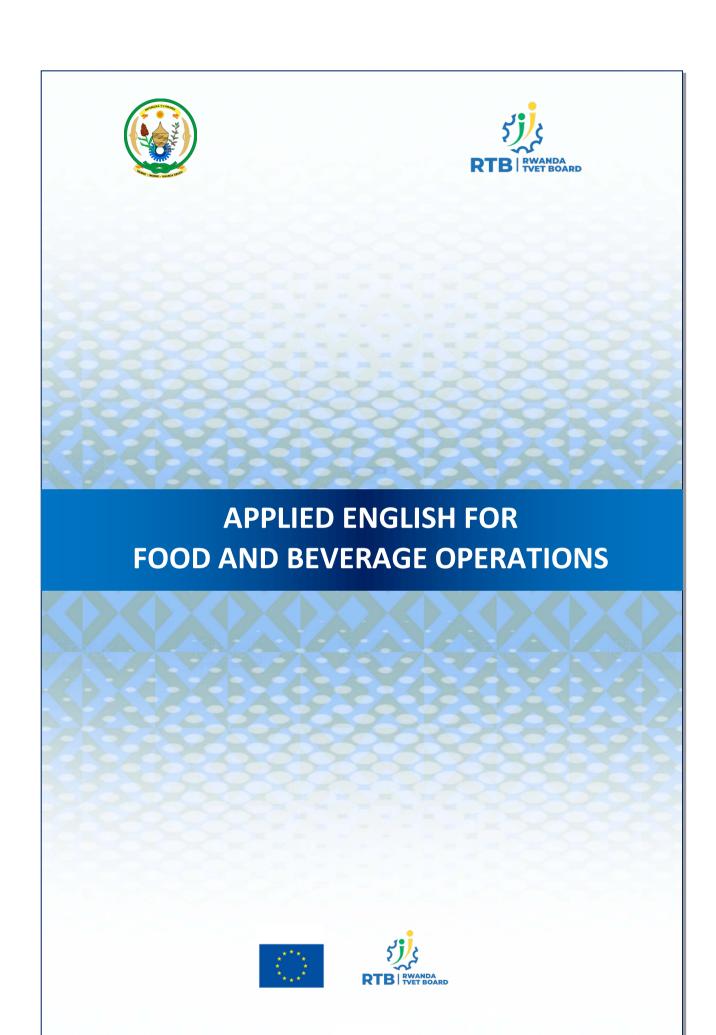


FBOAE302

Food and Beverage

Applied English for Food and Beverage Operations

TRAINEE MANUAL



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i

FOREWORD

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises.

The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant. These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset.

I would like to express my sincere appreciation to the authors, industry experts, and educators

who have contributed to the creation of these TVET training manuals. Their dedication and

expertise have ensured that the manuals are of the highest quality and relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the

dynamic world of hospitality and tourism, and to unlock your potential in this exciting

industry. By investing in your education and acquiring the skills offered in these manuals, you

are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

Director General/RTB

iii

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ACRONYMS

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

TABLE OF CONTENT

Author's Note Page (Copyright)i
Forewordii
ACKNOWLEDGEMENTSiv
COORDINATION TEAMv
ACRONYMS vi
TABLE OF CONTENTvii
INTRODUCTION1
UNIT 1: USING THE VOCABULARY RELATED TO KITCHEN AND SERVICE
Topic 1.1: Pronouncing kitchen and service vocabularies based on the pronunciation rules8
Topic 1.2: Listening to kitchen and service vocabularies according to the listening rules 16
Topic 1.3: Describing materials and equipment related to the kitchen and the service according to their portrait and function 41
UNIT 2: USING COMMUNICATIVE POLITE EXPRESSIONS RELATING TO FOOD
AND BEVERAGE
AND BEVERAGE Topic 2.1: Using polite forms for customer services according to the circumstances
Topic 2.1: Using polite forms for customer services according to the
Topic 2.1: Using polite forms for customer services according to the circumstances 60 Topic 2.2: Using of politeness formulas to meet the needs of customers and
Topic 2.1: Using polite forms for customer services according to the circumstances
Topic 2.1: Using polite forms for customer services according to the circumstances
Topic 2.1: Using polite forms for customer services according to the circumstances
Topic 2.1: Using polite forms for customer services according to the circumstances
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INTRODUCTION

Welcome to the training manual on Applied English for Food and Beverage Operations, designed for learners pursuing TVET level 3 in Rwanda. This manual is a comprehensive guide to English for Food and Beverage Operations and is structured into three units. These units include using the vocabulary related to kitchen and service, using communicative polite expressions relating to food and beverage, and writing documents related to the rudimentary trade.

Before starting a learning unit, a trainee must do a self-assessment activity, which must be retaken at the end of the learning unit. Moreover, this manual consists of various activities and tasks such as discovery, problem solving, guided practice, and application regarding the focused topics that can be carried out under the guidance of a trainer or self-directed in a logical sequence.

Finally, trainees must sit for a formative assessment at the end of the learning unit in order to monitor their learning and provide ongoing feedback to both trainers and trainees. Let us get started!

MODULE: APPLIED ENGLISH FOR FOOD AND BEVERAGE OPERATIONS

Units:

Learning outcome 1: Using the vocabulary related to kitchen and service

Learning outcome 2: Using communicative polite expressions relating to food and beverage

Learning outcome 3: Writing documents related to the rudimentary trade

UNIT 1: USING THE VOCABULARY RELATED TO KITCHEN AND SERVICE



Figure 1:The vocabulary related to kitchen and service

Unit summary:

This unit describes the knowledge, skills, and attitudes required to use the vocabulary related to food and beverage services. At the end of this unit, trainees will be able to pronounce kitchen and service vocabularies based on the pronunciation rules with a focus on sounds, spelling and word stress. They will also be able to listen to kitchen and service vocabularies according to the listening rules, and describe materials and equipment related to the kitchen and the service.

Self-Assessment: unit 1

1. Look at the illustration above and answer the following:

- a. What do you see in the photo?
- b. Name four things you see
- c. What do you think this unit will be about?
- d. What topics might be covered?

2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we will take this survey again.

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 confident in my ability to do this.
Define 'word stress'					
Recognize phonetic symbols and identify their sounds					
List and explain the rules for determining word stress					

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 confident in my ability to do this.
Explain basic spelling rules of basic kitchen					
vocabularies					
Identify examples of					
spelling rules in basic					
tourism industry					
vocabularies					
Spell basic food and					
beverage vocabularies					
correctly.					
Articulate food and					
beverage vocabularies					
based on phonetic symbols					
Comprehend food and					
beverage vocabularies					
Explain professional terms					
used in recording customer					
request/inquiry.					
Pronounce the difficult					
words used in food and					
beverage services.					

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 confident in my ability to do this.
Describe kitchen and services material and equipment.					
Identify the uses of materials and equipment used in kitchen and services					

Key Competencies:

Knowledge	Skills	Attitudes
1. Recognize phonetic symbols	1. Spell basic food and	> Build teamwork spirit
and identify their sounds	beverage	
	vocabularies	
	correctly.	
2. List and explain the rules	2. Articulate basic food	> Behave politely while
for determining word stress	and beverage	asking questions.
	vocabularies based	
	on phonetic symbols:	
	vowels, consonant	
	and diphthongs.	
3. Explain basic spelling rules of	3. Comprehend kitchen	> Listen carefully
basic kitchen vocabularies	and services	
	vocabularies	

4. Identify examples of spelling	4. Pronounce the	Demonstrate empathy
rules in basic food and	difficult words used	
beverage vocabularies	in food and beverage	
	service.	
5. Explain professional		> Be details oriented
terms used in		
recordings.		





Discovery activity



- a) How many sounds does English language have?
- b) Give five examples of kitchen materials and their use. Spell each mentioned material.
- c) Everyone has at least one English word that is very difficult or hard to pronounce.Write down five words that are difficult to you to pronounce.

Topic 1.1: Pronouncing kitchen and service vocabularies based on the pronunciation rules



Activity 1: Problem Solving



Pronounce the following words:

- 1. Pizza cutter
- 2. Funnel
- 3. Cutlery
- 4. Refrigerator
- 5. Tongs

Key Facts

- Using vocabularies related to the kitchen and in service
 - √ English Sounds

English pronunciation sounds

Did you know that English has:

26 letters (A-Z)

- **♦** 5 vowels
- 21 consonants

44 pronunciation sounds

- 20 vowels sounds
- ② 24 consonant sounds

We are going to look at each pronunciation sounds in more detail with examples. The 44 pronunciation sounds (or phonemes) can be written with phonetic symbols.

Key terms

A **phoneme** is defined as the smallest class of sounds that leads, in a specific language, to differences in meaning. For example, in English, /l/ and /r/ are two phonemes because replacing one with the other produces words with different meanings, as is apparent with 'royal' and 'loyal.'

A **grapheme** is a kind of symbol that represents a sound **(phoneme)** in writing. A grapheme can consist of just one letter or a group of letters, and these have specific names

Voiced sounds are those that make our vocal chords vibrate when they are produced. **Voiceless sounds** are produced from air passing through the mouth at different points.

Consonants

Phoneme	IPA	Graphemes	Examples
	Symbol		
1	b	b, bb	bug, bubble
2	d	d, dd, ed	dad, add, milled
3	f	f, ff, ph, gh, lf, ft	fat, cliff, phone, enough, half, often
4	g	g, gg, gh,gu,gue	gun, egg, ghost, guest, prologue
5	h	h, wh	hop, who
6	dʒ	j, ge, g, dge, di, gg	jam, wage, giraffe, edge, soldier,
			exaggerate
7	k	k, c, ch, cc, lk, qu	kit, cat, chris, accent, folk, bouquet,
		,q(u), ck, x	queen, rack, box
8	I	1, 11	live, well
9	m	m, mm, mb, mn, lm	man, summer, comb, column, palm
10	n	n, nn,kn, gn, pn, mn	net, funny, know, gnat, pneumonic,
			mnemonic
11	р	p, pp	pin, dippy

12	r	r, rr, wr, rh	run, carrot, wrench, rhyme
13	S	s, ss, c, sc, ps, st, ce,	sit, less, circle, scene, psycho, listen,
		se	pace, course
14	t	t, tt, th, ed	tip, matter, thomas, ripped
15	v	v, f, ph, ve	vine, of, stephen, five
16	w	w, wh, u, o	wit, why, quick, choir
17	Z	z, zz, s, ss, x, ze, se	zed, buzz, his, scissors, xylophone, craze
18	3	s, si, z	treasure, division, azure
19	tſ	ch, tch, tu, te	chip, watch, future, righteous
20	l	sh, ce, s, ci, si, ch, sci,	sham, ocean, sure, special, pension,
		ti	machine, conscience, station
21	θ	th	thongs
22	ð	th	leather
23	ŋ	ng, n, ngue	ring, pink, tongue
24	j	y, i, j	you, onion, hallelujah

♣ Vowels

Phoneme	IPA	Graphemes	Examples
	Symbol		
25	æ	a, ai, au	cat, plaid, laugh
26	еі	a, ai, eigh, aigh, ay, er, et,	bay, maid, weigh, straight, pay,
		ei, au, a_e, ea, ey	foyer, filet, eight, gauge, mate,
			break, they
27	е	e, ea, u, ie, ai, a, eo, ei, ae	end, bread, bury, friend, said, many,
			leopard, heifer, aesthetic
28	i:	e, ee, ea, y, ey, oe, ie, i, ei,	be, bee, meat, lady, key, phoenix,
		eo, ay	grief, ski, deceive, people, quay
29	I	i, e, o, u, ui, y, ie	it, england, women, busy, guild,
			gym, sieve

30	aı	i, y, igh, ie, uy, ye, ai, is,	spider, sky, night, pie, guy, stye,
		eigh, i_e	aisle, island, height, kite
31	α	a, ho, au, aw, ough	swan, honest, maul, slaw, fought
32	ου	o, oa, o_e, oe, ow, ough,	open, moat, bone, toe, sow, dough,
		eau, oo, ew	beau, brooch, sew
33	σ	o, oo, u,ou	wolf, look, bush, would
34	۸	u, o, oo, ou	lug, monkey, blood, double
35	u:	o, oo, ew, ue, u_e, oe,	who, loon, dew, blue, flute, shoe,
		ough, ui, oew, ou	through, fruit, manoeuvre, group
36)I	oi, oy, uoy	join, boy, buoy
37	аυ	ow, ou, ough	now, shout, bough
38	ə	a, er, i, ar, our, ur	about, ladder, pencil, dollar, honour,
			augur
39	eə ^r	air, are, ear, ere, eir, ayer	chair, dare, pear, where, their, prayer
40	a:	а	arm
41	3: ^r	ir, er, ur, ear, or, our, yr	bird, term, burn, pearl, word,
			journey, myrtle
42	э:	aw, a, or, oor, ore, oar,	paw, ball, fork, poor, fore, board,
		our, augh, ar, ough, au	four, taught, war, bought, sauce
43	19 ^r	ear, eer, ere, ier	ear, steer, here, tier
44	υər	ure, our	cure, tourist

✓ Spelling Vs pronunciation

English spelling and British English pronunciation sounds are not as logical as other languages because:

 most English pronunciation sounds can have more than one spelling (example: me, three, beach)

SAME pronunciation sound - **DIFFERENT** spelling

some spellings can have more than one pronunciation sound

(example: <u>egg</u>, <u>he</u>, th<u>e</u>)

SAME spelling - **DIFFERENT** pronunciation sound

• some letters in English spellings are silent in pronunciation

(example: the 'k' in *knife* is silent)

SILENT letters are not pronounced

• and some words have pronunciation sounds that are not in the spelling

(example: there is a 'y' sound after the 'n' in *new*)

EXTRA sounds are not in the spelling

✓ Pronounce kitchen and service vocabularies

Kitchen and service materials/equipment

kitchen and service vocabularies	Pronunciation
Apple cutter	/ˌæp.əl ˈkʌt.ər/
Apron	/ˈeɪ.prən/
Baking parchment	/ˈbeɪ.kɪŋ ˌpɑːtʃ.mənt/
Blender	/ˈblen.dər/
Bottle	/ˈbɒt.əl/
Bottle opener	/ˈbɒt.əl ˌəʊ.pən.ər/
Bowl	/bəʊl/
Bread knife	/'bred naif/
Cake slicer	/ˈkeɪk ˌslaɪs ə ^r /
Can opener	/ˈkæn ˌəʊ.pən.ər/
Chef's knife	/ˈʃefs ˌnaɪf/
Cleaver	/ˈkliː.vər/
Colander /pasta strainer	/ˈkɒl.ən.dər/
Cookware	/ˈkʊk.weər/
Corkscrew	/ˈkɔːk.skruː/

Cutlery	/ˈkʌt.lər.i/
Cutting board	/ˈkʌt.ɪŋ ˌbɔːd/
Deep fryer	/ˌdiːp fæt ˈfraɪ.ər
Dish rack	/ˈdɪʃ ˌræk/
Dishwasher	/ˈdɪʃˌwɒʃ.ər/
Egg slicer	/ˈeg ˌslaɪs ə ^r /
Food/meat thermometer	/θəˈmɒm.ɪ.tər/
Fork	/fɔːk/
Frying pan/skillet	/ˈfraɪ.ɪŋ ˌpæn /,/ˈskɪl.ɪt/
Funnel	/ˈfʌn.əl/
Garlic press	/ˈgɑː.lɪk ˌpres/
Gas stove	/ˈgæsˌstəʊv/
Glass	/gla:s/
Grater	/ˈgreɪ.tər/
Teapot	/ˈtiː.pɒt/
Jar	/dʒɑːr/
Juicer	/ˈdʒuː.sər/
Kettle	/ˈket.əl/
Kitchen foil	/ˈkɪtʃ.ən ˌ fɔɪl /
Kitchen scales	/ˈkɪtʃ.ən ˌskeɪlz/
Kitchen shears/scissors	/ˈkɪtʃ.ən ˌ_sɪz.əz/
Knife set	/ˈkɪtʃ.ən ˌ_set /
Lemon squeezer	/ˌlem.ən ˈskwiː.zə ^r /
Matchbox	/ˈmætʃ.bɒks/
Measuring cups	/ˈmeʒ.ə.ɪŋ ˌkʌps/
Measuring jug	/ˈmeʒ.ə.rɪŋ ˌdʒʌg/
Measuring spoons	/ˈmeʒ.ə.rɪŋ ˌ spuːn /
Microwave oven	/ˈmaɪ.krə.weɪv/, /ˈʌv.ən/
Mixer	/ˈmɪk.sər/
Mug	/mʌg/

Napkin	/ˈnæp.kɪn/
Oven gloves	/ˈʌv.ən ˌglʌvz/
Ovenproof dish	/ˈʌv.ən.pruːf dɪʃ /
Pan	/pæn/
Peppermill	/ˈpep.ə ˌmɪl/
Pizza cutter	/ˈpɪntʃˈkʌt.ə ^r /
Plate	/pleɪt/
Potato masher	/pəˈteɪ.təʊ ˌ_ˈmæʃ.ər/
Pressure cooker	/ˈpreʃ.ə ˌkʊk.ər/
Refrigerator	/rɪˈfrɪdʒ.ər.eɪ.tər/
Rolling pin	/ˈrəʊ.lɪŋ ˌpɪn/
Saucepans	/ˈsɔː.spənz/
Serving bowl	/ˈsɜː.vɪŋ ˌ bəʊ /
Spatula	/ˈspætʃ.ə.lə/
Spice box	/ spaɪs ˌbɒks/
Steak hammer	/ˈ steɪkˌhæm.ər/
Strainer	/ˈstreɪ.nə ^r /
Tea towels	/ˈtiː ˌtaʊəl/
Teaspoon	/ˈtiː.spuːn/
Toaster	/ˈtəʊ.stə ^r /
Tongs	/tɒŋz/
Tray	/treɪ/
Vegetable peeler	/ˌvedʒ.tə.bəl ˈpiː.lər l/
Whisk	wisk
Wooden spoon	/ˌwʊd.ən ˈspuːn/

¹ Maria, C., & mwanza, C. kenzias. (2022, December 13). +180 kitchen utensils name list with pictures



Activity 2: Guided Practice



Give one vocabulary related to food and beverage which has the following IPA Symbol:

/ɔ:/:

/ɪə^r/:

/eɪ/:

/ŋ/:

/tʃ/:

/dʒ/:



Activity 3: Application



Each sentence below has one word that is incorrect. Write the correct spelling of the word

- 1. Grandpa cooked a delicious vegtabul soup for dinner
- 2. The hotel was too small to acomodate the large party.
- 3. The resturent was fully booked.
- 4. I have a bad pain in my stumok
- 5. Our chef is so talented that he almost never bothers with a ricepe.

Topic 1.2: Listening to kitchen and service vocabularies according to the listening rules

Activity 1: Problem Solving



Do you cook? Have you ever listened to someone talking about their favorite dishes or drinks? Was it easy to get their messages? Which word was new for you? How did you get its meaning?

Key Facts

- Listening to kitchen vocabularies
- ✓ Active Listening in food and beverage context

Active listening involves listening with all senses. As well as giving full attention to the speaker, it is important that the active listener is also seen to be listening otherwise the speaker may conclude that what they are talking about is uninteresting to the listener.

Interest can be conveyed to the speaker by using both verbal and non-verbal to respond as maintaining eye contact, nodding head and smiling, agreeing by saying 'Yes' or simply 'Mmm hmm' to encourage them to continue. By providing this 'feedback' the person speaking will usually feel more at ease and therefore communicate more easily, openly and honestly.

Before acquiring active skills, you have to practice Assertive Communication skills, in other words, *A communication style in which a person stands up for their own needs and wants, while also taking into consideration the needs and wants of others, without behaving passively or aggressively. So, an important communication skill that helps to interact well*

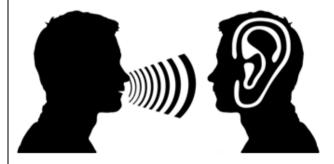
with others is listening. You need to be able to listen carefully to what your employer tells you to and to what your colleagues say in a meeting.

You must listen to clients' concerns, and express to them that you have understood them. People respond well to others when they feel they are being heard. Possessing listening skills is one of the most important requirements **for holding a job in hospitality management**. That may not seem obvious at first, but when you think about everything involved in restaurant and hotel management, this statement makes perfect sense.

Hospitality is defined as **kindness to strangers and as a relationship process**. The best definition focuses on the relationship and process aspects, because anyone working in the hospitality business knows that it takes ongoing attention and consideration to properly serve people in a way they appreciate.

Being a good hospitality worker means being able to identify the needs of customers. This often comes down to being a good listener. A good listener pays attention when people talk and doesn't assimilate the information with pre-conceived notions. A good listener is able to separate the important information from the rest of what is said and use that information to improve service. In other words, good listening skills can be considered both a motivational and customer service tool.

Importance of active listening



As a restaurant or hotel worker, for example, you have several goals to always keep in mind.

Keep customers satisfied with service and hospitality.

- Find creative solutions to potential problems.
- Be responsive to customer needs.

It is important that the manager also learns to listen to his or her staff. A commercial cook, patisserie or gourmet chef, or a hotel manager must develop a team of people that work well together. The staff must have the same vision and the same commitment to customer service as the manager.

The hospitality business is fast-paced and demanding. The more the staff works like a team, the smoother the operation. Hospitality is all about creating customer satisfaction in a highly competitive and fast-paced environment by motivating employees to provide great service.

Active listening is a skill is a powerful tool in modern, multicultural working environment, in the world of globalized business which is today, more than ever, colored by the multicultural differences. After all, all humans start listening first than speaking... While very often an onus has been put on speaking and writing ability, listening has somehow been neglected.

Listening skills

Being a tourism employee requires you to be a good listener. By pinning your ears back to your guests, you will get better understanding of what they want to convey. It becomes more vital when they speak in different languages, as you have to know non-verbal communication too. The following are some tips for being a good listener

- Use appropriate body language to show you are listening (eye contact, sit upright, nod head, etc.)
- Listen to the speaker without interrupting
- Repeat what the speaker has said to make sure you have understood correctly
- o Ask questions for clarification when you do not understand something
- Avoid being distracted by noises, mobile phones (turn it off!), what other people are doing, etc.

- Avoid being distracted by the mannerisms, speaking style, clothing of the person speaking
 - Truly listen without thinking about how you are going to respond until the person has finished speaking
 - o Be aware of your own attitude and avoid being judgmental

It's all about food, accommodation and drinks. It's all about tourists, travelling, attractions and customer service. Basically, hospitality and tourism is all about helping people enjoy themselves when they are out and about.

Jobs in hospitality and tourism are all **about providing friendly, efficient and attentive customer service.** Consequently, excellent communication skills, patience and a friendly nature are essential for you to thrive in these industries. You really have to want to work in this sector to do it well. It is a lot more difficult to be friendly and helpful if you are not enjoying yourself.

Basic Professional terms in Kitchen and services

There are thousands of words used in tourism. Let us practice these few general words related to tourism for listening comprehension purposes.

This list covers vocabulary needed by people working in restaurants and bars in an Englishspeaking context.

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

vocabulary	meaning	example sentence
part of speech		
à la carte	without a side dish	Is it possible to get the steak à
		la carte? I don't eat potatoes.

à la mode	with ice cream	Would you like your apple pie
		à la mode?
alcohol, liquor	a distilled liquid such as rum or	This beer has 5% alcohol.
noun	whiskey	
all you can eat	customers pay one fee and can	These are all you can eat fries,
	eat as much as they wish	so let me know if you want
		more.
appetizer	small snack before a meal	Would you like some garlic
noun		bread or another appetizer to
		start?
appetizing	looks pleasing to eat	I'm afraid these pancakes don't
adjective		look very appetizing .
apron	a cloth covering worn over the	Remove your apron before you
noun	clothes while cooking	come out to the dining room.
awful (taste)	very bad taste	The customer said that her
adjective		pasta was awful .
bar	place in an establishment where	If you sit up at the bar you
noun	people go to get a drink	don't have to order any food.
	(especially alcoholic drinks)	
barbeque	southern style of cooking over a	The barbeque wings are our
noun/verb	grill	specialty.
barstool	tall seats that customers use at	The guest fell off his barstool
noun	the bar	before he even ordered a
		drink.
bartender	staff member that mixes, pours,	I do part-time work as a
noun	and serves alcoholic beverages	bartender in a local pub.
beverage	drink	Can I bring you some
noun		beverages while you look at
		the menus?

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

buspan noun busboy, busser	rubber tub used for collecting dirty dishes	The buspan is stacked so high
	dirty dishes	lit's too howy for mo to carry
busbov. busser		it's too heavy for me to carry.
	a person who helps out in a	Ask the busboy to help you
noun	restaurant (especially clearing	bring out all of the food.
	and setting tables)	
cash	paper money payment	I don't have any cash . Do you
noun		accept Visa?
cash out	counting and submitting the	Don't forget to include any
verb	payment of all of the customers	coupons from tonight when
	bills at the end of one's shift	you cash out later.
cashier	staff member responsible for	We don't have a cashier ; you
noun	collecting customer's money at	have to pay your server.
	the front of an establishment	
charge	to add a fee	I will have to charge you an
verb		extra dollar to add ice cream.
check on	make sure the guests are	You should always check on
verb	satisfied	your guests about two minutes
		after you serve the meal.
chef	staff member who is	Our head chef is one of the
noun	professionally trained to prepare	best cooks in town.
	food	
clear	remove finished or unused items	You need to clear this table
verb	from a table	and set it for four.
cocktail	an alcoholic drink with juice	Would anyone care for a
noun		cocktail on this warm sunny
		day?
coffee maker	machine that dispenses coffee	You need to teach the new
noun	into a glass container for pouring	waitress how to operate the
		coffee maker.

coffee round	an offering of coffee and refills	Let's ask the busboy to do a
noun	around a section of a restaurant	coffee round while we take a
		smoke break.
combo,	mixture	The combo platter has veggies,
combination		ribs, and chicken fingers.
noun		
comment card	a piece of paper that customers	When she asked for a
noun	are given to record their dining	comment card I knew she was
	experience	going to complain about the
		food.
complaint	a problem with service or food	The guest brought his
noun		complaint to the manager.
condiments	types of sauces that are added	All of the condiments you
noun	for flavouring (i.e. mustard)	should need are on the table.
cook	prepare and heat food until it is	The guest says that this
verb/noun	ready to serve	chicken isn't cooked enough.
corkscrew	tool for removing the cork from	You will need to learn how to
noun	the top of a wine bottle.	work a corkscrew before you
		start bartending.
counter	flat area often used for placing	I left one of the salads on the
noun	dishes on or preparing food	kitchen counter by mistake.
coupon	a slip of paper that offers the	Your coupon is only valid for
noun	customers a discounted rate	food, not for alcoholic drinks.
complimentary	free of charge	The desserts are
adjective		complimentary because the
		dinner took so long.
creamer	small plastic container of cream	Will you need more than two
noun	for coffee	creamers for your coffee?
credit card	a plastic card that allows people	You forgot to sign your credit
noun	to pay for something later	card slip.

customer, guest	person who goes to an	It is our policy that the
noun	establishment to be served	customer is always right.
customer service	treatment of guests	Our restaurant got the award
noun		for having the best customer
		service this year.
cutlery,	tools for eating with (fork, knife,	In a fine dining restaurant the
silverware,	spoon)	staff has to polish the
utensils		silverware.
noun		
cut (sby) off	stop serving a customer any	I cut off the man with the
verb	more alcohol	beard because he'd had too
		much to drink. I had to cut him
		off.
debit (card)	a kind of bank card used to pay	Can we pay by debit here, or
noun	directly from bank account	do you only take credit cards?
deep fried	cooked in a large pot of oil	Most of the appetizers on our
adjective		menu are deep fried .
defrost, thaw	remove frozen food from the	Don't forget to defrost some
verb	freezer to prepare	pies for tomorrow.
delicious	very good taste	The cookies were so delicious
adjective		they were gone in half an hour.
delivery	food brought to the home	Do you have delivery or do we
noun		have to come in to eat?
designated driver	person in a party who agrees not	Is there a designated driver in
	to consume alcohol in order to	your party or are you taking a
	drive everyone home safely	taxi?
dessert	sweet treat after a meal	I think we're too full to have
noun		dessert tonight.
dessert tray	a plate of all of the desserts that	I'll bring the dessert tray
noun	customers can view and order	around and see if I can tempt
	from	

		any of you with a slice of cake
		or pie.
dirty dishes	plates that customers are	I'll just clear these dirty dishes
	finished with	and make some room for you.
discount	at a cheaper cost	We got a discount because we
noun		are regular customers.
dishpit	area in the restaurant where the	Jody is not going to want to go
noun	dirty dishes are placed.	into the dishpit today.
dishwasher	the staff member/machine that	Can you bring the dishwasher
noun	washes the dirty dishes	these pans to clean?
doggie bag	unfinished food that is packed up	I can't finish my steak, but I'll
noun	for the customer to take home	take a doggie bag .
double	two shots of alcohol in one drink	Make that a double in a tall
noun		glass, please.
draft	beer from a keg that pours out of	We have a selection of local
noun	a tap	beers on draft .
dressing	liquid topping for salads	Would you like Italian or
noun		French dressing?
dry	no sauce	I'll have dry toast with two
adjective		eggs.
entrée, main	the largest part of a meal (after	The entrées are after the lunch
course	appetizer, before dessert)	specials on page 6 of the
noun		menu.
fast-food	an eatery that offers quick	We don't provide table service.
noun	inexpensive food	This is a fast-food restaurant.
fine dining	a very expensive eating	The waiters wear bowties
noun	establishment	because it's a fine dining
		restaurant.
float	small amount of cash used to	I need a roll of quarters for my
noun	make change at the beginning of	float.
	a server or bartender's shift	

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

hold	leave off/without	I'll take a hamburger, hold the
verb		bun.
homemade	made from a recipe	We serve the best homemade
adjective		soup in town.
host, hostess	staff member in charge of	Please wait and the hostess
noun	greeting and seating customers in	will seat you.
	a restaurant	
	all of the different foods that are	I'll check the ingredients to
ingredients	combined in a recipe	make sure there aren't any
noun		nuts.
kettle	pot for boiling water for tea	I'll put the kettle on and
noun		make some fresh tea.
last call	the last chance for a person to get	: We'll have two more
noun	an alcoholic drink before the	screwdrivers for last call.
	establishment closes	
lemon, lime wedge	a small segment of lemon or lime	I'd like a lemon wedge for
noun	put on the rim of a glass	my ice water please.
lineup	a number of people waiting for	Is this the lineup to pay or
noun/verb	something	get seated?
liqueur	alcohol that has a syrupy/sweet	Can I offer you a coffee
noun	taste	liqueur to go with your
		dessert?
make change	give customers money back from	We can make change if all
	a payment	you have is large notes.
manager	person in charge of a section of a	I'd like to speak to the floor
noun	restaurant	manager about the service.
melt	warm to soften (i.e.	First, melt two tablespoons
verb	cheese/butter)	of butter in the microwave.
menu	a booklet of all of the food that	Do you have a children's
noun	can be ordered	menu we could see?

microwave	a small appliance that heats and	We can heat your dinner in
noun	cooks food quickly	the microwave if you like.
mild	not spicy	I'd like a half dozen mild
adjective		chicken wings.
nightclub	establishment where adults go to	If you work at the nightclub
noun	dance and drink alcoholic	you will have to stay until 2
	beverages	AM.
non-alcoholic	a drink that resembles a certain	Can I order a non alcoholic
beverage	drink without the alcohol	beer?
notepad	paper that a server uses to write	Just let me grab my notepad
noun	down orders	and I'll take your order.
on the rocks	on ice	I'll take a whiskey on the
		rocks.
on the side	request for a food item to NOT be	For the nachos, can we have
	put on top of another food item	the sour cream on the side?
order	make a request to a server	Is everyone ready to order
verb/noun		lunch now?
overcharge	give a customer a bill that is too	I think you overcharged us
verb	high (by mistake)	for our drinks; we only had
		one each.
pack up	put in a take-out container for the	Would you like me to pack
verb	customer to bring home	up the rest of that pizza?
party	group of people at or waiting for	A party of twelve just walked
noun	a table	in without a reservation.
patio	outdoor seeating	We closed the patio because
noun		it looks like it's going to rain.
paycheque	money given to the staff every	You'll get a paycheque every
noun	week or two	other Monday.
pitcher, jug	a container with a spout to pour	We'll take a pitcher of beer
noun	water, beer, or other beverages	with four glasses.
	out of	

portion	a separate amount of food	The chicken fingers are	
noun/verb		already portioned in the	
		freezer.	
pour	dispense liquid from a container	Can I pour you folks another	
verb		glass of water?	
prepare	get food ready	The servers have to prepare	
verb		the salads themselves.	
pub	establishment that specializes in	I can wear whatever I want	
noun	casual food and alcoholic	when I work at the pub.	
	beverages		
punch clock	a machine that staff members	I don't want staff members	
(used with punch	place a card into when they begin	hanging around the punch	
card)	and finish a work shift	clock.	
punch in, punch	punch in, punch put a card in the punch clock to		
out mark the time you start and end a		as you finish sweeping the	
verb	shift	floors.	
punch something in enter an order into a computer		I'm going to punch in a large	
verb	<i>verb</i> system		
rare	cooked meat that is pink inside	This steak is too rare for me	
adjective		to eat.	
recipe	list of ingredients and instructions	Our chef is so talented that	
noun	for preparing a certain type of	he almost never bothers	
	food	with a recipe .	
regulars	people who come into an	You can give the regulars a	
noun	establishment often	complimentary drink from	
		time to time.	
reservation	a request to have a table saved	We don't take any	
noun	for a certain amount of people	reservations; it's first come	
		first served here.	
restrooms	place for people to use a toilet	The restrooms are to your	
noun	and wash hands	left and down the stairs.	

roll-up	a set of cutlery wrapped in a	Before we punch out we
noun	napkin	have to prepare enough roll-
		ups for the night shift.
rush	a large amount of customers	We always have a rush after
noun	arriving at the same time	church on Sundays.
rush	prepare quickly for a certain	Can you put a rush on this
noun/verb	reason	spaghetti; I forgot to punch it
		in.
sauce	liquid flavouring added to food	What kind of sauce would
noun		you like on your ice cream,
		butterscotch or chocolate?
schedule	a notice of the time and date	If you want to book off a
noun/verb	each staff member has to work in	day, let me know before I
	a certain period of time	make the schedule .
seasoning dry flavouring added to food		He wants the chicken plain
noun		without any seasoning.
self-serve the customers bring their own		We have a buffet on, so it's
adjective	food items to the table and do	self-serve for lunch.
	not pay for service	
senior's discount	a reduced price for people over a	We have a senior's discount
noun	certain age (e.g. over 65)	of 25% on Mondays.
separate cheques	a different bill for each	We asked for separate
	member/group sitting at a table	cheques but it all came on
		one bill.
serve	look after a customer, bring items	Is there someone in charge
verb	to a customer	of serving out on the patio?
set	get a table ready with items such	I need you to clear and set
verb	as cutlery and glassware	table five for a party of eight.
shade	place outside that is not in the	We'd like to sit on the patio
noun	sun	if there is any shade .

shot	one ounce of alcohol served in a	Let's do a shot to get this
		_
noun	small glass (shot glass)	party started.
shooter	an ounce of alcohol and juice	Is there a shooter that has
noun	combined	orange juice in it?
side dish	choice of food that goes with a	The two side dishes are
noun	main meal	mashed potatoes or french
		fries.
sour	acid or fermented taste	I think the milk has gone
adjective		sour from sitting out of the
		fridge too long.
sous chef	staff member who works under	Our sous chef is leaving to
noun	and assists the main chef	become the head chef at
		another restaurant.
specials	items that were prepared	Would you like to hear the
noun	particularly for a certain day and	specials before you decide
	are usually at a reduced price	on lunch.
specialty	food item that a restaurant is	Homemade fish and chips is
noun	popular for	our specialty .
spicy	hot flavour	Any item with three chilies
adjective		beside it means that the dish
		is very spicy .
stay	to eat in the restaurant	Are these coffees to go or to
verb		stay.
stir, mix	spin round and round with a	Stir the soup for a few
verb	spoon	minutes before you serve it.
straw	long hollow plastic stick for	Can I please get a straw for
noun	drinking out of	my ice tea?
straight up	alcoholic drink without any mix or	He always has a straight up
adjective	ice	glass of rum after his meal.
substitute	replace one item for another	Can I substitute the carrots
verb		for corn?

supervisor	staff member in charge of	When I'm not here George
noun	watching over things and dealing	will be your supervisor .
	with problems	
sweet	taste with a lot of sugar	If you like sweet things,
adjective		you'll love our chocolate
		cheesecake.
take out	food that is packed up and eaten	You can either eat in or
verb	at home	order food to take out .
take-out		
adjective		
two-minute check	a visit to a table approximately	Don't forget to do your two -
	two minutes after the food has	minute check to make sure
	been served to check for	the steak is cooked properly.
	satisfaction	
terminal	computer system for punching in	There's one terminal in the
noun	food orders	kitchen and one on the bar.
till	drawer of a cash register that	You need a key to open the
noun	money is kept in	till and make change.
to go	to take out of the restaurant	We're just going to order a
verb		pizza to go .
toppings	food items that go on top of other	What type of toppings would
noun	food items to add flavour	you like to have on your
		pizza?
uniform	clothing that staff members have	The uniform here is black
noun	to wear	pants and a white shirt.
waiter, waitress	staff member in charge of taking	When I got promoted from a
noun	orders and serving food and	hostess to a waitress, I
	beverages	started making tips.
waiting list	list of groups who want a table to	We have a twenty-minute
noun	eat at	waiting list tonight.
noun	eat at	waiting list tonight.

warm up	heat food to an enjoyable	Would you mind warming
verb	temperature for eating	up the baby's bottle for me?
well- done	cooked for longer than average	The meat was so well-done
adjective		it had no flavour.
wine list	a menu of all of the wine you can	You will notice that we have
noun	order from the glass, litre, or	a lot of local wine on our
	bottle	wine list.
winery	a place where wine is made,	There is another winery up
noun	tasted, and sold	the hill that you might enjoy
		stopping at.
wine-tasting	sampling different types of wine	If you are interested in trying
adjective		some wines you should go
		on a wine-tasting tour.

Vocabulary Practice

Dialogue

Transcript:

Head

Good afternoon, Sir. Have you got a reservation?

Waiter

John Yes, I have.

Head

Could I have your name, please?

Waiter

John John Burton.

Head

A table for one, Mr. Burton? Smoking or non-smoking?

Waiter

Smoking, please, but I'd like a table for two. I'm expecting a friend.

Head

John

Right this way, sir. I'll show you to your table.

Waiter

John Could I have a smaller table, near the window?

Head I'm sorry, sir. The window tables are in the non-smoking area. Perhaps you'd

Waiter prefer to sit outdoors.

John No, I'd rather sit indoors. It's warmer here.

Head

Please, follow me. The waiter will be with you in a moment.

Waiter

Questions

1. What does the Head Waiter do?

- a. He takes the guest's orders.
- b. He shows the guest to his table.
- c. He gives the guest a cocktail.

2. Has John made a reservation?

- a. Yes, he has.
- b. No, he hasn't.
- c. We don't know.

3. Why can't John sit by the window?

- a. There is no table free.
- b. The tables are bigger.
- c. It's a non-smoking area.

4. Where would John rather sit?

- a. He'd rather sit outdoors.
- b. He'd rather sit indoors.
- c. He doesn't mind where he sits.

5. Who does John follow?

- a. The waiter.
- b. The Head Waiter.
- c. We don't know.

✓ Words stressing

Improving sentence intonation is one of the key elements in English pronunciation. The four basic types of word stress that lead to proper intonation in English are:

- Tonic stress
- Emphatic stress
- Contrastive stress
- New information stress

Tonic Stress

Tonic stress refers to the syllable in a word which receives the most stress in an intonation unit. An intonation unit has one tonic stress. It is important to remember that a sentence can have more than one intonation unit, and therefore have more than one tonic stress.

Here are some examples of intonation units with the tonic stress bolded:

- He is waiting
- He is waiting / for his friend
- He is waiting / for his friend / at the station

Generally, the final tonic stress in a sentence receives the most stress. In the above example, 'station' receives the strongest stress.

There are a number of instances in which the stress changes from this standard.

Emphatic Stress

If you decide to emphasize something, you can change the stress from the principal noun to another content word such as an adjective (big, difficult, etc.), intensifier (very, extremely, etc.) This emphasis calls attention to the extraordinary nature of what you want to emphasize. For example:

- That was a difficult **test**. Standard statement
- That was a **difficult** test. *Emphasizes how difficult the test was*

There are a number of adverbs and modifiers which tend to be used to emphasize in sentences that receive emphatic stress: Extremely

- Terribly
- Completely
- Utterly

For example:

Especially

Contrastive Stress

Contrastive stress is used to point out the difference between one object and another. Contrastive stress tends to be used with determiners such as 'this, that, these and those'.

- I think I prefer this pizza.
- Do you want these or those glasses?

Contrastive stress is also used to bring out a given word in a sentence which will also slightly change the meaning.

- **He** came to the party yesterday. (It was he, not someone else.)
- He walked to the party yesterday. (He walked, rather than drove.)
- He came to the **party** yesterday. (It was a party, not a meeting or something else.)
- He came to the party yesterday. (It was yesterday, not two weeks ago or some other time.)

New Information Stress

When asked a question, the requested information is naturally stressed more strongly.

For example:

- Where are you from? I come from **Seattle**, in the USA.
- What do you want to do? I want to go bowling.
- When does class begin? The class begins at **nine o'clock**.

Use these various types of stress to help improve your pronunciation and understandability.

✓ The difficult words to pronounce

The difficult words to pronounce difference between homophones, homographs

Homophones are words that sound the same but have different meanings and may
or may not be spelled differently (by, buy, bye).

 Homographs are words that are spelled the same but have different meanings or pronunciations (bow, referring to the noun and verb).

Homophones

Homophones are words that sound the same but have different meanings. They can be spelled the same or differently. A few examples of *homophones* that are spelled the same are:

Bark /ba:tk/ (Noun: Cry that comes from certain animals or the outer layer of a tree)

Bark /bark/ (Verb: To make the characteristic sound of a bark or give orders aggressively)

Your browser does not support the element.

Plain /pleɪn/ (Noun: An extensive area of flat, tree-less land)

Plain /pleɪn/ (Adjective: Unadorned, not decorated, or simple)

Homophones that are spelled differently include:

To, too, and two /tuː/

It's and its /Its/

Tail and tale /teɪl/

By, bye, and buy /bai/

Homographs

Homographs are words that are spelled the same but differ in meaning or pronunciation.

Homographs that have different pronunciations are called heteronyms and include:

Minute /'mɪnɪt/ (Noun: Sixty seconds)

Minute /mar'nuːt/ (Adjective: Extremely small)

Lead /led/ (Noun: A chemical element)

Lead /liːd/ (Verb: To go in front of someone or something and guide them in the right

direction)

Ring /rɪŋ/ (Noun: A piece of jewelry worn around a finger)

Ring /rɪŋ/ (Noun: A sound, especially one a phone makes)

Kind /kaɪnd/ (Noun: A group of people with similar characteristics)

Kind /kaɪnd/ (Adjective: Describes someone as gentle, caring, and friendly)

Fan /fæn/ (Noun: A person with a strong interest or admiration for someone or something)

Fan /fæn/ (Noun: A device or apparatus that creates a current of air to create a cooling effect)

Tongue twisters

All levels and ages enjoy tongue twisters. They work well as a warm up to get students speaking, and they help students to practise pronouncing difficult sounds in English.

Tongue twisters related to Food and Beverage

- 1. Give papa a cup of proper coffee in a copper coffee cup.
- 2. She sells seashells by the seashore.
- 3. Peter Piper picked a peck of pickled peppers. ...
- 4. Pad kid poured curd pulled cod.
- 5. Top chopstick shops stock top chopsticks.
- 6. Linda-Lou Lambert loves lemon lollipop lipgloss.
- 7. Fred fed Ted bread and Ted fed Fred bread.
- 8. Can you can a can as a canner can can a can?
- 9. Green glass globes glow greenly.
- 10. A proper copper coffee pot.
- 11. Fresh French fried fly fritters
- 12. Bake big batches of bitter brown bread
- 13. Betty bought butter but the butter was bitter, so Betty bought better butter to make the bitter butter better
- 14. Peter Piper picked a peck of pickled peppers. How many pickled peppers did Peter Piper pick?



Activity 2: Guided Practice



Read the following tongue twisters aloud as fast as you can three times in a row.

- 1. Fred fed Ted bread and Ted fed Fred bread
- 2. A proper copper coffee pot.
- 3. Fresh French-fried fly fritters
- 4. Bake big batches of bitter brown bread



Activity 3: Application



Listen to the recording carefully and then answer the following questions.

https://langschool.eu/courses/intermediate-en/media/15_sec2_text3.mp3

- 1. What does the waiter give John to look at?
 - a. The wine list.
 - b. The paper.
 - c. The menu.
- 2. What does John think is a good idea?
 - a. To have a menu.
 - b. To have a drink before ordering.
 - c. To get the wine list.
- 3. What kind of drink does John order?

² Seaton, A., & Mew, Y. (2007). Basic English Grammar for English Language Learners

- a. White Wine.
- b. A dry Martini.
- c. A Bloody Mary.

4. Who takes the order?

- a. The Head Waiter.
- b. We don't know.
- c. The waiter.

5. What will the waiter bring right away?

- a. The wine list.
- b. The still water.
- c. The Bloody Mary.

Topic 1.3: Describing materials and equipment related to the kitchen and the service according to their portrait and function

Activity 1: Problem Solving





What can you say about the pictures?

Name four items from the picture.

What are those items used for?

Key Facts

✓ Description of kitchen Equipment/ tools and materials and their uses³

S/N	Kitchen Items /Image	Use / Function
1.	Apple cutter	An apple cutter is also called the apple slicer used to cut the apple into fine cuts by pressing it after putting it on the tip of an apple
2.	Apron	an item of clothing worn by someone who works in the kitchen to protect their clothes.

³ Retrieved from: https://onlymyenglish.com/kitchen-utensils-items-tools-equipment-with-names/

3.		Baking parchment	Baking parchment is a paper used to line baking pans for baking bread or pastries
4.		Blender	Blender is an electronic utensil used in
	2		kitchens to mix food ingredients like a
			mixer grinder.
5.	444	Bottle	plastic container with a narrow neck, used
			for storing drinks or other liquids
6.		Bottle opener	A bottle opener is a metallic handle device
	6		used to open a sealed bottle cap.
7.		Bowl	Bowls are containers for holding or mixing
			ingredients or small
8.		Bread knife	A bread knife is used to slice bread.
9.		Cake slicer	A cake slicer is used to cut cakes into equal
			pieces.
10.		Can opener	A can opener is used to open tin cans.
11.		Chef's knife	a large, heavy knife with a straight blade
12.		Cleaver	a heavy knife that has a rectangular blade
13.		Colander /pasta	a bowl-shaped kitchen utensil with holes
		strainer	in it used to drain water from food.
14.		Cookware	all the kitchen utensils used to cook food.
		,	

15.		Corkscrew	a kitchen utensil with a spiral metal rod and a handle attached to one end. It is
			used to remove the cork from a wine
			bottle.
16.	4	Cutlery	an old word for knives.
17.		Cutting board	a hard, smooth surface used to cut
18.		Deep fryer	An electrical cooking device called a deep
	-5		fryer is that by dipping foods in hot oil and
			the food gets fried and crispy
19.		Dish rack	A dish rack is a metallic rack where the
			clean utensils get placed or are kept to
	1)[[2]		drain the water after washing.
20.		Dishwasher	a kitchen appliance used to wash dishes.
21.		Egg slicer	a utensil used to cut boiled eggs into
			slices.
22.		Food/meat	a kitchen utensil used to measure the
	The second secon	thermometer	internal temperature of cooked food.
23.		Fork	A fork is a metallic utensil used to spear
			food to eat, hold or cut with a knife, push
			food into a spoon, or lift it to the mouth
24.		Frying pan/skillet	A frying pan also called a skillet, is a flat
		-	bottom pan used for frying, and browning
			foods. It contains a metallic handle to lift
			or hold it

25.		Funnel	A funnel is a metallic or plastic thing used
			to pour liquid into small opening cans
			having a big cylindrical top and narrow
			opening.
26.		Garlic press	a utensil used to crush garlic.
		·	
27.		Gas stove	a type of cooking stove that uses natural
		,	gas or propane as its source of fuel.
28.		Glass	Glass is metallic steel or glass made of a
			little jar used to drink water by touching
			our lips.
29.		Grater	a kitchen utensil used to grate food into
			pieces by rubbing it against the sharp
			edge.
30.		Teapot	a small kettle used to make tea.
31.	Ma.	Jar	an electric device used to extract juice
			from fruits and vegetables. It is also known
			as a mixer juicer by its properties.
32.		Juicer	a kitchen utensil used to extract juice from
			fruit.
33.	9	Kettle	A kettle is an electric kitchen utensil used
			to boil or simmer water and other liquids
			like tea, coffee, or boiling eggs

34.		Kitchen foil	a type of thin metal sheet used for
			wrapping, cooking, and baking.
35.		Kitchen scales	a set of weighing scales used to measure
			the weight of food items.
36.		Kitchen	are a type of scissors used in the kitchen.
	Lo	shears/scissors	
37.		Knife set	a set of kitchen knives.
	4 Pinis		
38.		Lemon squeezer	a utensil used to extract juice from
			lemons.
39.		Matchbox	a type of box used to store matches.
40.		Measuring cups	a type of cup used to measure liquids, with
			marked measurements.
41.		Measuring jug	a type of jug used to measure liquids, with
	The state of the s		marked measurements.
42.		Measuring spoons	a type of utensil used to measure small
			quantities of liquid or solid.

43.	Mic	crowave oven	a device used to cook food by emitting
			microwaves.
44.	N.	lixer	a kitchen utensil used to blend
			ingredients.
45.	Mix	xing bowl	a deep, wide container used to mix
			ingredients.
46.	N	lug	a type of cup with a handle, typically made
	D		of ceramic or glass.
47.	Naj	pkin	a small square of cloth used to clean the
			hands.
48.	0	ven gloves	oven-safe gloves.
49.	Ov	venproof dish	a container used in the oven.
50.	Pa	an	a round cooking utensil used to cook food
	0		in oil or water
51.	Pe	ppermill	a device used to grind peppercorns.

52.	Pizza cutter	a device used to cut round food.
53.	Plastic containers	a type of container typically used to store food.
54.	Plate	a flat container used to hold food.
55.	Potato masher	a kitchen utensil used to mash potatoes.
56.	Pressure cooker	around cooking utensil used to cook food quickly.
57.	Refrigerator	a kitchen appliance used to keep food cold.
58.	Regular spoon	a type of spoon used in the kitchen. One tablespoon is larger than a regular one.
59.	Rolling pin	a device used to roll out dough.
60.	Saucepans	a cooking utensil used to cook food in liquid.
61.	Serving bowl	a large bowl used to hold or serve food.

62.		Spatula	a kitchen utensil used to lift and turn food.
02.		Spatula	a kitchen dtensii used to iiit and turii 1000.
63.		Spice box	a container used to hold spices.
64.		Steak hammer	a kitchen utensil used to tenderize meat,
			which can be either acrylic or metal.
65.	1	Stirring spoon	a type of spoon used in the kitchen. It's
			great for stirring drinks
66.		Strainer	a kitchen utensil used to separate smaller
			items from larger ones.
67.	AD THE REAL PROPERTY.	Tea towels	kitchen utensils used to dry dishes. Made
			from linen or cotton.
68.	6	Teaspoon	a small spoon.
69.		Toaster	a kitchen utensil used to toast bread,
			which can be either manual or electric.
70.		Tongs	kitchen utensils with long handles used to
			hold, lift or turn food.
71.		Tray	a large, flat container used to hold or serve
			food.
72.		Vegetable peeler	a peeler removes the peel or skin from
			fruits and vegetables

73.	Whisk	a kitchen utensil used to beat eggs, cream and sauces.
74.	Wooden spoon	a type of kitchen utensil. They are made of wood.

Activity 2: Guided Practice



Give ten examples of kitchen utensils and their uses.



Activity 3: Application



Match the following utensils used in food and beverage operations with their uses/ functions.

Utensils	Use/ function
Whisk	a large, flat container used to hold or serve food.
Tea towels	a type of kitchen utensil. They are made of wood.
Napkin	utensils used to dry dishes. Made from linen or cotton.
Cleaver	a small square of cloth used to clean the hands
Tray	a heavy knife that has a rectangular blade



l.	Giv	ve one vocabulary related to food and beverage which has the following IPA Symbol:
/ɔ:	/ :	
/ɪə	r/:	
/eɪ	:/:	
/ŋ,	/ :	
/tʃ,	/ :	
/dʒ	3/	
II.		ten to the trainer's dictation (recording) carefully and then answer the following estions:
	1.	When would Ramona like to book a table for?
		a. Tomorrow night.
		b. Friday evening.
		c. Next week.
	2.	How many people in her party are vegetarians?
		a. All the party.
		b. None of the party.
		c. One of the party.
	3.	Why does Morten say Ramona can't take her dog into the restaurant?
		a. Because he thinks it is a pet.
		b. Because he's afraid of dogs.
		c. Because it is too big.

4. Ramona is allowed to take her dog into the restaurant:

a. Because it's only a small chihuaha dog.

- b. Company policy has changed.
- c. Because it is a guide dog for the blind

III. Describe the following kitchen materials and their uses.

Apron

Measuring spoons

Pizza cutter

Rolling pin



✓ English pronunciation sounds

English has:

26 letters (A-Z)

- ☼ 5 vowels
- 21 consonants

44 pronunciation sounds

- 20 vowels sounds
- 24 consonant sounds
- ✓ Spelling Vs pronunciation

English spelling and British English pronunciation sounds are not as logical as other languages because:

 ↓ most English pronunciation sounds can have more than one spelling
 (e.g. me, three, beach)

SAME pronunciation sound - **DIFFERENT** spelling

some spellings can have more than one pronunciation sound

(e.g. *egg*, *he*, *the*)

SAME spelling - **DIFFERENT** pronunciation sound

★ some letters in English spellings are **silent in pronunciation**

(e.g. the 'k' in knife is silent)

SILENT letters are not pronounced

and some words have pronunciation sounds that are not in the spelling

(e.g. there is a 'y' sound after the 'n' in *new*)

EXTRA sounds are not in the spelling

✓ Word stress

- A few things to remember:
- A word can only have one stress. In a very long word you can have a secondary stress, but it is always a <u>much smaller</u> stress.
- Only vowels are stressed, not consonants. The vowels in English are a, e, i, o, and
 u. The consonants are all the other letters.
- ✓ Difference between homophones and homographs
 - **Homophone**s are words that sound the same but have different meanings and may or may not be spelled differently (by, buy, bye).
 - **Homographs** are words that are spelled the same but have different meanings or pronunciations (bow, referring to the noun and verb).



At the end of every unit, you should:

1) Re-take the self-assessment you did at the beginning of the unit.

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 confident in my ability to do this.
Define 'word stress'					
Recognize phonetic symbols and identify their sounds List and explain the rules for determining word stress Explain basic spelling rules					
of basic kitchen vocabularies					
Identify examples of spelling rules in basic tourism industry vocabularies					
Spell basic food and beverage vocabularies correctly.					

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 confident in my ability to do this.
Articulate food and beverage vocabularies based on phonetic symbols					
Comprehend food and beverage vocabularies					
Explain professional terms used in recording customer request/inquiry.					
Pronounce the difficult words used in food and beverage services.					

2) Fill in the table and share results with the trainer for further guidance.

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

UNIT 2: USING COMMUNICATIVE POLITE EXPRESSIONS RELATING TO FOOD AND BEVERAGE



Figure 2:Communicative polite expressions relating to food and beverage

Unit summary:

This unit describes the knowledge, skills, and attitudes required to use the communicative polite expressions relating to food and beverage operations. At the end of this unit, trainees will be able to use polite forms of communication with customer services through greeting and self –introduction, welcoming, and directing customers. They will also use politeness formulas to meet

Self-Assessment: Unit 2

1. Look at the illustration above and brainstorm on the following questions:

- a. What do you see on the picture?
- b. What is happening?
- c. Describe that girl in the picture.
- d. What do you think this unit will be about?

2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

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 confident in my ability to do this.
Welcome a guest					
Greet each other in					
different ways,					
Introduce oneself					
and others					
Distinguish between					
formal and informal					
language registers.					
Identify polite					
requests and					

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 confident in my ability to do this.
expressions in the					
tourism related situations.					
Use politeness					
formulas to meet the					
needs of customers					
and colleagues					
Respond to a guest					
using polite					
expressions					
Use tourism					
expressions for					
communicative					
purposes.					
Express oneself when					
wavering fear,					
surprise, anger, and					
condolences.					
Identify tourism					
expressions used in					
professional					
situations					
Manage time					

My experience	I don't have	I know a little	I have some experience	I have a lot	I am confident in
Knowledge, skills and attitudes	experience doing this.	about this.	doing this.	experience with this.	my ability to
Show politeness when communicating with others					
Respect others.					
Developing sense of confidence					
Use expressions related to cooking and service					
Express oneself when wavering fear, surprise, anger, and condolences.					
Demonstrate flexibility					

Key Competencies:

	Knowledge	Skills	Attitudes
1.	Distinguish between	1. Use tourism expressions for	Show politeness
	formal and informal	communicative purposes	when
	language registers		communicating with
			others

2.	Identify polite requests	2.	Use politeness formulas to	>	Respect others.
	and expressions in the		meet the needs of		
	food and beverage		customers and colleagues		
	related situations.				
3.	Identify tourism	3.	Express oneself when	>	Developing sense of
	expressions used in		wavering fear, surprise,		confidence
	professional situations.		anger, and condolences		
4.	Express wishes to the	4.	Respond to a guest using	>	Demonstrate
	customers and		polite expressions		flexibility
	colleagues.				
5.	Use proper terms for	5.	Greet each other in	>	Manage time
	maintaining social		Different ways,		
	relationships.				
6.	Manage client's	6.	Introduce oneself and		
	complaints.		others.		
		7.	Welcome a guest		







- 1. What are good manners?
- 2. How do you show good manners at home and at school?.
- **3.** A friend helps yu explain a difficult word in a lesson. What will you say to them?

Topic 2.1: Using polite forms for customer services according to the circumstances



Activity 1: Problem Solving



What do you say when you see someone you know? Some people say "hello!". Give other greetings you should use in a formal greeting.

Key Facts

- Using polite forms of customer services
- ✓ Greetings and self-introduction
 - Greetings and self-introduction

More Formal Expressions	Less Formal Expressions
Good morning (sir/madam)	Hello
Good afternoon (sir/madam). Welcome to (name of hotel/restaurant, etc)	Hi
Good evening (sir/ma'am). How are you today? How are you this morning/afternoon?	What's up? How's it going?

Self-introduction

Language focus

The very first step is to mention your name. This part is easy! You can use the below phrases to introduce yourself:

- o I do not think we have met (before).
- o I think we have already met.

- My name is ...
- o *I am ...*
- o Nice to meet you; I am ...
- o Pleased to meet you; I am ...
- Let me introduce myself; I am ...
- o I would like to introduce myself; I am ...
- o My name is Melanie, but you can call me Mel.

Introducing oneself and others

Language focus

- o If you are ready, I would like to introduce you to meet...
- o May I introduce XXX to you?
- o I am wondering if you have met XXX.
- o There is someone I would like you to meet.
- o Please allow me to introduce XXX to you.

✓ Welcoming a guest

A hotel receptionist's job isn't only to greet guests but also to make them feel welcome. A friendly smile and a warm greeting make a great start.

Say the following:

Hello, welcome to [name of your hotel].

Here is a standard greeting you could use. Instead of a simple *hello*, you could also say *good morning*, *good afternoon* or *good evening* depending on the time of day the guest walks in.

How can I help you today?

You can ask your guest this simple question at the beginning of their visit, or at any time during their stay. For a guest who's new to your business, knowing that you're there and ready to help will make them feel right at home.

Directing guest

When ready to seat the guests, direct them to the table.

We can say, "*This way, please*" and use a hand gesture to indicate the direction to walk.

Any time we make a hand gesture, we should use an open palm. Never point. Guide the guests to the table personally

4



Activity 2: Guided Practice



In a group of 2:Introduce your friend (one member of the group) to the others by practicing the expressions learnt.



Activity 3: Application



In the following conversation, three people greet each other and make introductions. Put the conversation in order by indicating who says each line, Natalie, Penny, or Leo.

- 1. Natalie 2. Penny 3. Natalie 4. Leo
- 5. Natalie 6. Penny 7. Leo 8. Natalie
- a. It was nice talking with you, Natalie.
- b. No, we have not met yet. Leo, it is very nice to meet you. I am Natalie.
- c. The food looks delicious, Natalie. Leo, come with me to meet my friends over there.
- d. You too, Leo. Let us talk again later.
- e. Thank you for inviting us to your party! This is my boyfriend, Leo. I do not think you have

⁴ Hughes, A. (2001). The Online English Grammar.

met.

- f. Thank you! She told me good things about you too. Please make yourself at home.
- g. Hello and welcome! I am so glad that you could come.
- h. It is a pleasure to meet you too, Natalie. Penny has told me great things about you.

Topic 2.2: Using of politeness formulas to meet the needs of customers and colleagues according to inquiries, requests and complaints observed

Activity 1: Problem Solving



Assume you are debating with a friend about one's favorite food and drinks. The friend picks the food you dislike and you disagree on the preferences. Write down four expressions you may use while expressing your disagreement.

Key Facts

- √ Expressing wishes
- Politeness formulas for expressing wishes

Use of I wish / if only:

There are three distinct types of I wish / if only sentences:

- 1. Wish, wanting change for the present or future with the simple past.
- 2. Regret with the past perfect.
- 3. Complaints with would + verb.

Expressing a wish:

Form:

If only / I wish + simple past

Example:

If only I **knew** how to use a computer. (I don't know how to use a computer and I would like to learn how to use it)

Use:

• To express a wish in the present or in the future.

- The simple past here is an unreal past.
- When you use the verb to be the form is "were".

Example:

I wish I were a millionaire!

Expressing regret:

Form:

If only / I wish + past perfect

Example:

If only I had woken up early. (I didn't wake up early and I missed my bus.)

Use:

- To express a regret.
- The action is past.

Complaining:

Form:

I wish / if only + would + verb

Example:

I wish you wouldn't arrive so late all the time (I'm annoyed because you always come late and I want you to arrive on time)

Use:

- To complain about a behavior that you disapprove.
- Expressing impatience, annoyance or dissatisfaction with a present action.

Politeness formulas for condolences

There are many good reasons for keeping your personal sympathy message short. It could be that the card has already expressed most or all of what you wanted to say. Or maybe you did not know the deceased well, or at all. Whatever the reason, you can absolutely be brief and still come across as warm and caring.

Examples

- "We are so sorry for your loss."
- o "I am going to miss her, too."

- "I hope you feel surrounded by much love."
- "Sharing in your sadness as you remember Juan."
- "Sharing in your sadness as you remember Dan."
- "Sending healing prayers and comforting hugs. I am so sorry for your loss."
- o "With deepest sympathy as you remember Robert."
- "I was saddened to hear that your grandfather passed away. My thoughts are with you and your family."
- "Remembering your wonderful mother and wishing you comfort."
- o "It was truly a pleasure working with your father for 17 years. He will be deeply missed."
- o "Thinking of you all as you celebrate your sibling's remarkable life."
- o "Thinking of you all as you celebrate your grandmother's remarkable life."
- o "We are missing Anne along with you. With heartfelt sympathy,"
- "Thinking of you and wishing you moments of peace and comfort as you remember
 a friend who was so close to you."
- o "Our family is keeping your family in our thoughts and prayers."
- "Holding you close in my thoughts and hoping you are doing OK."

Writing tip: If you knew the person who has passed but not the surviving family member(s) to whom you're sending your card, it might be helpful to mention your connection to their loved one (from school, through work, etc.).

✓ Proper terms for maintaining social relationships

♣ Politeness formulas for disagreeing with others

The politest way to disagree with someone is to use one of these strategies when introducing your disagreement:

- o show that you understand the other person's opinion
- o apologize before introducing your disagreement
- o pretend to be in the middle or unsure about your position

Useful expressions:

I see what you are saying but I think...

- o I respect your point but from my perspective (or but in my opinion) ...
- o I take your point but that isn't the way I see it; instead, I think that...
- True, that is a fair point, but I have to say I disagree...
- o I understand where you are coming from but...
- There is some truth to what you're saying but don't you think that...
- o I am sorry but I have to disagree with you on...
- o I am not sure I agree with you on...
- o I don't think you and I have the same opinion on this issue.
- o I am afraid I disagree.
- I am sorry but I don't agree.
- I don't see it that way.
- o I am sorry but I disagree with you on this.
- o I respectfully disagree.
- o I have a completely different opinion on that

♣ Polite disagreement, always offer an alternative solution

To effectively argue for your position or opinion, it is best to finish your disagreement by offering an alternative or a suggestion. This is a solution-focused argument and can also soften the disagreement.

Here are some great expressions to use after expressing your disagreement:

- Instead, I think we should/could...
- My suggestion would be to...
- An alternative solution might be...
- I would recommend that we...
- How about we...
- What do you think about _____ instead?
- If you ask me, I think we should...

Informal English for Disagreeing with Others

With close friends and family, we can use these more informal (and often direct) expressions to say we disagree. These would not be appropriate for the workplace unless you know your colleagues very well.

- No way!
- You must be joking!
- You can't be serious!
- I totally disagree.
- I don't think so.

But what if ...?

What if you talk and talk and talk but neither of you can agree with each other? This, of course, does happen at times. Perhaps you and your colleague or friend will never **see eye-to-eye** (= agree on something).

We have the perfect expression for this situation. And it will help you end the disagreement in a polite, amicable way. If you cannot discuss it anymore or you cannot find an agreement, just say:

• Let's just agree to disagree.

Yes, if you agree to disagree then at least you find something to agree on! Everyone wins.

Making Promises in English

When you need to make a promise in English, you can use these common phrases and expressions:

Making promises:

- o I promise that I will finish the job on time.
- I promise you that that's the truth.
- o I swear I will never leave you.
- o I swear I won't let you down.
- o I assure you that I will return the book tomorrow morning.
- o I assure you that I will be there on time.
- o **Believe me**, I won't make you disappointed.
- Trust me, I can do it.

Useful Responses:

- o Thank you.
- o I believe you.
- o All right. Keep your promise.
- o I hope you will keep your words.
- Just let the time answer it.

Politeness formulas for agreeing

- o I agree with you 100 percent.
- o I could not agree with you more.
- That is so true.
- That is for sure.
- o (slang) Tell me about it!
- You're absolutely right.
- o Absolutely.
- That is exactly how I feel.
- Exactly.
- o I am afraid I agree with James.
- o I have to side with you on this one.
- No doubt about it.
- o (agree with negative statement) Me neither.
- o (weak) I suppose so./I guess so.
- You have a point there.

✓ Manage clients' complaints

A customer complaint is a gift. Are you surprised to hear that?

While most people view customer complaints negatively, it's refreshing to hear someone say the complete opposite. Indeed, if we look at complaints as a way for us to improve our customer service, then they certainly are gifts.

Acknowledge the Customer's Emotions

Acknowledge their complaints and feelings by listening actively and with an open mind. Have patience, and try to understand how they're feeling. Words like *understand*, *appreciate* and *feel* will show you're sincere and genuinely (really) interested in listening to them, and that you care about their feelings.

Useful expressions:

- a. I understand that you're upset/unhappy about your + purchase/order/item.
- b. I appreciate how you must feel about + the problem.

Example: I appreciate how you must feel about having waited 2 hours for your order.

Collect Information About the Problem

Get the customer to explain the problem, ask relevant and meaningful questions and gather the information you need to have a complete picture.

Useful expressions:

a. Please tell me the problem you're having with your + purchase/order/item.

Using the form of a question, and a modal verb such as *could* will help soften your tone and make you sound more diplomatic.

b. Could you please tell me exactly what happened when you...?

Example: Could you please tell me exactly what happened when you turned this computer on?

Offer a Solution

If you can offer the customer a solution right there, you should do so. The verbs *going* to and will indicate certainty. Only use them if you're very sure.

Useful expressions:

a. I + will/am going to + give you + a replacement/refund.

The phrasal verb *look into* is used when the problem needs to be investigated or examined more closely.

b. I will look into + this/what's causing this to...

Example: I will look into what's causing the unit to shut off on its own.

c. I will + contact you/let you know/get in touch with you + tomorrow/when I have more info/after we take care of it.

Example: I will contact you tomorrow when I have more information about the problem.

Take Action to Correct the Problem

Useful expressions:

- a. **Let me** + send/give + **you** + a replacement/refund.
- b. Let me find out what happened to your + order/item + and I will get back to you
 + shortly/later today/as soon as I can.
- c. I will have someone take care of it.

To *take care of* something means to handle, solve or deal with something. In this case, you're having another staff member work on the customer's problem to help find a solution.

Keep the Customer Updated

Be sure to keep them updated from time to time about the progress so they will feel reassured that you haven't forgotten their problem.

Useful expressions:

a. I have an update for you regarding your + purchase/order/item.

Example: I have an update for you regarding your order. We have your replacement unit ready to be shipped out to you this morning. You should be receiving it in 2-3 days.

b. Right now, we are working on your + order/ item.

Example: **Right now, we are working on your** item. We just have a few more tests to run. Once everything's okay, we'll be in touch again.

- c. We should be able to get your problem resolved (soon/in a couple of days/within this week).
 - o Follow-up After the Problem Has Been Solved

Useful expressions:

- a. I wanted to check if you received the help you needed.
- b. Did everything work out to your satisfaction?

c. Is there anything else I can help you with?

♣ Politeness formulas for apology to the Customer

If the customer is unhappy, we should simply apologize. It doesn't matter who or what is at fault. You are apologizing for the fact that the customer found some aspect of your business unsatisfactory.

Useful expressions:

- a. I am so sorry for the inconvenience.
- b. I am sorry to hear about your experience.
- c. Please accept my apologies.

200

Activity 2: Guided Practice



In the following scenarios, choose the best response (1, 2, or 3), and then check your answers.

Scenario: You are one hour late to school. Your teacher notices you walking in and approaches you.

Teacher: "Kaliza / Kamari, you are late."

- 1. Sorry about that!
- 2. I am very sorry. The bus was delayed, so it wasn't my fault.
- 3. I am very sorry. The bus was delayed. I will do my best to get to school early. It will not happen again.

⁵ https://7esl.com/restaurant-english/



Activity 3: Application Task:



When handling complaints, it is very important to acknowledge the customer's complaints and feelings by listening actively and with an open mind.

Words like understand, appreciate, and feel will show you are sincere and genuinely (really) interested in listening to them and that you care about their feelings.

Give two sentences for each in bold.

Topic 2.3: Reading expressions related to cooking and service, respecting sound intonations

Activity 1: Problem Solving



Think about a moment or occasion when you were surprised by your friends. Write down three expressions that you think you might use to express surprise.

Key Facts						
✓ expressions related to cooking and service vocabulary meaning part of speech						
all you can eat	customers pay one fee and can eat as much as they wish					
bill, cheque, check	the slip of paper that tells the customer how much to pay					
noun						
black coffee	coffee without any milk					
noun						
book off	mark a day that you cannot work					
verb						
booster seat	a plastic unit that fits on top of a chair to help small children					
noun	reach the table					
booth, bench	type of seating in which people sit side by side on a cushioned					
noun	area					
booze	alcohol					
(slang)						
busboy, busser	a person who helps out in a restaurant (especially clearing and					
noun	setting tables)					
combo, combination noun	mixture					

comment card	a piece of paper that customers are given to record their dining
noun	experience
complaint	a problem with service or food
·	a problem with service of 1000
noun	
condiments	types of sauces that are added for flavouring (i.e. mustard)
noun	
corkscrew	tool for removing the cork from the top of a wine bottle.
noun	
counter	flat area often used for placing dishes on or preparing food
noun	
coupon	a slip of paper that offers the customers a discounted rate
noun	
complimentary	free of charge
adjective	
cutlery, silverware,	tools for eating with (fork, knife, spoon)
utensils	
noun	
cut (sby) off	stop serving a customer any more alcohol
verb	
debit (card)	a kind of bank card used to pay directly from bank account
noun	
Deep fried	cooked in a large pot of oil
adjective	
defrost, thaw	remove frozen food from the freezer to prepare
verb	
delicious	very good taste
adjective	
delivery	food brought to the home
noun	
designated driver	person in a party who agrees not to consume alcohol in order to
	drive everyone home safely

dessert	sweet treat after a meal
noun	
dessert tray	a plate of all of the desserts that customers can view and order
noun	from
dirty dishes	plates that customers are finished with
discount	at a cheaper cost
noun	
dishpit	area in the restaurant where the dirty dishes are placed.
noun	
dishwasher	the staff member/machine that washes the dirty dishes
noun	
doggie bag	unfinished food that is packed up for the customer to take
noun	home
double	two shots of alcohol in one drink
noun	
draft	beer from a keg that pours out of a tap
noun	
fast-food	an eatery that offers quick inexpensive food
noun	
fine dining	a very expensive eating establishment
noun	
float	small amount of cash used to make change at the beginning of
noun	a server or bartender's shift
free refills	beverages that can be filled again without any cost
fry	cook over an element in oil
verb	
garnish	food that is added to a plate for appearance or colour(i.e.
noun/verb	parsley or fruit)
glassware	group of drinking glasses
noun	

gloves	(plastic) covering for the hands to prevent the spread of germs
noun	
gratuity, tip	extra money given as a thank you for service
noun	
greet	say hello and welcome customers to the establishment
verb	
grill	cooking over iron slats that allow for oil and fat to drop down
noun/verb	
hairnet	a covering worn on the head while preparing food
noun	
happy hour	short amount of time when alcoholic drinks are on sale
noun	
highball	alcohol served with soda
noun	
highchair	a tall chair with a plastic tray designed for a baby
noun	
hold	leave off/without
verb	
homemade	made from a recipe
adjective	
host, hostess	staff member in charge of greeting and seating customers in a
noun	restaurant

✓ Expressions when wavering:



\rm Fear

Here are some expressions and phrases that you can use to talk about fear.

A terrifying ordeal: If something is a tarrying ordeal it is a very frightening experience It was such a terrifying ordeal. I'm glad that it's over.

Send shivers down my spine: When something sends shivers down your spine, it terrifies you.

I watched a horror movie yesterday. Some of the scenes and the sound effects were so frightening that they sent shivers down my spine.

Give me goose bumps: Goose bumps are the little bumps that your skin gets when you are frightened or cold.

I can't watch horror films. They give me goose bumps.

Make the hairs on the back of my neck stand up

If something makes the hairs on the back of your neck stand up, they scare you.

Scare the hell out of me

If something scares the hell out of you, they frighten you.

I don't like to watch horror films because they scare the hell out of me.

Afraid or Scared – General Sentences

Fear is a universal emotion that all of us are familiar with. Here are a few sentences that you can use to talk about fear.

I get scared really easily.

I am afraid of the dark.

I can't watch horror films. They scare me.

I had a terrifying experience last week.

I get scared when I'm at home all by myself

surprise

Here we have a list of common expressions that are commonly used to express surprise and disbelief.

That's a surprise.

Wow! What a surprise!

This is such a nice surprise.

I must say it surprises me.

I am completely surprised.

That's very surprising!

I find that very surprising.

How very surprising. I find it extraordinary. That's incredible! It's unbelievable. Wow, man! That's awesome. Really? Oh my gosh / Oh my God. My goodness. I had no idea. I never expected it. I didn't have a clue about this. disbelief: You are kidding! / No kidding! / Are you kidding? You are joking! / You must be joking! You are not serious. / Are you serious? I don't believe it. I don't believe a word of it. I can't believe it. That's hard to believe. I find it hard to believe. I can't believe my ears. I can't believe my eyes. You don't believe it. Do you? Seeing is believing. It can't be true. Oh no! That's not true. I don't trust you. That's impossible. Oh, really? Is that so?

I don't think so.

I can't think of it.

You don't say.

Oh, come on!

Don't make me laugh.





Work in pairs and find the meaning of the following cooking and services expressions and phrases:

- booze
- busboy
- hairnet
- gratuity





Match the following vocabulary words with their meanings.

S/N	Expression/phrase	Meaning
1	defrost	an eatery that offers quick inexpensive food
2	Fast food	food that is added to a plate for appearance or colour (i.e. parsley or fruit)
3	Garnish	remove frozen food from the freezer to prepare
4	Corkscrew	alcohol served with soda
5	highball	tool for removing the cork from the top of a wine bottle.

Formative Assessment

- I. Use the following expressions in a sentence in order to make a promise.
 - a. I promise that
 - b. I swear
 - c. I assure you that.....
 - d. Believe me, I
 - e. Trust me, I

Match the following vocabulary words with their meanings. II.

S/N	Expression/phrase	Meaning
1	To get away from it away	a perfect place where there is plenty of goods
2	To jet off	which follows the latest trends and fashion especially those outside the cultural
3	To make yourself at home	to be comfortable, feel at home
4	Land of milk and honey	to travel by plane to many different places
5	Hipster holiday	to have a relaxing time in a place that is very different from where you work and live, so that you can forget your problems



Points to Remember

♣ Self-introduction

Language focus

The very first step is to mention your name. This part is easy! You can use the below phrases to introduce yourself:

- o I don't think we've met (before).
- o I think we've already met.
- o My name is ...
- o *I'm* ...
- o Nice to meet you; I'm ...
- o Pleased to meet you; I'm ...
- o Let me introduce myself; I'm ...
- o I'd like to introduce myself; I'm ...
- o My name is Melanie, but you can call me Mel.

Introducing oneself and others

Language focus

- o If you're ready, I'd like to introduce you to meet...
- o May I introduce XXX to you?
- o I'm wondering if you've met XXX.
- o There's someone I'd like you to meet.
- o Please allow me to introduce XXX to you.

✓ Expressions when wavering:

∔ Fear

some expressions and phrases that you can use to talk about fear.

A terrifying ordeal: If something is a tarrying ordeal it is a very frightening experience

It was such a terrifying ordeal. I'm glad that it's over.

Send shivers down my spine: When something sends shivers down your spine, it terrifies you.

I watched a horror movie yesterday. Some of the scenes and the sound effects were so frightening that they sent shivers down my spine.

Give me goose bumps: Goose bumps are the little bumps that your skin gets when you are frightened or cold.

surprise

That's a surprise.

- o Wow! What a surprise!
- This is such a nice surprise.
- I must say it surprises me.
- o I'm completely surprised.



At the end of every unit, you should:

1) Re-take the self- assessment you did at the beginning of the unit.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience	I don't have	I know	I have some	I have a lot of	
Knowledge, skills and attitudes	experience doing this.	a little about this.	experience doing this.	experience with this.	confident in my ability to do this.
Welcome a guest					
Greet each other in different ways,					
Introduce oneself and others					
Distinguish between formal and informal language registers.					
Identify polite requests and expressions in the tourism related					
situations.					
Use politeness formulas to meet the					

needs of customers			
and colleagues			
Respond to a guest			
using polite			
expressions			
Use tourism			
expressions for			
communicative			
purposes.			
Express oneself when			
wavering fear,			
surprise, anger, and			
condolences.			
Identify tourism			
expressions used in			
professional			
situations			
Manage time			
Show politeness			
when communicating			
with others			
Respect others.			
Developing sense of			
confidence			
Use expressions			
related to cooking			
and service			
Express oneself when			
wavering fear,			

surprise, anger, and			
condolences.			
Demonstrate			
flexibility			

2) Fill in the table 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.

UNIT 3: WRITING DOCUMENTS RELATED TO THE RUDIMENTARY TRADE



Figure 3:Writing documents related to food and beverage

Unit summary:

This unit describes the knowledge, skills, and attitudes required to write documents related to the rudimentary trade. At the end of this unit, trainees will be able to take clients' orders using correct grammatical sentences, write basic professional documents related to the trade, and read texts related to food and beverage by respecting punctuation rules.

Self-Assessment: unit 3

1. Look at the illustration above and do the following:

What are they doing?

What do you think this learning unit will be about?

2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. The trainer will read a skill that is listed in the left column. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this unit, we'll take this survey again.

My experience	I don't	I know	I have	I have a	l am
Knowledge, skills and	have any	a little	some	lot of	confident
attitudes	experience	about	experience	experience	in my
	doing this.	this.	doing this.	with this.	ability to
					do this.
Make a reservation.					
Deal with clients'					
problems.					
Make comments on food.					
Use expression for getting					
the bill.					
Practice ordering food					
from a menu in a					
restaurant.					

My experience	I don't	I know	I have	I have a	I am
Knowledge, skills and	have any	a little	some	lot of	confident
attitudes	experience doing this.	about this.	experience doing this.	experience with this.	in my ability to
	uonig tilis.	tills.	doing tins.	with this.	do this.
Use restaurant vocabulary					
accurately and effectively.					
decarately and effectively.					
Participate in common					
food and beverage services					
situations and interactions.					
Fill in different professional					
documents related to food					
and beverage operations.					
Write a quotation letter.					
Record main information					
of a client on any type of					
form used in food and					
beverage operations.					
Define reading fluency.					
Read appropriately food					
and beverage operations					
related text fluently with					
punctuation usage.					
Determine proper usage of					
punctuation marks in reading					
food and beverage					
operations texts.					
Handle complaints					

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 confident in my ability to
					do this.
Show empathy to the clients					
Be trustworthy					
Be well-organize					
Manage time.					
Demonstrate team spirit.					

Key Competencies:

	Knowledge	Skills		Attitudes	
1.	Determine proper usage	1.	Use restaurant	>	Handle complaints
	of punctuation marks in		vocabulary accurately		
	reading food and		and effectively		
	beverage operations				
	texts				
2.	Define reading fluency	2.	Read appropriately	>	Show empathy to the
			kitchen and services		clients
			related text fluently		
			with punctuation usage.		

3. Fill in different	3 Participate in common	> Be trustworthy
professional documents	food and beverage	
related to the trade	services situations and	
	interactions	
	4. Write a quotation letter.	> Be well-organize
	5. Record main	Manage time.
	information of a client	
	on any type of form	
	used in food and	
	beverage operations.	
	6. Demonstrate how to	> Demonstrate team
	make requests and	spirit.
	complaints	



□ Discovery activity



- a. What is your favorite food, drink?
- b. Where do you have it from?
- c. How do we call people who serve food and dribks in a restaurant, hotel, or bar?
- d. Apart from serving, what else do they do?

Topic 3.1: Taking clients' orders using correct grammatical sentences



Activity 1: Problem Solving



Task: Answer the following questions:

- a. Does your school have a canteen?
- b. Have you entered there and order something to eat or drink?
- c. How did you order?
- d. How often do you eat out?
- e. What kinds of restaurants do you like to eat out at?
- f. What is your favorite kind of food?

Key Facts

- Taking clients' orders
- ✓ Client's order

Ordering taking is a skillful art for any waiter. After proper greeting and seating a waiter needs to wait for the guest to take order. Let us see how to take order in a restaurant through step by step instruction.

Step 1: Observe your guest

- o Be observant and use proper timing
- Smile, make eye contact and try to anticipate when the guest is ready to order. E.g. when a guest closed the menu or look around, that is an indication that s/he is ready to order.

Step 2. Approach to the table

Approach the guest table with the smile and maintain eye contact.

For example: Excuse me Mr./Mrs./Ms.... or Sir/Madam, may I take your order please?

Step 3: Suggestive selling

- Recommend your buffet to the guest by saying (May I suggest our (according to the meal period) lunch buffet which consist of...... dinner buffet which consist of
- If the guest prefers to order form a la carte menu, advise the guest of daily specials or other promotion.
- Offer suggestions accordingly by saying: (Excuse Mr./Mrs./Ms.or Sir/Madam, would like to have an appetizer to start with? Mai 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?

Step 4: Taking the order:

- During the ordering process, note down the number of guests and items
 ordered in a sequential order corresponding to the seats on your order pad.
- Take order from the lady first, follow by an older gentleman or a guest and the host last.

Step 5: repeat the order:

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.....

Step 6: before leaving the table

 When the guest has acknowledged the order, thank the guest politely and collect all menu.

✓ Expressions used to take order

Expressions for staff/waiter/waitress

- o Can I take your order, Sir/ Madam?
- o Are you ready to order?
- Can I take your order?

- o Are you ready to order yet?
- o What would you like to start with?
- o What would you like for a starter?
- o Anything to drink?
- o Do you want a salad with it?
- o How would you like your steak?
- o Do you want vegetables with it?
- o Why don't you try the pizza?
- o Can I start you off with anything to drink?
- o May I get you anything to drink?
- o What would you like for dessert?
- o Do you want a dessert?
- o What would you like to drink with your meal?
- o Would you like any wine with that?
- o Can I get you a drink while you're waiting?
- o Would you like any coffee?
- o Would you like an appetizer?
- o Can I get you anything else?
- o Would you like to order anything else?
- o Would you like to try our dessert special?
- o What did you want to order?
- o Would you like coffee or tea with your dessert?
- o Would you like dessert after your meal?
- o What would you like to drink?
- o Would you like to see our dessert menu?
- o Would you like to finish your evening with us with some dessert?

Expressions for customer

- o Could you bring us the menu, please?
- Yes, can I see the dessert menu please?
- o No, thanks. I am full after the meal.

- o The menu, please.
- o What's on the menu?
- o Do you have a set menu?
- Could you bring us the salt/ pepper/ ketchup/ vinegar, please?
- o I'll have the soup as a starter.
- o I'll have the steak for the main course.
- That's all, thank you.
- o May I have some water, please?
- o May I get an order of barbeque wings?
- That'll be all for now.
- o Yes, please. May I get a glass of lemonade?
- I would like a Coke.
- o I would like to order my food now.
- We'd like to order a cheeseburger and some fries.
- o We'll have the chicken with vegetables and the vegetable pasta, please.
- Just some water, please.
- Let's have four coffees, please.
- We would like two coffees and two teas.
- We'd like a little longer, please.

If there are problems with the order, the waiter/ waitress can say

- o I don't think we have anymore steak left. I'll check with the kitchen.
- o I'm sorry, but the king prawn soup is finished.
- Sorry, the hamburgers are off.

Dealing with problems

Customer

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

Staff/ the waiter/ waitress

- Let me take it back for you.
- o I am so sorry!
- o I am sorry that I misheard you.
- o Let me change it for you.
- o I am so sorry, Sir!
- o I'm so sorry. I'll change it for you straightaway.

Asking about the menu

- o Is this served with salad?
- o What do you recommend?
- o Does this have any seafood in it?
- o Is that shrimp in the soup?
- o Is the soup a shrimp soup?
- o What is in this chicken dish?
- o Is there anything you recommend?

Making Comments on Food

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

Getting the bill/ check

When you want to pay, you can say

- o Could I have the check, please?
- o Can I have the check, please?
- We'll take the check.

- o Can I have my bill?
- o Can we have the bill, please?
- o Could we get the bill?
- o Could I have the bill, please?
- o I am ready for my bill.
- o Could we pay please?
- o I am ready to pay the bill.
- o I would like my check, please.

Sometimes, you may also want to say

- Do you accept credit cards?
- Can we have separate checks?
- We're going to split the bill.
- Are you paying together?

Practice of the expressions in conversation

Being Seated at the Restaurant

Waiter: Good evening. Welcome to Emma Restaurant.

John: I booked a table for two for 7.30 under the name of John Thomas.

Waiter: Yes, Mr. Thomas. Please come this way.

Waiter: Here is your table.

John: Thanks for your help!

Ordering

Waiter: May I get you anything to drink?

John: Yes, please. May I get 2 glasses of orange juice?

Waiter: Sure. Would you like an appetizer?

John: I'll have the tomato soup to start.

Lisa: I'll have the shrimp soup.

Waiter: Would you like to order anything else?

John: That'll be all for now.

Waiter: Let me know when you're ready to order your food.

Waiter: Here is your potato soup, Madam.

Lisa: But I ordered shrimp soup!

Waiter: I'm so sorry. I'll change it for you straightaway.

Lisa: I would appreciate that.

John: Excuse me. Could you bring us the menu, please?

John: We'd like to order a cheeseburger and some fries.

Waiter: Sorry, the fries are off. Why don't you try the steak? It is excellent

John: I'll trust your taste and take one order of that.

Waiter: Do you want a dessert?

Lisa: The chocolate mousse cake sounds great.

Waiter: Would you like coffee or tea with your dessert?

John: Just some water, please.

Waiter: Can I get you anything else?

Lisa: That's all, thank you.

Making Comments on Food

Lisa: John, is your steak OK?

John: The steak tastes wonderful!

Lisa: How is your cake?

John: My cake is too sweet for me.

Lisa: So is mine. I think they put too much sugar in cakes.

John: The food here is usually good, so I think that we should mention this to the waiter.

Lisa: You're right. Maybe they can bring us some better food.

Getting the bill/ check

Cashier: Can I help you?

John: Yes, could I have the bill?

Cashier: Of course. Here you are.

John: Thank you. I am ready to pay the bill.

Cashier: Of course, Sir. How would you like to pay, cash or card?

John: By cash, please.

Cashier: That will be \$80, please.

John: Here you are.

Cashier: Thank you

6



Activity 2: Guided Practice



Listen to the recording and answer the following questions:

https://pocketpassport.com/blog/order-food-in-a-restaurant-esl-printable-worksheet/



Recording:

How_to_Order_Food_in_a_Restaurant_Part_1_Travel_English_Modal_Verbs.mp3 (Comm

- a. What do they order first?
- b. What kind of wine do they order?
- c. What appetizers do they order?
- d. What is the waiter's favorite appetizer?
- e. How do they order the chicken wings?
- f. Are they ready to order their main entrees?
- g. What else do they order to drink?
- h. What will the server be right back with?

⁶ https://7esl.com/restaurant-english/





Make two group (A= 1 waiter/waitress, B= 2 clients). Use the menu provided by your trainer to role play through ordering a meal by using the learnt expressions. You should switch roles a number of times.

Topic 3.2: Writing basic professional documents related to the Food and Beverage with their standards

Activity 1: Problem Solving



Differentiate the following documents:

- a. Reservation form
- b. Quotation letter
- c. Invoice
- d. Registration form

Key Facts

- Writing basic professional documents related to the trade
 - ✓ Reservation form

Reservations can help people acquire what certain products or services that they need ahead of time. Which is why it writing reservation forms are a must if one wishes to reserve something such as a venue for a particular occasion.

The Different Types and Purposes of Reservation Forms

Here are a few examples of reservation forms that any person may use:

- Hotel reservation forms are the kind of forms that are utilized by those who would like to have hotel rooms and facilities booked ahead of time for certain events.
- Party reservation forms are made use by people to book a party which usually involves a large number of people at a certain venue. These forms can help specify what the theme of the party is, as well as the time and date.
- Restaurant reservation forms are used by people to ensure themselves that they
 acquire a spot at specific restaurants they would like to dine in. These are mostly
 used in restaurants that have a high reservation rate due to its popularity.

The following information must be included:

- o The type of reservation being made
- Name of the client
- Date of when the form was made
- The reservation date
- o Details of the reservation such as the method of payment
- The amount of deposit required

Instructions for writing in a reservation form

- Be sure that you are specific as possible with your information. You are going to have to properly state your full name, along with the names of other members of your group in the event you are reserving for more than one person.
- Always be certain that you provide the correct contact details. This is very important
 as there may be sudden changes regarding your reservation in which you will need
 to know about.
- Provide details on what you would like reserved. If you know exactly as to what you would like, then state it properly in your reservation form. A good example would be through the use of restaurant reservation forms wherein you specify which part of the restaurant you would like to dine in, as well as the type of meals you would like to have prepared ahead of time.

Sample of hotel reservation form

Table 1: Reservation form

HOTEL RESERVATION FORM

For the 3GPP TSG RAN WG1 Meeting #10, January 18th - 21st, 2000 in Beijing, China.

Please complete ALL sections in BLOCK CAPITALS and send it no later than December 24, 1999 to: Swissotel Beijing Reservation Department +86 10 6501 2506 Fax

~		
Special	room	rates:

Superior Single room : USD70.00 Superior Double room : USD85.00 Swiss Executive Single: USD95.00 Swiss Executive Double: USD115.00

- * All rates are inclusive 15% tax and daily buffet breakfast served in the <u>CaféSuiss</u> Restaurant in the lobby.
- * Hotel car airport pick up or drop off USD35.00 per car per trip.

I would like to reserve Superior / Executive, Single / Double room(s) for the following nights with the special rate.

Dates: Arrival:			Departure:					
Family Name:			Given name:					
Company	:							
Airport Pick	up: Yes, or No		Flight Detail					
Your Fax:	:		Your Phone					
Non Smoking	room?		_					
	guarantee this rese MasterCard		DINERS	JCB	Other			
Number:			Expiration Da	ate:				
Signature:								
Confirmation	guaranteed within	24 hours.						

7

✓ Quotation letter

A quotation letter is a formal letter written to quote the price of a particular product or service. A quotation letter is sent by a seller or service provider when the customer requests a quotation letter.

⁷ Cited from: https://www.sampleforms.com/hotel-booking-form.html

A quotation letter can be used for various purposes. It can be used to evaluate the

approximate cost and expenditure involved in the purchase of an item or multiple items

and also for reimbursement provided by the company for a particular product or service.

How to Write a Quotation Letter?

A request for a quotation is an enquiry about the prices and availability of the

products or services.

o The main reason behind requesting a quotation letter is to evaluate if the particular

product or service can be afforded or is well within the budget of the buyer.

Before you send a quotation request, ensure that you know perfectly well about

what you need.

o List out clearly the product/service and the quantity required along with the

specifications, if any.

In case you are not sure about something, you can ask the distributor/manufacturer

to provide details regarding the same.

Check for the availability of the required quantity of products/services and enquire

about the shipping cost as well.

o Be sure to let your receiver know that you are expecting a response from their side

within a particular date.

Sample Quotation Format: Requesting a Quotation for the Bulk Purchase of Products

Recipient's email id: name.256@email.com

Subject: Request for a Quotation for the Bulk Purchase of Products

Dear Sir/Madam,

Following our discussions with your Sales and Marketing Manager, we are pleased to

inform you that we would like to purchase the following products from your company.

104

S.	Product	Required Specifications	Quantity
No.			
1.	Dell Inspiron 14 2-in-1	11th Generation Intel Core i3-1125G4	25
	Laptop	Processor (8MB Cache, up to 3.7GHz)	
2.	HP Chromebook	4 GB/64 GB EMMC Storage/Chrome OS	40
	MediaTek Kompanio 500	11.6 inch	
3.	IdeaPad Slim 3i	10th Generation Intel Core i3, 256 GB M.2	45
		2242 SSD, 15.6 inch	
4.	ASUS ZenBook 14	Intel Core i5-1135G7 11th Generation, 14-	25
		inch	

We would be open to having a deal as we would like to buy these products in large quantities, if you have offers on bulk purchases. Kindly send us a quotation for the abovementioned products so we can discuss and proceed with the order. Hope and trust that you will quote the most favourable terms and prices. We expect a reply from you by the 15th of January, 2022.

Please feel free to reach out to us in case you require any further clarifications. Looking forward to hearing from you.

Thank you very much

Sincerely,

STANLEY GEORGE

Contact number: 99999

Email id: name.name@email.com

✓ Invoice

The hotel industry thrives on its customer relationships and the profits made during their stay in their particular establishment. If you are a hotel business, you know how important

it is to provide your guests with a clear, concise, and professional invoice, so there is no miscommunication or misunderstandings when it comes **to paying the bill**.

The goal is to make the hotel guests happy, and offering a straightforward, fuss-free invoicing and payment system is one piece of that puzzle.

How to Create a Hotel Invoice?

There are a few specific sections that every invoice must have. These include

- contact information
- o invoice reference numbers
- due dates
- o costs.

There may also be additional sections that pertain to your specific industry. A hotel business, for example, may also include a section for extra amenities like *valet parking*, *room service*, *resort fees*, *and other hotel services purchased during the stay*.

Another possible section might list the dates of check-in and check-out, the number of nights the customer spent at the hotel, the nightly rate, the total number of guests, and the hotel room number they stayed in.

Here are simple step-by-step instructions for how to create the invoice to reflect a customer's hotel bill.

Add Your Hotel Address and Your Guest's Address

It is incredibly important to make sure your invoice clearly states the hotel name and/or the hotel owner and the hotel address so your customer can recognize where the invoice is coming from and what it is for without any hesitation.

Be sure to confirm that the address for your customer is correct. This might mean calling your customer to ensure you have the right address. You don't want to risk the billing invoice getting lost in the mail and causing a delay in payment.

Create an Invoice Number

Simply put, the invoice number is essentially a tracking code for that specific invoice. It's a reference number for both you and your customer, should either one of you ever need to refer back to the invoice.

By having an invoice number listed and filing the invoice accordingly, you will always be able to access the invoice when it needs to be addressed for billing purposes or if the customer has a question about something.

Add Your Invoice Date and Due Date

Don't forget about due dates! Dating your invoice is extremely important if you want to ensure that your customers pay on time.

First, select the invoice date. This is generally just the day that the invoice is created, unless your specific hotel business has different standards.

Next, choose the final invoice due date. All companies handle payment methods and policies differently, so depending on your own hotel business policies, the period in which payment is due could be within 14 days, 30 days, or another set due date. Whenever that deadline may be, it must be clearly conveyed to all parties at the beginning of the transaction to avoid any issues or a lag in payment.

Calculate and Enter the Cost of Additional Amenities

There are a lot of additional costs that can rack up during a customer's stay at your hotel. This could include things like valet parking, room service, resort fees like pool towel service or cabana usage, mini bar drinks and snacks, hotel restaurant and bar purchases, Wi-Fi, resort spa treatments or fitness classes, airport transfers, pet fees, concierge assistance, room upgrades, and early check-in or late check-out.

Enter Any Discounts Provided to Your Hotel Guest

Many hotels generate a lot of business when they offer specials on room rates, new-customer discounts, and even discounts for referrals. There should be a section on your invoice that reflects any promotional sale or discount that is included in the final price.

Discounts should always be made very clear on the invoice so your customers never have to question whether or not they received the correct credit for whatever promotion they were participating in.

Add a Note Describing Your Work and Providing Any Additional Information

You may want to consider adding a section at the bottom of your invoice that includes additional information or notes for any of the line items on the invoice. For example, if there is a charge for a spa service, the note may reference what that service was. This section could also explain discounts in further detail or include an explanation for why you were charged for something specific that might seem out of the ordinary.

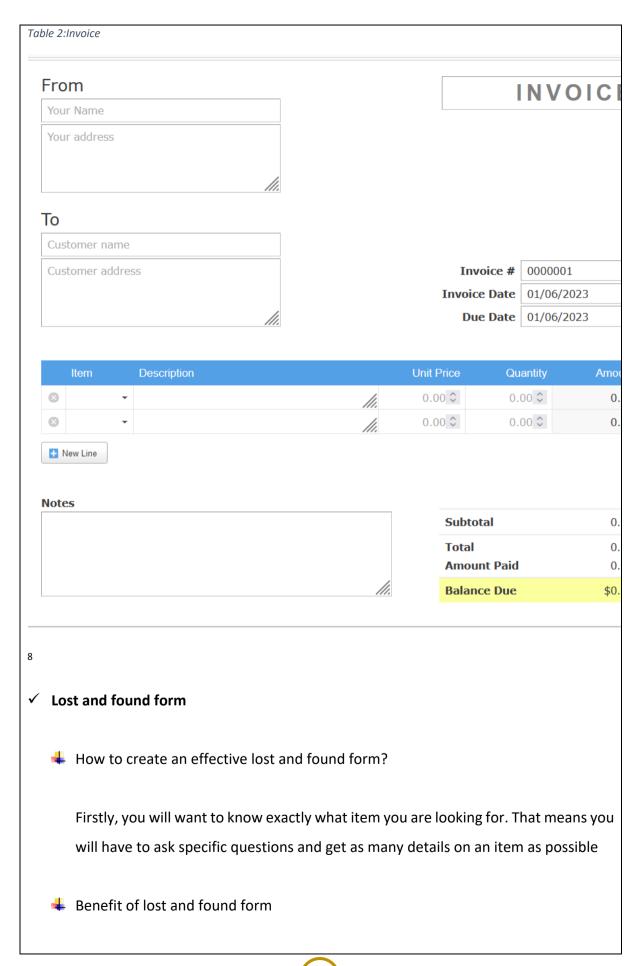
Invoicing Tips and Best Practices for Hotel Businesses

Now that you know how to properly create a hotel invoice for your customers, you can add in these extras to really get the most out of your invoicing process.

Provide Options for Payment

People like options, so be sure to offer your customers multiple choices when it comes to payment. Some guests may choose to pay with cash, check, or credit card at the hotel front desk, but others may prefer to take care of things online from their desktop computer, laptop, or mobile device.

Sample of invoice



The biggest benefit is for your visitors, who don't have to come back to your venue to dig through boxes of lost treasures. Instead, you can send out a lost and found form after events and keep it on your website. This way, people can check with you first before they make the drive. It will also save you time spent looking for things that are definitely not there.

Sample of loss and found form

Lost and Found Ticket					
Facility Name	Today's Date				
Item Description					
Location found					
Name of finder					
Supervisor who received item(s)					
DISPOSITION OF PROPERTY					
Date item returned to owner					
Owner Name	Owner Address				
Owner Telephone	_				

✓ Registration form

A hotel registration form is an important document for any hotel and its functioning. A registration form is a formal proof that a person has booked a particular room and therefore it needs to be provided to his/her on the particular date that he wants. The registration form is a confirmation that the room allotment is done.

⁸ cited from: https://www.waveapps.com/invoice-templates

Sample of registration form

Table 3: registration form

Regional Conference for Central and Eastern Europe and Central Asia

Making laws work to end violence against women and girls

DELEGATION OF _					
□ Ms. / □ Mr.					
First Name			Family name		
Address					
Country			City		
Telephone			Cell phone		
E-mail					
Date of arrival				Time of arrival	
Date of departure				Time of departure	
Local taxes (VAT and Additional requests:	d until <u>13th of May, 20</u> city tax) are subject		al change without	further notice.	availability.
Additional requests: DNon-smoking room DRoom with 2 D	Nameda Bada		□Room w	rith 1 King Size Bed	
PLEASE NOTE THAT A Method of guarant *You can use one of the fo	ee and advance pa				A SE REGISTER EARLY.
American Express	□ Visa	Visa MasterCard/EuroCard			
			Exp. Date		
	the name that appears or orm to be signed by the c				edroom is reserved, we require a s you notify us.
ges, I'm the owner of the	e credit card.	☐ I'm not the owne	r; please email/fax m	e the authorization form.	
	2017, any cancellation wi stay within 3 days before t claimed on the day of an	arrival will be 100 rival (no show), wil	% charged. Any gues I be cancelled and wi	Il only be re-entered into	med and guaranteed through the the reservation system subject to
Other information: Check-in time: 3.00pm			Check-ou	it time: Noon	
Date			Signature		
			mber from the hotel		

10

 $^{^9 \ \}textit{Cited from: https://conference.apnic.net/34/pdf/cambodiana-hotel-registration-form2.pdf}$

¹⁰ Admin. (2022, October 26). Quotation letter format and samples.



Activity 2: Guided Practice



While writing an invoice, there are specific sections that every invoice must have. What are they?



Activity 3: Application



Read this scrambled quotation letter and rearrange it accordingly.

25 B, Pavilion Apartments

Anna Nagar

Chennai – 600023

21st August, 2021

Yours faithfully,

Subject: Enquiry about hotel management, marketing and English courses

Respected Sir/Ma'am,

I request you to kindly send me the quotation letter as soon as possible so that I can start taking classes soon.

The Managing Director

VITA Training Academy

39, Alangad Census Town

Paravur, Ernakulam – 683513

I would like to know the details about the fees and duration of tourism marketing, nature interpretation and English courses. It would be highly appreciated if you could provide me with a quotation of the fees applicable for each of the courses as I have to submit it to the

management.

Thank you

Signature

SHANU SHYAM

I have been working as a chef cook for four years. I am looking for short-term certificate courses to upskill myself and to suit the growing needs of my company. I came across your institute and found it to be highly promising and efficient

Topic 3.3: Reading texts related to cooking and service by respecting punctuation rules

Activity 1: Problem Solving



Think about a textbook, articles, story, paragraphs, sentences, or passages you have read.

Write down its topic, main ideas, and details that support the main idea

Key Facts

- Reading texts related to tourism
 - ✓ Texts related to tourism
 - Punctuation

A wide range of tourism-related texts provide trainees with enough opportunities to learn and practice essential reading skills. Each passage is followed by comprehension questions.

When you are reading, it is important to pay attention to the punctuation marks that are used as they can change the meaning of a sentence.

Here is a table with some common punctuation marks and a brief explanation of their use:

	full stop	Used to end a sentence.
,	comma	Divides some types of sentence into clauses. Follows some
		discourse markers e.g. however, at first etc. Can be used
		before some conjunctions in the middle of a sentence such as
		ʻand'.

;	semi-colon	Separates two clauses which are closely related in meaning.
		Can separate clauses which form part of a list.
:	colon	Often used before a list of clauses.
?	question mark	Used at the end of a question.
!	exclamation mark	Used after orders or warnings in direct speech.
u	inverted commas	Inverted commas show that what is written has been directly
	(also known as speech	spoken by someone.
	marks)	

How does punctuation change mean?

Here are some more examples of how changing the punctuation can completely change the meaning...

Example 1:

a. When I sing well, ladies feel sick.

(My good singing makes ladies feel sick)

b. When I sing, well ladies feel sick.

(My singing makes healthy ladies feel unwell)

Example 2:

a. Watch out - man eating apes!

(the man eats apes)

b. Watch out – man-eating apes!

(the apes eat men)

Example 3:

a. We order merchandise and sell the products. (We do 2 things) b. We order, merchandise and sell the products. (We do 3 things) Example 4: a. You will be required to work twenty four-hour shifts. (You work for a short time) b. You will be required to work twenty-four-hour shifts. (You work for a very long time) Fluency What is Reading fluency? Fluency is derived from the Latin word 'fluens' which means 'to flow'. It is the ability to read with proper **speed, accuracy, and expression**. People in general, must be able to read fluently in order to understand what they are reading. This applies to both silent reading and reading out loud. When doing the latter, fluent readers are able to read phrases and add in proper intonation when needed. As such, their reading becomes smooth and expressive.

Why Is Reading Fluency Important?

Reading fluency is important because it develops *comprehension and motivates readers.* It has been referred to as a bridge between reading phases such as early reading and later reading.

Early phases of learning reading fluency help learners to develop their oral language skills, as well as phonemic awareness. It also helps to teach the principle of the alphabet and to improve complicated words. Practicing early reading fluency helps the student become familiar with more complex and high-frequency words, which then helps them to master a significant number of words.

Readers who do not sufficiently master reading fluency can become stuck in the middle of this bridge. Oftentimes, they will be able to decode words, but because they do not have the proper reading fluency, they will often lack the comprehension to enjoy or understand the reading process. This leads to students taking a dislike to reading and will often create reluctant readers who do not wish to participate in reading activities. This can have negative consequences for themselves and also for their families, both current and future, and their broader society.

When reading fluency problems are present and fluency skills are weak, they can stunt the development of vocabulary and comprehension, leading to a process referred to as the Matthew effect. The Matthew effect is based on a Biblical passage that states that the rich get richer and the poor get poorer.

A student's ability to master reading fluency often depends on being able to identify a significant number of words by sight alone. Since words are not referred to as sight words until the student learns to read them correctly, minimal reading practices and inaccurate practices have been shown to slow a student's development of reading fluency.

Reading Fluency Skills

There are three main elements in reading fluency: accuracy, rate, and expression.

1. Accuracy:

Accuracy is the fundamental foundation of fluent reading. In order to master reading fluency, the reader must **be accurate in reading text**.

- ➤ The main purpose of being able to read is to understand what is being read.

 In order to achieve this understanding, the reader must be able to read accurately.
- As simple as this sounds, it means that the reader must be able to identify specific words accurately.

2. Rate

The rate refers to the speed at which a student can read the text. While rate is important, reading fluency goes beyond rate alone. Oftentimes, it is believed that faster reading is better reading, but this is simply a misconception. Reading at a quick rate does not signify that the reader will be able to comprehend the text that is being read. Fast readers may still be reading inaccurately. In fact, they may be reading so fast that they are unable to understand what they are reading. While fast reading is often associated with an overall proficiency in reading, it should not be regarded as the same as fluently reading.

3. Expression

Expression is an important part of being able to read orally. It includes components such as tone, pitch, emphasis, volume, and rhythm. Expression also signifies the reader's ability to group words together into correct phrases. It's often thought that a good expression reflects better reading comprehension.

Five elements of effective fluency instruction

- 1. Modelling of fluent reading
- 2. Development of sight vocabulary
- 3. Opportunities to apply word identification skills
- 4. Increasing amount of reading by offering plenty of practice opportunities
- 5. Focusing on expressive reading with appropriate phrasing



Activity 2: Guided Practice



There are three main elements in reading fluency: accuracy, rate, and expression. Differentiate them.



Activity 3: Application



Read aloud the following text by respecting punctuation it embodies:

The Menu

In an American restaurant, picky eaters can customize the menu to suit their exact preferences by reeling off special requirements and substitutions. You can order salad but without tomato or with a special dressing to accommodate your diet. There is a friendly atmosphere that encourages you to have exactly what you want and satisfy your appetite.

On the other hand, people in England tend to order a meal with all the options that come with it. It is less common for them to complain about the food or have the waiter send dishes back to the kitchen. They need a wide range of staff, e.g. drivers, stewards and stewardesses, guides, behind-the-scenes service staff, etc.

Formative Assessment

Match the words on the left with the meanings on the right.

	Vocabulary	Meaning
1	1. choice	a. a type of something
2	2. appetizer	b. best liked or most enjoyed
3	3. kind	c. prepared to do something
4	4. favorite	d. to request something
5	5. ready	e. an act of choosing between two or more options
6	6. order	f. a small dish of food eaten before the main meal

II. What are the key pieces of information you must consider when writing or filling out a reservation form?

III. Read fluently the following text and answer questions pertained to it:

Read the article below and then answer the questions

McDonald's Restaurant

There are many restaurants in the world but probably the most famous is McDonald's. McDonald's has more than 34,000 restaurants around the world in 119 countries and they serve about 68 million customers every day. The story of McDonald's began in 1940 when two brothers, Richard and Maurice (Mac) McDonald, opened a new restaurant called 'McDonald's Famous Barbeque'.

It was a successful business but the brothers wanted to sell more food and make more money, so in 1948 they made some changes. For example, they tried a new way to cook and serve food faster – and McDonald's became one of the first fast food restaurants in the world. In addition, they made the menu simpler: hamburgers, cheeseburgers, sodas and milkshakes. There were no longer any waitresses to serve food, so customers ordered food by themselves at a counter.

In 1954, a man called Ray Kroc joined the company and later bought it for 2.7 million dollars. The company is now worth many billions of dollars. There is a McDonald's Museum that is located in

San Bernardino, California where the first McDonald's was built. It's open daily from 10:00 a.m. to 5:00 p.m.

- 1. How many McDonald's restaurants are there around the world?
 - (a) 34,000
 - (b) 119
 - (c) 68 million
- 2. When did McDonald's become a 'fast food restaurant'?
 - (a) 1954
 - (b) 1940
 - (c) 1948
- 3. Why did Richard and Maurice want to cook and serve food faster?
 - (a) They liked making changes.
 - (b) It was a successful business.
 - (c) They wanted to make more money.
- 4. There is a McDonald's restaurant in California called 'San Bernardino'.
 - (a) TRUE
 - (b) FALSE
- 5. When can people visit a McDonald's museum?
 - (a) They can't because it closed in 1954.
 - (b) only in the mornings
 - (c) every day

Points to Remember

• Step by step instruction of taking an order.

Step 1: Observe your guest: Smile, make eye contact and try to anticipate when the guest is ready to order. E.g. when a guest closed the menu or look around, that is an indication that s/he is ready to order.

Step 2. Approach to the table: Approach the guest table with the smile and maintain eye contact.

Step 3: Suggestive selling: Recommend your buffet to the guest by saying (*May I suggest our* (according to the meal period) *lunch buffet which consist of...... dinner buffet which consist of*

Step 4: Taking the order: During the ordering process, note down the number of guests and items ordered in a sequential order corresponding to the seats on your order pad.

Step 5: repeat the order: After the guest has ordered, repeat the order back (from the order pad) to the guest by saying: *Excuse me Mr. /Mrs./Ms...or Sir/Madam, may I repeat your order please, they are.....*

Step 6: before leaving the table: When the guest has acknowledged the order, thank the guest politely and collect all menu.

- Basic professional documents related to tourism.
 - ♣ Travel document
 - Invoice
 - Harage Bills
 - Reservation forms
 - Lost and found forms
 - Registration forms
 - **4** Quotation
- Reading fluency is the ability to read with proper speed, accuracy, and expression



At the end of every unit you should:

1) Re-take the self- assessment you did at the beginning of the unit.

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 confident in my ability to do this.
Make a reservation.					
Deal with clients' problems.					
Make comments on food.					
Use expression for getting the bill.					
Practice ordering food from a menu in a restaurant.					
Use restaurant vocabulary accurately and effectively.					
Participate in common food and beverage services situations and interactions.					

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 confident in my ability to do this.
Fill in different professional documents related to food and beverage operations.					
Write a quotation letter.					
Record main information of a client on any type of form used in food and beverage operations.					
Define reading fluency.					
Read appropriately food and beverage operations related text fluently with punctuation usage.					
Determine proper usage of punctuation marks in reading food and beverage operations texts.					
Handle complaints					
Show empathy to the clients					
Be trustworthy					

My experience	I don't	I know	I have	I have a	l am
Knowledge, skills and attitudes	experience doing this.	a little about this.	experience doing this.	lot of experience with this.	in my ability to do this.
Be well-organize					
Manage time.					
Demonstrate team spirit.					

2) Fill in the table 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.

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