

Part 3 Food and Beverage Service

餐饮服务



Unit 15 Making Reservations 餐饮预订

Learning Objectives

In this unit you will learn:

- How to make a reservation by telephone
- How to make a face-to-face reservation

I. SNAPSHOT

Reading Tips

A reservation can be made on the phone, by fax or e-mail, or in person. As a reservationist, you should take guests' reservation professionally, and record reservations precisely.

A. What do they do?



receptionist
接待员



operator
接线员

- Do you know how to make a reservation in a restaurant?
- How long will the reservation be kept in a restaurant?

B. The procedures of making a reservation

Step1	<i>Greeting guests</i>	Good afternoon. City Wall Restaurant, Linda speaking. How may I help you?
Step2	<i>Getting information of the guest: number of people, arrival time, particular requests</i>	How many people and when will you be coming? Where would you like to sit, smoking or non-smoking area? May I have your name please?

continued

Step3	<i>Confirming all information</i>	You'd like to have a table for two by the window at 7:00 this evening, is that right?
Step4	<i>Giving thanks</i>	Thanks for calling.

II. CONVERSATIONS

Dialogue 1

Scene: The operator is receiving a call from a guest.

Listen to the dialogue and answer the question:

- What does the guest want to do?

(O: Operator; G: Guest)

O: Good afternoon. City Wall Restaurant, Linda speaking. How may I help you?

G: I'd like to book a table at your restaurant.

O: Certainly, sir. Let me check our notes. Wait a moment, please.

...Yes, sir. How many people and when will you be coming?

G: It's for my wife and I at 7:00 this evening.

O: Where would you like to sit, smoking or non-smoking area?

G: I prefer to sit in the non-smoking area. Would it be possible to reserve a table next to the window?

O: Yes, sir, we can arrange that. May I have your name please?

G: Peter White.

O: Thank you, Mr. White. You'd like to have a table for two by the window at 7:00 this evening, is that right?

G: Yes, that's right.

O: Thanks for calling, Mr. White. We will keep your reservation for one hour.

Read the dialogue and answer the questions:

- How many guests are there?
- What's the arrival time?
- Who made the reservation?

Dialogue 2

Scene: A guest is waiting to reserve a table for dinner in a popular restaurant.

Listen to the dialogue and answer the question:

- Does the guest get her table?

(**R:** Reservationist; **G:** Guest)

R: Good afternoon, welcome to our restaurant. May I help you?

G: I'd like to reserve a table at 6:50 in this evening.

R: Let me check our reservation. I'm sorry, madam. I'm afraid our tables are fully booked at that time. But we can give you one at 8:20 pm.

G: Oh, it's too late.

R: I'm sorry. Would you mind putting your name on our waiting list?

G: No, thank you. I will make an early reservation next time.

R: Thanks. We are looking forward to seeing you.

Read the dialogue and answer the question:

- When will the guest want to have dinner?

Words & Phrases

book [buk] *v.* 预订

non-smoking area 无烟区

arrange [ə'reindʒ] *v.* 安排

waiting list 等候单

reservation book 预订簿

look forward to 期待

reserve [ri'zə:v] *v.* 预订

III. FOCUS ON

Useful Expressions for Making a Reservation

When would you like your table?

您需要预订什么时间的餐位?

For what time/ When? / What time will you arrive? / What time is it for?

您何时到达?

What kind of table would you like?

您需要什么类型的桌位?

Is there any place you would prefer to sit?

您更喜欢坐哪儿?

Would you like a table by the window?

您愿意坐到窗边吗?

Which do you prefer, a table in the dining hall or at the private room?

您是愿意坐在大厅还是包间?

How many people are involved? How many are there in your party?

你们一共有多少人?

How about the non-smoking area?

无烟区可以吗?

May I have your name and telephone number?

我能留下您的姓名和电话号码吗?

Could you repeat it please?

能重复一下吗?

I will confirm the reservation for you tomorrow.

我明天将和您确认预订。

I'm sorry we are fully booked today.

对不起, 我们餐厅今天已经预订满了。

I'm sorry the tables by the window have been reserved.

对不起, 靠窗的桌子已经被预订了。

I'm sorry Zi Xuan Room has been reserved, would you mind having another one?

对不起, 紫轩阁已经被预订, 您介意换另一个吗?

I'm sorry we don't have the reservation service today.

对不起, 我们今天没有预订服务。

Using what you have learned above.

A. Match the following sentences.

1. **G:** _____?

W: Wait a moment, please. Let me check our notes.

2. **W:** _____?

G: Peter White.

3. **G:** _____?

W: We only have one table left in the non-smoking area.

B. Discuss this question below with your classmates.

If a guest wants a private room, but it is fully booked at that moment, as a waiter/waitress, what will you do and how to say?

C. Role-play

The telephone rings. The head waiter answers the phone. It's George Smith. He wants to book a table at your restaurant for three at 6:30 this evening. Make a conversation with your classmates based on the situation.

IV. LISTENING

Directions: You will listen to a dialogue about booking a table. After listening, try to answer the questions:

1. How many people will come to the restaurant?
2. When will the guests arrive?
3. What's the name of the contact?

V. INTERCHANGE ACTIVITIES

A. According to the Dinner Order Form below, fill out this form with your partner.

City Wall Restaurant			
Booking No. _____		Reservationist _____	
Time & Date	(M/D/Y; 00:00)	____ / ____ / ____ /; ____ am ☐ /pm ☐	
Guest Name	(Mr. ☐ /Ms. ☐)		
No. of Guests		Area	Smoking ☐ /Non-smoking ☐
Room No.		Place	Dining Hall ☐ /Private Room ☐ No. ____
Special Request			

B. Make a dialogue about reservation with your partner based on the information from the form.**C. Complete the dialogue between a guest (G) and a restaurant waiter (W).**

W: Good morning. City Wall Restaurant, Sally speaking. _____?

G: Yes, I'd like to book a table for five tomorrow evening.

W: Certainly, sir. _____?

G: At 7:30 p.m.

W: Yes, sir. _____?

G: Please book it under the name of Mr. Liu.

W: So a table _____, and your arrival time is at 7:30 pm. Am I right?

G: That's right.

W: Thank you for calling us.

D. Put the sentences into English.

1. 外出就餐前做预订是很有必要的。
2. 网络预订很流行，还有折扣。
3. 团队预订请与销售部联系。

Unit 16 Receiving Guests 接待客人

Learning Objectives

In this unit you will learn:

- How to receive guests with reservation
- How to receive guests without reservation

I. SNAPSHOT

Reading Tips

A hostess in the restaurant should greet guest warmly and cordially. He / She is also responsible for guiding the guests to their seats and introducing them to the menu.

A. Do you know these phrases and sentence of direction?

caution please 请小心

mind your steps please 请注意台阶

face to you 面对你

opposite to 相反

it's on your right/left hand. 在您的右 / 左手边

go straight 直走

turn right/left 向右 / 左转

it's on the second floor 在二层

- How do you greet the guests politely?

B. The procedure of receiving the guest

Step 1	<i>Greeting guests</i>	Good evening, sir. Welcome to our restaurant.
Step 2	<i>Leading guests to proper seats</i>	Thank you. Is it OK for a table in the dining hall?
Step 3	<i>Seating guests</i>	Please take your seats.
Step 4	<i>Showing the menu</i>	Here is an a la carte menu.

III. CONVERSATIONS

Dialogue 1

Scene: There are two guests coming to the restaurant.

Listen to the dialogue and answer the question:

- What do the guests prefer to take?

(H: Hostess; G1: Guest1; G2: Guest2)

G1: Waiter, a table for two please.

H: Yes, sir. Is it OK for a table in the dining hall?

G1: All right.

H: Thank you, sir. This way, please. ...Please take your seats, sir and madam. What would you like to have, a la carte or table d'hôte?

G1: Well, let me see. What do you think, darling?

G2: I'd like a la carte.

G1: OK, a la carte, please.

H: Yes, sir. Here is an a la carte menu.

G1: Thank you.

H: With pleasure. The waitress will come to take your orders in a minute.

Read the dialogue and answer the questions:

- How many people are involved in the dinner?
- Where do the guests want to have dinner?

Dialogue 2

Scene: The hostess is receiving a guest with a reservation.

Listen to the dialogue and answer the question:

- When did the guest make the reservation?

(H: Hostess; G: Guest)

H: Good evening, sir. Welcome to our restaurant. How many persons please?

G: Three. I made a reservation yesterday.

H: In whose name?

G: Peter White.

H: Thank you, Mr. White. Follow me please. Is this table all right?

G: It's all right. Thank you very much.

H: My pleasure. Here's the menu. The waiter will be at your service soon.

Read the dialogue and answer the questions:

- Has the guests made a reservation?
- Who made the reservation?

Dialogue 3

Scene: The hostess is receiving a guest without a reservation.

Listen to the dialogue and answer the question:

- Do the guests get the table?

(**H:** Hostess; **G:** Guest)

H: Good morning, sir. Welcome to our restaurant, do you have a reservation?

G: I'm afraid not. But I'd like to have a table for five people in a separate room.

H: Sorry, sir. All rooms are occupied, would you like to have a table in the hall?

G: I'm afraid not.

H: Excuse me, sir. Would you mind having a rest at our waiting room, when there is a room available,

I'll call you then.

G: OK. May I have a *waiting card*?

H: Certainly, sir. May I have your name?

G: Peter White.

H: Thank you, Mr. White. Here you are. ...Excuse me, Mr. White. Your room is ready, follow me, please. Please take your seats. Here is the menu, the waiter will come to take your order.

Read the dialogue and answer the questions:

- Why didn't the guests get the table?
- What did the hostess suggest for the guests?

Words & Phrases

hostess ['həʊstɪs] *n.* 餐馆领座员

occupy ['ɒkjʊpaɪ] *vt.* 占用

dining hall 大厅

a la carte 零点

table d'hôte 套餐

at one's service 为某人服务

separate room 包间

waiting card 等候卡

III. FOCUS ON

Useful Expressions for Receiving Guests

Have you made a reservation, sir?

先生，您预订了吗？

A table for two?

请问是两位吗？

Would you like to sit here?

坐在这里可以吗？

Is this table all right?

这张桌子可以吗？

I'm sorry, sir. All the tables near windows are reserved.

对不起，先生。靠近窗户的桌子全都被预订了。

There will be 10 minutes before your table is ready.

您的桌子准备好还需 10 分钟。

Follow me, please.

请跟我来。

Would you like a drink before you order?

点菜前要不要喝点什么？

Is anything wrong?

有什么不合适的吗？

Would you please sit here first, whenever any table by the window is available, I will change it for you.

您先坐在这里，一有靠窗的桌子，我给您调换。

I'm sorry we can't seat you at the same table, would you mind sitting separately?

对不起，我们不能安排你们坐在同一张桌子，你们介意分开坐吗？

May I put the two tables together?

我能把两张桌子拼在一起吗？

Excuse me, sir. Would you mind sharing the same table with this lady?

对不起，先生，您介意和这位女士分享同一张桌子吗？

Sorry to have kept you waiting, we can seat your party, now.

对不起，让您久等了，我们现在可以安排你们这一组了。

Using what you have learned above.

A. Choose the correct answer.

1. Leading guests is one of the duties of a _____.
a. hostess b. chef
2. A restaurant may give _____ to a guest when there is any for service.
a. money b. discount
3. The _____ may show menu to guests.
a. supervisor b. hostess

B. Discussion

If the guests don't arrive at the reserved time, and other guests are coming now, how will you deal with this problem?

C. Pair Work

Make a dialogue with your partner about receiving the guests without reservation.

Guest: You have not made a reservation. You don't mind where to sit, but the window seats looks nice.

Hostess: A guest comes in. Greet him (her) and lead him (her) to the table. All window tables are reserved.

IV. LISTENING

Directions: You will listen to a dialogue about receiving guest. After listening, try to complete this dialogue.

(H: Hostess; G: Guest)

H: Are you Mr. Green?

G: Yes.

H: This way, please. _____ ?

G: Right. But I want to change to a table for six people.

H: Wait a moment, please. _____ .

G: Thank you.

H: With pleasure. Yes, sir. There is a table for six people. _____.

G: Good. _____?

H: Certainly, sir. _____ . _____ .

V. INTERCHANGE ACTIVITIES

A. Match the terms on the left with their definitions on the right.

- | | |
|--------------------|--|
| 1. bartender | a. female greeter to seat guests in a restaurant |
| 2. busboy | b. person takes the guest's orders |
| 3. brunch | c. cleaner of tables |
| 4. dishwasher | d. something used to give flavor and relish to food |
| 5. cook | e. maker of bread and cakes |
| 6. hostess | f. person mixes and pours alcoholic drinks at a bar |
| 7. condiment | g. person washes dishes and pots |
| 8. pastry chef | h. a meal that is a combination of breakfast and lunch |
| 9. waiter/waitress | i. person recommends and serves wine to customers |
| 10. wine steward | j. preparer of food |

B. Role-play

With your partner, play the roles of a waiter/waitress and a guest. It's 12:20 pm. A guest comes in. He/She has got a reservation. Show him/her to a table near the door. If he/she doesn't like it, find out if he/she'd rather sit near the window.

C. Complete the dialogue between a guest (G) and a hostess (H) in a restaurant.

H: Good evening, sir. Have you _____ a _____ ?

G: Yes. _____ 7:50 pm, the Thompson's.

H: Could you _____ me, please? _____ this _____ be all right?

G: It's _____ . Thank you.

H: With my pleasure. I'll _____ you the menu. The waitress will be back at your service soon.

D. Reading Comprehension

Chinese Seating Etiquette

Chinese seating etiquette is important in China, which is stricter than that in the West. Guests should never assume that they may sit where they please and should wait for hosts to guide them to their places. Traditionally, the Chinese regard the right side as the superior and the left side as the inferior. Therefore on formal occasions, including meetings and banquets, the host invariably arranges for the main guests to sit on his right side.

More Words: seating arrangement; seating card; seating chart.

Unit 17 Chinese Cuisine 中餐服务

Learning Objectives

- In this unit you will learn:
- How to recommend Chinese dishes

I. SNAPSHOT

Reading Tips

Table service includes two parts helping guests to take order and being at service. A professional waiter/waitress acts as a nutritionist and gives suggestions to guests, including food nutrition, diet arrangement and the way to cook food.

A good table service is to meet all the needs of guests with high quality service.

A. What does the waitress do in these two pictures?



pour wine
倒酒



table service
餐桌服务

- Before helping the guests to take order, what will you do first?

B. The procedure of serving the guests

Step 1	Greeting guests	Good evening, sir. Welcome to our restaurant.
Step 2	Leading the guest by requirements	Is it OK for a table in the dining hall?
Step 3	Seating the guests	Please take your seats.
Step 4	Showing the menu	Here is an a la carte menu.

II. CONVERSATIONS

Dialogue 1

Scene: A group of guests are here for a meal without a reservation.

Listen to the dialogue and answer the questions:

- What will the guests have, Guangdong food or Sichuan food?
- How many dishes would the guests like to have?

(W: Waiter/Waitress; G: Guest)

W: Good evening, ladies and gentlemen. Do you have a reservation?

G1: No. We want a private room.

W: No problem. This way, please ...

(After seating the guests, the waiter/waitress is helping the guests to take orders.)

W: Excuse me, sir. Would you like to order now?

G1: Well, we heard that you sell Sichuan food. Can you tell me something about it before we order?

W: With pleasure, sir. Sichuan food has a long history, which is spicy and hot. The characteristic of Sichuan food is “one dish, one style; no two dishes taste alike.”

G2: It sounds interesting. Please recommend some specialties of your restaurant for us.

W: Yes, sir. May I recommend Fuqifeipian? It is spicy and oily.

G1: Fuqifeipian? What is it?

W: It is one of the famous snacks in China.

G3: Let's have a try, shall we?

G2: Yes, that's a good idea. And what to follow?

W: I recommend Mapo Tofu. It is a typical Sichuan dish. And it is our chef's recommendation.

G1: Yes, we have heard a lot about it.

W: Then I recommend kung-pao chicken. Spicy though, kung-pao chicken is sweet, different from other typical Sichuan dishes.

G1: We'll have a try. Do you have sour and hot soup?

W: Yes, sir. We have got very good sour and hot soup today.

G1: I think that's enough for us.

W: Yes, sir. You'd like to have Fuqifeipian, kung-pao chicken, Mapo Tofu and sour and hot soup.

Am I correct?

G1: Yes. Two bottles of beer, please.

W: Certainly, sir. One moment, please.

Read the dialogue and answer the questions:

- Where would the guests like to sit?
- How many bottles of beer would they like to have?

Dialogue 2

Scene: After ordering, a couple of guests are ready to have a meal.

Listen to the dialogue and answer the question:

- How many guests are there?

(**W:** Waiter/Waitress; **G:** Guest)

W: Excuse me, madam and sir. May I serve the dishes now?

G1: Yes.

W: Your barbecue pork with honey flavor.

G1: Thank you. And one more pot of tea.

W: Yes, sir...Here is your tea, sir ...Your sweet corn soup with crab meat is coming.

G2: Just put it here.

W: Yes, madam. ...Here is your steamed mandarin fish. May I separate the fish for you?

G1: All right.

W: May I take your plate, madam? ...May I take your plate, sir?

G1: Yes. Will you bring our snack?

W: Certainly, sir. I'm sorry to have kept you waiting. Here is your sesame cake. Shall I bring your congee now or later?

G1: Later.

W: Yes, sir. Please take your time and enjoy your meal.

G1: Waiter.

W: Yes, sir. Did you enjoy your meal?

G1: Yes. It is delicious. Our congee, please.

W: Yes, madam and sir. One moment, please. May I take your plate, sir?

G1: Yes, please.

W: Your congee and fruit.

G2: Thank you.

W: It's my pleasure, madam.

Read the dialogue and answer the questions:

- Do they have some sea food?
- What would they like to drink?

Words & Phrases

snack [snæk] 点心; 小吃

private ['praɪvɪt] 私人的, 私有的

separate ['sepəreɪt] 分开, 隔开

congee ['kɒndʒi:] 粥

barbecue ['bɑːbiːkju] 烤肉

typical ['tɪpɪkəl] 典型的

recommendation [ˌrekəmen'deɪʃn] 推荐; 建议

specialty ['speʃəlti] 专长, 特点

III. FOCUS ON**Useful Expressions for Table Service**

May I take your order? / Are you ready to order? / Would you like to order now?

我可以为您点菜了吗? / 您准备好点菜了吗? / 现在可以点菜了吗?

It is the specialty of our restaurant.

它是我们餐厅的特色菜。

Would you like something to drink?

要来点饮料吗?

Chinese food is divided into 8 big cuisines. The most famous ones are Sichuan cuisine and Guangdong cuisine.

中餐分为八大菜系, 其中以川、粤两菜最为著名。

Maybe Guangdong cuisine will suit you.

粤菜更适合您的口味。

Any snacks, madam?

女士, 需要来点小吃吗?

For here or to go?

在这儿吃还是带走?

Is that all?

就这些了吗?

Is everything to your satisfaction?/ How's everything?

饭菜可口吗?

May I repeat your order?

我可以重复一下您点的餐吗?

It has got strong local flavor.

它具有浓烈的地方风味。

Would you like to serve them together or separately?

您的菜是一起上, 还是分开上?

Where shall I put it?

请问把菜放哪儿?

Guangdong cuisine is a bit light, while Shandong cuisine is a little salty.

粤菜口味略微清淡, 鲁菜则偏咸。

The soft drinks are on the left.

软饮料在左边。

Here is your hot towel, sir.

先生, 请用热毛巾。

It is the compliment of our restaurant.

它是我们酒楼赠送的。

Shall I open the bottle for you?

把瓶盖打开吗?

Using what you have learned above.

A. Practice the following sentence patterns.

Example:

G: I didn't order that.

W: It is the compliment of our restaurant, madam.

1. **W:** _____ ?

G: Just put it here.

2. **W:** _____ ?

G: I'd like to try some Jiaozi.

3. **W:** _____ ?

G: A glass of whisky.

4. **G:** Waiter!

W: Yes, madam. _____ ?

B. Put these words into Chinese or English.

炖 _____	蒸 _____	煨 _____
炒 _____	烧 _____	煮 _____
ginger _____	garlic _____	oil _____
black soy sauce _____	thin soy sauce _____	
salt _____	vinegar _____	sugar _____
starch _____	cooking wine _____	chili sauce _____

C. Pair Work

Make a dialogue with your partner about recommending foods to guest. A guest wants to try some Chinese food, but he/she knows little about it. What should you do?

IV. LISTENING COMPREHENSION

Directions: You will listen to a dialogue about room service by telephone. After listening, try to finish the following exercises.

A. True or False.

1. Mr. White is not staying in our hotel. ()
2. Mr. White wants to have a la carte. ()
3. Mr. White would like to have Chinese food. ()
4. The dishes will take 5 minutes to prepare. ()

B. Fill in the form according to what you have heard.

Guest's name	
Guest's Room Number	
Dishes	
Drinks	
Special Requirements	

V. INTERCHANGE ACTIVITIES

A. There are six steps in taking room service order. Please put them in a correct order.

1. Confirm what the guest wants and recommend the specialties.
2. Take down the name and room number of the guest.
3. Confirm the reservation.
4. Send the food to the guest's room.
5. Answer the telephone.
6. Send the order to the kitchen.

() → () → () → () → () → ()

B. Role-play

According to the above exercise A, try to make a dialogue by the right steps with your partner. Play the roles of a waiter/waitress and a guest.

C. Complete the following dialogue.

(W: Waiter/Waitress; G: Guest)

W: _____ I take your order, sir?

G: Yes, I'll _____ some snacks today.

W: _____ I recommend Dan Dan Noodles? It has got strong local flavor.

G: I'll have a try. Do you have some sweet snacks?

W: Yes, sir. _____ you like to try our Sweet Rice Dumplings? Many guests like it very much.

G: Yes, I'll _____ it. And one bowl of Congee, please.

W: Sorry, sir. I'm _____ our congee has been sold _____. We have got very good Wonton Noodles Soup. Egg noodles in superior stock _____ homemade Wonton. It's very delicious and worth a try.

G: Ok. Wonton Noodle Soup. Do you _____ some juice?

W: Yes, we have orange juice, lemon juice and watermelon juice. _____ one would you prefer?

G: A glass of lemon juice, please.

W: Yes, sir.

D. Listed below are some popular Chinese dishes. Try to write more dishes you usually eat and translate them into English.



Fried shredded pork with sweet-sour sauce

鱼香肉丝



Crisp fried spareribs

香酥排骨



Roast goose, Chaozhou style

潮州烧雁鹅



Ma Po Tofu

麻婆豆腐

Unit 18 Western Cuisine 西餐服务

Learning Objective

In this unit you will learn:

- How to recommend western dishes

I. SNAPSHOT

Reading Tips

When you dine in a western restaurant, you should pay attention to the table manners. Basically, you should arrive on time if you have a reservation. Open the napkin and put it on your lap before eating. The western cutlery should be used from outside to inside. Sip your soup quietly while having it. When you finish eating, please put your knife and fork together.

A. Delicious Food



beef steak

牛排



coffee

咖啡



cream of mushroom

奶油蘑菇汤



smoked ham

烟熏火腿



ice cream

冰淇淋

B. Match

appetizer 开胃品	coffee
main course 主菜	smoked ham
soup 汤	ice cream
dessert 甜品	beef steak
drinks 饮料	cream of mushroom

C. What is the sequence of ordering and serving the following items in a western restaurant?

1. soup 2. main course 3. appetizer 4. drinks 5. dessert

() → () → () → () → ()

D. The procedures of ordering western food

Step1	<i>Greeting guests</i>	Good evening, sir.
Step2	<i>Recommending dishes and taking orders</i>	May I take your order now?
Step3	<i>Confirming information</i>	You'd like to have rare T-bone steak with fresh peas, chips, a green salad and two glasses of red wine, am I right?
Step4	<i>Asking guests to wait</i>	Your dishes will take about 15 minutes to prepare. Wait a moment please.
Step5	<i>Ordering drinks</i>	What drinks would you like to have? We have wine, beer, liquor and fruit juice.

II. CONVERSATIONS**Dialogue 1**

Scene: A waiter/waitress is helping two guests to take orders.

Listen to the dialogue and answer the questions:

- Do the guests have a reservation?
- How would they like their steak?

(W: Waiter/Waitress; G: Guest)

W: Good evening, sir. Have you got a reservation?

G1: Yes, for two people and in the name of White.

W: Ah, yes. Would you follow me, please?

G1: Thanks.

W: This way, please ... *May I take your order now, Mr. White?*

G1: Yes. I think I'll have the steak.

G2: I'll have the *T-bone steak*, please.

W: *How would you like them cooked?*

G1: Rare, please.

W: Fine. *What would you like to go with your steak?*

G1: I'll have fresh peas with my steak.

G2: I think I'll have *chips* and a green salad, please.

W: *Yes, sir. And what would you like to drink?*

G1: I'd like to have red wine. And you?

G2: I think I'll have the same.

G1: Two glasses of red wine, please.

W: *Thank you, sir. You'd like to have* rare T-bone steak with fresh peas, chips, a green salad and two glasses of red wine. *Am I right?*

G1: Yes, you are right.

W: Thank you, sir. Your dishes will take about 15 minutes to prepare.

(After the guests enjoy their meal)

W: Is everything all right with your meal?

G1: Yes, it's fine, thank you.

W: With pleasure. Would you like a *dessert*?

G1: *What kind of desserts do you have?*

W: Lemon *pie*, chocolate *sundae*, ice cream and so on. You can choose from the dessert *trolley*. I'll bring it here.

G1: I'd like to have a *vanilla* ice cream.

G2: I think I'll try a lemon pie.

W: Very well, so vanilla ice cream and lemon pie. Wait a moment, please ... *Excuse me, sir. May I take the plate away?*

G1: Certainly.

W: Thank you, sir...Excuse me, sir. Here is your vanilla ice cream and lemon pie. *Enjoy yourself, please.* If you have anything else, please press the button on the table, I'm be always at your service.

Read the dialogue and answer the questions:

- What would they like to drink, white wine or red wine?
- For dessert, what would they like to have?

Dialogue 2

Scene: A couple of guests are ready to have a meal.

Listen to the dialogue and answer the question:

- Are the guests staying in the hotel?

(**W:** Waiter/Waitress; **G:** Guest)

W: Good evening, madam and sir.

G1: Good evening.

W: Are you staying at our hotel ?

G1: Oh, yes. We're in room 1101.

W: You are...?

G1: Peter White.

W: Thank you, Mr. White. One table over there is almost ready, so would you please have a seat here for several minutes?

G1: All right.

W: Please have a cup of tea, Mr. and Mrs. White.

G1: Thank you.

W: With pleasure...Well, Mr. and Mrs. White. I'm sorry to have kept you waiting. The table's ready. Would you come this way, please? Will this table be all right?

G1: Can we sit there?

W: Sorry, sir. That table has been reserved.

G1: OK. We'll sit here.

W: Please take your seats. Here's the menu. Are you ready to order now?

G1: OK. We'll have fried prawns. What about you, darling?

G2: Next we'll have chicken with green peas and finally we'll have mushroom *consommé*.

W: Yes, sir and madam. What drinks would you like to have? We have wine, beer, liquor and fruit juice.

G1: Wine will be all right.

W: Yes, sir. Wait a moment please... Excuse me, madam. May I change your plate?

G2: Yes, please.

W: Thank you, madam... Did you enjoy your meal?

G1, 2: Yes. It's delicious.

W: Thank you, sir and madam.

Read the dialogue and answer the question:

- Is there a table available now?

Words & Phrases

chip [tʃɪp] *n.(pl.)* 土豆片

dessert [di'zɜ:t] *n.* 餐后甜点

pie [paɪ] *n.* 馅饼

sundae ['sʌndeɪ; 'sʌndi(us)] *n.* 圣代

trolley ['trɒleɪ] *n.* 手推车

vanilla [və'nilə] *n.* 香草

consommé [kən'sɒmeɪ] *n.* 清炖汤

liquor ['likə] *n.* 酒

T-bone steak 丁字牛排

III. FOCUS ON**Useful Expressions for Serving Guests**

What dressing would you like for your salad?

请问您的沙拉配什么汁?

If you'd like to have your meals in the room, just dial 8 for room service.

如果您要在房间用餐, 请拨送餐电话号码 8。

What kind of drinks would you like?

您要喝什么饮料?

How would you like the steak, rare, medium or well done?

您的牛排需要几分熟?

How would you like your egg, sunny side-up or turn-over?

您的鸡蛋怎么吃? 一面煎还是两面煎?

How would you like your fish?

您的鱼怎么吃?

Why not try our buffet style?

为什么不尝试一下我们的自助餐?

Which flavor would you like, spicy or sour?

你喜欢什么口味，辣的还是酸的？

Which sauce would you like for the steak?

您的牛排配什么汁？

Are you on a special diet?

您在节食吗？

Today's specialty is...

今天的特色菜是……

This dish is very hot, please be careful.

这道菜很烫，请小心。

It seems you are not used to chopsticks. Would you like a knife and a fork?

看起来您不习惯于用筷子，我帮您拿刀和叉吧。

The main dish is ready. Shall I serve it now?

现在可以为您上主食了吗？

Please enjoy your soup.

请慢用汤。

I'm afraid it's sold out.

恐怕已经卖完了。

I would recommend... to you. It is popular with our guests.

我为您推荐……菜，它很受欢迎。

I'm afraid that this vegetable is not in season. How about...?

恐怕这个菜过季了，换成……怎么样？

Using what you have learned above.

A. Practice the following sentence patterns.

Example: G: I'd like some fish.

W: I'm sorry, sir. It's sold out. I recommend you try ××. It's popular with our guests.

1. **G:** Do you have ××?

W: I'm sorry, sir. It's out of season. _____.

2. **G:** I'd like some red wine.

W: I'm sorry, sir. We don't have any red wine, today. _____.

3. **W:** _____?

G: Yes. I'll try Thousand Island dressing.

4. **W:** _____?

G: Sunny-side up.

B. Put these cooking-relevant words into Chinese or English.

烤 _____	油炸 _____	解冻 _____
开瓶扳子 _____	熏制 _____	烟灰缸 _____
冰桶 _____	冰夹 _____	吸管 _____
打火机 _____	黄油碟 _____	茶匙 _____
olive oil _____	salmon _____	shark's fin _____
abalone _____	lobster _____	sashimi _____
spaghetti _____	pudding _____	croissant _____

C. Role-play

A couple is holding a birthday party for their daughter. There are five persons in all, two adults and three children. They would like to try some western food. As a waiter/ waitress, please recommend dishes for them, especially for three children.

IV. LISTENING COMPREHENSION

Directions: You will listen to a dialogue about serving a wrong dish. After listening, try to finish the following exercises.

A. True or False.

1. The guest is taking orders. ()
2. The guest wants to have banana pie. ()
3. The waiter made a mistake. ()
4. The waiters are not busy today. ()
5. The watermelon juice has been sold out. ()

B. Choose the best answer according to what you have heard.

1. What dessert would the guest like to have?
A. ice cream B. cake

- C. banana pie D. tiramisu
2. What dessert did the waiter give to the guest?
- A. banana pie B. tiramisu
- C. chocolate D. cake
3. What juice would the guest like to have?
- A. lemon juice B. watermelon juice
- C. apple juice D. banana juice
4. What juice did the waiter recommend?
- A. apple juice B. grape juice
- C. lemon juice D. orange juice

V. INTERCHANGE ACTIVITIES

A. Choose proper sentences below to finish the conversation.

1. I'm sorry to hear that.
2. I'm afraid the well-done steak tastes a little tough.
3. How would you like your steak?
4. I'm afraid our black forest cakes have been sold out.
5. I'll return it to the kitchen and bring you a tender one. Will that be all right?
6. Here is the menu.
7. May I recommend pineapple pie?
8. What appetizer would you like?
9. We have coffee, juice and milk.
10. I'd like to have black forest cake.
11. It's popular with our guests.

Conversation

A: For main course, what would you like to have, Mr. Green?

B: Beef steak with green salad.

A: _____?

B: Well-done. I'll have a glass of red wine. And I'll order the dessert later.

A: Yes, Mr. Green. One moment, please.

(The guest calls the waiter while having the steak.)

B: Waiter.

A: Yes, sir.

B: The steak is as tough as leather.

A: _____.

B: But the steak I usually have in your restaurant is tender.

A: _____?

B: All right. _____.

A: Sorry, Mr. Green. _____.

B: Ok. Pineapple pie, please.

A: One moment, Mr. Green.

B. Complete the following dialogue.

(**W:** Waiter/Waitress; **G:** Guest)

W: Would you like to take order, sir?

G: Yes, I'll _____ a steak and chips, please.

W: How would you _____ the steak? Rare, _____, or well done?

G: Rare.

W: Would you like a salad ?

G: Yes, please.

W: What _____ of vegetable would you like? We've got a _____ of fresh asparagus, green beans, spinach and grilled tomatoes.

G: I'll have some asparagus with Hollandaise _____.

W: I'm sorry. We haven't got any Hollandaise sauce. It's _____ with melted butter.

G: OK.

W: Would you _____ anything to _____ ?

G: Yes. A _____ of Wuliangye, please.

W: Yes, sir.

C. According to the menu, try your best to recommend dishes for the guest.

APPETIZER

Smoked Ham RMB 48.00

Smoke Chicken RMB 42.00

SOUP

Cream of Mushroom RMB32.00

Italian Soup RMB 38.00

MAIN COURSE

T-bone Steak RMB 228.00

Grilled Mixed Sausages RMB 125.00

DESSERT

Cheese Cake RMB 58.00

Haagen-Dazs Ice Cream RMB88.00

DRINKS

Red Wine RMB128.00

Soda Water RMB30.00

Unit 19 Buffet Service 自助餐服务

Learning Objectives

In this unit you will learn:

- How to serve guests in the cafeteria
- To make sure your guests are satisfied with your buffet

I. SNAPSHOT

Reading Tips

More and more modern hotels serve buffet (breakfast, lunch and dinner buffet). Nowadays, buffet is popular with guests, and it needs high quality service. As a member of F&B Department, you should be very attentive and alert in meeting guests' needs.

A. What the guests often use in the buffet ...



buffet table
自助餐台



tray
托盘



knife
餐刀



fork
餐叉



spoon
餐勺



napkin
餐巾

- What other things would guests use in the buffet?
- How would you make guests be satisfied with your service?

B. The procedure for guests to have buffet in a cafeteria

Step 1	<i>Greeting guests</i>	Good evening. Seven people, please?
Step 2	<i>Leading guests by request</i>	Where would you like to sit?
Step 3	<i>Seating guests</i>	Will this table be all right?
Step 4	<i>Introducing foods</i>	There is the main buffet table by the east wall. And you can get the tray and dishes there as well. Drinks are by the west wall.
Step 5	<i>Being at service</i>	Anything I can do for you?
Step 6	<i>Paying the bill</i>	You can pay the bill after your dinner.

II. CONVERSATION

Scene: A group of guests want to have buffet in a cafeteria.

Listen to the dialogue and answer the question:

- How many guests are there to have the buffet?

(W: Waiter; G: Guest)

W: Good evening. Seven people, please?

G: Yes, a table for seven, please.

W: Where would you like to sit?

G: We would like to sit by the window.

W: Will this table be all right?

G: It is great here.

W: There is the main buffet table by the east wall. And you can get the tray and dishes there as well.

Drinks are by the west wall.

G: Thank you. Shall we pay the bill now?

W: No. You can pay the bill after your dinner. Anything I can do for you?

G: No, thank you.

W: Help yourself and enjoy them.

Read the dialogue and answer the questions:

- Where would the guests like to sit?
- Where is the main buffet table and where can the guests have drinks?
- Would the guests pay the bill before the dinner?

Words & Phrases

cafeteria ['kæfi'tiəriə] *n.* 自助餐厅

main [mein] *a.* 主要的

buffet ['bʌfit, bʌ'fət] *n.* 自助餐

tray [trei] *n.* 盘, 托盘

help yourself (招待客人用语) 请随便使用……

III. FOCUS ON**Useful Expressions for Buffet Service**

You just move along the counter and pick out what you like.

您可以沿着柜台走, 挑选您喜欢的食物。

The cafeteria always offers a big variety.

这个自助餐厅提供的食物种类很多。

People like to have buffet. It's cheap and quick.

人们喜欢在自助餐厅用餐, 又快又便宜。

Sometimes guests have to wait in line in a cafeteria.

有时在自助餐厅用餐, 客人需要排队等候。

Food in a cafeteria is usually cheaper than that in a restaurant.

自助餐厅的饭菜一般比餐馆的要便宜。

Just pick up a tray, a plate, a knife, a fork, a spoon and a paper napkin, and then start down the line.

先去拿托盘、餐盘, 放上刀、叉、汤匙和餐巾纸, 然后去排队。

You can choose whatever you want.

您想吃什么就可以选什么。

You could get two vegetables with fish and some potatoes or rice.

你可以吃鱼搭配两样蔬菜, 外加土豆或米饭。

Using what you have learned above.**A. Match the following sentences.**

(**W:** Waiter/Waitress; **G:** Guest)

G: I want to have some coffee.

W: You can pay the bill after the meal.

G: Where can I get some cake?

W: You can have all the drinks over there.

G: Shall I pay the bill now?

W: The cafeteria is on the second floor.

G: I like to have buffet.

W: Desserts are by the west wall.

B. Translate the following words/ expressions into English.

1. 自助餐

2. 主餐台

3. 结账

4. 托盘

5. 餐刀

6. 叉子

7. 饮料

8. 靠窗的桌子

C. Pair Work**Make a dialogue according to the situation below.**

Five people come to the cafeteria to have buffet, they want to have a table near the door. The buffet is 158 Yuan for one person. The main buffet table is in the middle of the cafeteria, the drinks are by the cold dishes, the cashier is near the door.

IV. LISTENING

Directions: You will listen to a passage about the origin of the buffet. Take notes while listening and then fill in the blanks.

Buffets originated among pirates (海盗) in the **Scandinavian Peninsula** (斯堪的纳维亚半岛) of Northern Europe some time between the 8th century and the 11th century. They didn't adapt themselves to complicated _____ (west) _____ (eat) **etiquette** (礼节), so they served themselves on a dining table. Later, cooks in restaurants put food on a long table and asked guests to serve themselves. Guests liked self-service because they could _____ (decide) what and how much to eat. This way of dining became popular in Europe and the US. The buffet was first _____ (introduce) to China as a western way of dining at the big restaurants. Because it provides various cuisine types and rich **nutrition** (营养) at a low price, buffet dining has become a popular way of dining throughout the world.

Please answer the questions.

- When and where was buffet originated?
- How do guests get food and beverage from dining table?
- What are the advantages and disadvantages of buffet ?

V. INTERCHANGE ACTIVITIES**A. If you are a waiter/waitress, what will you do for your guest? Discuss each situation below.**

- The guest wants to know how to have a buffet.
- The guest wants to get the tray and the fork.
- The guest wants to get more tea.
- The guest needs more noodles and rice.
- The guest wants to have specialty soup.

B. Practice the following sentence patterns.

1. Would you like your

rice	}	now or later?
coffee		
soup		
beef		
2. How would you like

your soup?	}
your steak?	
the chicken?	
the egg?	

C. Role-play

With your partners, play the roles of a waiter/waitress and three guests. This is the first time for the guests to have buffet in your restaurant. Make sure your guests would be satisfied with your help.

D. Complete the dialogue between a guest (G) and a restaurant waiter (W).

W: Cafeteria, _____ ?

G: We would like to have buffet, _____ ?

W: Our cafeteria is very good. It always offers a big *variety* (种类). Many guests like it very much.

G: _____ ?

W: 188 Yuan for one person. Would you like to sit over there? It is very quiet.

G: OK, we will take these seats.

W: You would pick up a tray, put a knife, a fork, a spoon and a paper napkin on it, and then wait in the queue for food. You can choose whatever you want.

G: Thank you very much.

W: Help yourself.

E. Translate the following sentences into Chinese.

1. Shall I bring your coffee now, or later?
2. How did you like the food sir?
3. I've never had any food as delicious as this.
4. Here is 35 dollars. Please keep the change.

Unit 20 Banquet Service 宴会服务

Learning Objectives

In this unit you will learn:

- How to make a banquet reservation
- How to serve guests at a banquet

I. SNAPSHOT

Reading Tips

Serving banquets is the most important job of the Food and Beverage Department. A banquet is a special occasion in which many guests are having dinner together. As a waiter or waitress, he or she should know how to receive or serve dinners at banquets.

A. What kind of banquets do you know?



wedding banquet
婚礼宴会



cocktail party
鸡尾酒会



office party
公司聚餐



farewell banquet
告别宴会



spring party
年夜饭



catering party
外卖酒会

- Have you ever taken part in any banquets before?
- Could you tell us some specifics about those banquets?

B. The procedure of making a banquet reservation

Step 1	<i>Greeting guest</i>	Good morning, City Wall Restaurant. How can I help you?
Step 2	<i>Asking for information (time, expenses, special requirement, etc)</i>	For which day would you like? / May I know your arrival time?
Step 3	<i>Confirming all the information</i>	I'll send an email to confirm the details. / May I have your email address?
Step 4	<i>Showing your appreciation</i>	We are looking forward to seeing you.

C. The procedure of banquet service

Step 1	<i>Leading guests</i>	This way, please. Is this table all right?
Step 2	<i>Seating guests to the tables</i>	Please take your seat.
Step 3	<i>Serving tea or drinks</i>	Which do you prefer, tea or coffee?
Step 4	<i>Serving dishes</i>	May I serve your dishes, now?
Step 5	<i>Paying bills by hosts</i>	
Step 6	<i>Sending guests</i>	Thank you. Hope to see you again.

II. CONVERSATIONS

Dialogue 1

Scene: Mr. White is calling the City Wall Restaurant.

Listen to the dialogue and answer the question:

- For which day would the banquet be held?

(**R**: Receptionist; **G**: Mr. White)

R: *Good morning, City Wall Restaurant. How can I help you?*

G: I'm calling to ask if you could arrange an office banquet.

R: Wait a moment, please... *For which day would you like?*

G: May 3rd.

R: Yes, sir. Let me check our notes.

... Excuse me, sir. May I know your arrival time?

G: About 7:00 p.m.

R: Yes, sir. How many people, please?

G: Twenty.

R: Yea, sir. There is a suitable room for you. How many tables would you like?

G: Two tables please.

R: Yes, sir. How much would you like to spend for each table?

G: 1 000 RMB for each table.

R: Excuse me, sir. Would it include drinks?

G: Including drinks.

R: Thank you, sir. May I know your name and your telephone number?

G: Peter White and my telephone number is 61903582.

R: Thank you, sir. I will send an email to confirm the details. May I have your email address?

G: PeterWhite@hotmail.com.

R: Thank you, Mr. White. Do you have any special requirements?

G: No, thank you.

R: With pleasure. We are looking forward to seeing you.

Read the dialogue and answer the questions:

- What is the expense for each table?
- Would that include drinks?

Dialogue2

Scene: Mr. White is coming to join Steven's wedding banquet.

Listen to the dialogue and answer the question:

- Which dose the guest choose, tea or coffee?

(**G:** Mr. White; **H:** Hostess; **W:** Waitress)

H: Good afternoon, sir. Welcome to our restaurant. Are you coming for Steven's wedding banquet?

G: Yes. I'm Steven's friend, but I don't know where I should sit.

H: Excuse me, sir. May I look at your invitation card?

G: Of course. Here it is.

H: Thank you, Mr. White. This way, please. Is this table all right?

G: It's all right.

H: Please take your seat. The waitress will be back to take your order. A moment please.

(A few minutes later, the waitress comes to serve drinks.)

W: Excuse me, Mr. White. *Which do you prefer, tea or coffee?*

G: Coffee, Please.

W: With sugar or milk?

G: Both of them.

W: Thank you, Mr. White. Wait a moment please...Excuse me, Mr. White. Here is your coffee.

Please enjoy yourself.

(The wedding banquet is beginning.)

W: Excuse me, Mr. White. *May I serve the dishes for you?*

G: Certainly.

W: *Sorry to have kept you waiting.* Your Lemon Chicken.

(Serve other dishes for guests.)

W: Excuse me, Mr. White. *This is your last dish. Enjoy it.*

G: *Please add one more spoon to our table.*

W: Yes, Mr. White. Please wait a moment.

...Excuse me, Mr. White. Here you are. *If you need anything else just call me.*

G: Thank you.

W: With pleasure.

(Now the guests are out of the dining room.)

W: Thank you, Mr. White. Hope to see you again.

Read the dialogue and answer the questions:

- What does the guest show to the waitress before entering the banquet hall?
- What does the guest ask for?

Words & Phrases

confirm[kən'fə:m] *vt.* 确认

detail['diteil] *n.* 细节

invitation card 邀请卡

wedding banquet 婚宴

III. FOCUS ON

Useful Expressions for Banquet Service

If you need anything else just call me.

如果您有什么事，请随时叫我。

Let me check our notes if...

让我查一下我们的记录是否 ...

You'd like to...

您想要.....

How much would you like to spend for each table/each person?

您这儿每一桌（人均）的消费是多少？

How much per head would you like to spend?

请问人均消费是多少？

Would they include drinks?

这些含酒水吗？

This is your last dish. Please enjoy it.

这是您的最后一道菜，请慢用。

May I look at your invitation card?

我可以看您的邀请卡吗？

May I change the plate for you?

我可以为您更换骨碟吗？

May I clean the table for you?

我可以为您清理桌子吗？

May I separate the fish for you?

我可以为您分一下鱼吗？

May I take the glass away?

我可以把这个杯子撤下吗？

May I move the plate to the side?

我能把这个盘子移到旁边吗？

May I put it into a smaller one?

我能把它放到小盘子里吗？

Using what you have learned above.**A. Getting the message.**

(W: Waiter/Waitress; G: Guest)

1. W: _____ ?

G: July 7th.

2. W: _____ ?

G: Around 200 persons.

3. W: _____ ?

G: I would like to have 20 tables.

4. W: _____ ?

G: Under the name of Mr. Chen.

B. Fill in the blanks with the words you have learned.

1. May I _____ your invitation card?
2. Please _____ your seat.
3. Which do you _____, tea or coffee?
4. _____ yourself, please.
5. Sorry to _____ you waiting.
6. May I _____ the plate for you?
7. Please _____ more spoon _____ our table.

C. Pick out the word that does not match the rest of each group.

- | | | | | |
|------------------|------------|--------------|----------------|-----------|
| 1. shallot | sugar | salt | ketchup | vinegar |
| 2. stewed | steamed | fried | crisp | braised |
| 3. bread | cake | biscuit | rice | hamburger |
| 4. tomato | strawberry | cabbage | pea | spinach |
| 5. mineral water | gin | orange juice | purified water | green tea |

IV. LISTENING

Directions: Listen to the dialogue about paying the bill at the restaurant and complete it.

(W: Waiter; G: Guest)

W: Excuse me, sir. _____ ?

G: By credit card.

W: Yes, sir. _____ ?

G: Certainly. Here you are.

W: (Take a form) _____ ?

G: Yes.

(A few minutes later)

W: Thank you, sir. _____ . I hope you have a good day.

G: The same to you.

Read the dialogue again and answer the question:

- How many ways for a guest to pay for the banquet ? What are they?

V. INTERCHANGE ACTIVITIES

A. Make a dialogue according to the situation below.

A guest is in a Chinese restaurant for a banquet. But it will begin in 20 minutes. Please lead the guest to the waiting room first.

B. Role-play

With your classmates, play all the roles of a waiter/waitress and 6 guests. There is a birthday party in the restaurant.

Key Words: birthday cake longevity noodles match candles

C. Class activity

Topic: You'd like to...

Purpose: Practice repeating the information.

Place: At the restaurant.

Divide students into small groups. In each group, one is a waiter/waitress(w) and the rest are

guests(G).

Example:

G: I want to have a table for 3 people, and add a baby's chair.

W: Yes, sir. You'd like to have a table for 3 people and you want to add a baby's chair to your table.

Am I right?

D. Translate the sentences into English.

1. 您想如何安排您的桌子?
2. 我们会为您提前准备好一切。
3. 对不起, 先生, 5月1日我们已经有预订了, 您介意更改时间吗?
4. 我们可以为您提供各种宴会服务。
5. 您这儿的酒水如何收费?

E. Please make a reservation of a banquet.

With your partner, play the roles of a receptionist and a guest.

Receptionist: prepare a form; ask all information; fill in the form; repeat all the information.

Unit 21 Room Service 送餐服务

Learning Objectives

In this unit you will learn:

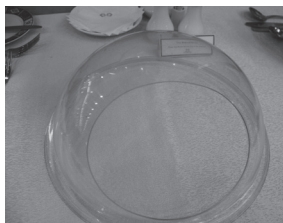
- How to take a room service reservation by telephone
- How to deliver a room service

I. SNAPSHOT

Reading Tips

Room service or in-room dining applies only when guests want to have their food in the guest rooms. Only hotels of four- or five-star rating offer room service.

A. Utensils used in delivering room service...



cloche
钟形盖



hot box
热箱



trolley
手推车

Menu:



door knob menu
门把菜牌



book menu
簿式菜单



electronic menu
电子菜单

- How to take a room service order?

- How to deliver the dishes to guest room?

B. Procedures of taking room service order by phone

Step1	<i>Picking up the phone within three rings</i>	
Step2	<i>Greeting guest</i>	Good morning. Room Service, Linda speaking. How may I help you?
Step3	<i>Record information of the guest: Room number, name, food ordered, delivering time and any particular requests</i>	May I have your name and your room number, please? / Would you like to .../ Which would you like? / How about ...?
Step4	<i>Confirming all information</i>	Let me repeat all your orders to make sure everything is correct.
Step5	<i>Asking about the way of payment</i>	Shall I put the charge into your room account?
Step6	<i>Informing the delivery time</i>	We'll send your orders up to your room with in 20 minutes.
Step7	<i>Thank the guest for calling (let the guest hang up first)</i>	Thank you for calling.

C. Procedures of delivery

Step1	<i>Check the room number</i>	
Step2	<i>Ring doorbell once or knock at the door three times gently and announce "Room Service"</i>	Room service.
Step3	<i>Greet guest by name and get permission for entering the room</i>	Good morning, Mr. Wilson. My name is Tony. I am your breakfast server. May I come in?
Step4	<i>Keep the door open by door stopper after entering the room</i>	
Step5	<i>Ask about the dining area</i>	Excuse me. Mr. Wilson. Where would you like to put the tray?
Step6	<i>Set up the dining area</i>	May I set up the table?
Step7	<i>Ask guest if he wants to eat now (take away the cover)</i>	May I take it now or keep it in the box?
Step8	<i>Offer service (pulling a chair, spreading a napkin, pouring the wine and introducing the dish)</i>	May I move the chair for you?
Step9	<i>Ask the guest of his/her feedback and show the bill</i>	Is your order correct? Would you please sign the bill?

continued

Step10	<i>Advise the guest to call room service when he/she is done for tray collection</i>	Please dial “2” and we’ll come to your room to collect the tray.
Step11	<i>Ask whether the guest needs anything else</i>	Is there anything else I can do for you?
Step12	<i>Bid the guest farewell and close the door gently, facing the guest</i>	Enjoy your meal.
Step13	<i>Send the bill to the receptionist or cashier</i>	

II. CONVERSATIONS

Dialogue 1

Scene: The operator is receiving a call from a guest.

Listen to the dialogue and answer the question:

- What’s the guest room number?

(OT: Order taker; G: Guest)

OT: Good morning. Room service, Linda speaking. How may I help you?

G: Good morning. I’d like to order something for breakfast.

OT: Certainly, sir. May I have your name and your room number, please?

G: This is Peter Wilson calling from Room 324.

OT: Yes, Mr. Wilson, would you like to have American breakfast or continental breakfast?

G: I would like American breakfast.

OT: Yes, Mr. Wilson. Which juice would do you like? We have tomato juice, grapefruit juice, pineapple juice and orange juice.

G: Grapefruit juice, please.

OT: Would you like some cereals? Corn *flakes*, rice *crisps* with milk?

G: I would like some corn flakes with cold milk.

OT: Yes, corn flakes with cold milk. How about breads? Would you like croissant, Danish pastry or some toasts?

G: I would like some *rye* bread toasts with butter and *marmalade*.

OT: Would you want to have some eggs?

G: Yes, *sunny side up* with bacon and ham, and grilled tomato. Oh, and a pot of black coffee.

OT: Sure, Mr. Wilson. Let me repeat all your orders to make sure everything is correct. You ordered

an American breakfast which includes: one glass of grapefruit juice, corn flakes with cold milk, rye bread toasts with butter and marmalade, two eggs sunny side up with bacon and ham and grilled tomato, and one pot of black coffee. Is everything correct, Mr. Wilson?

G: Yes, that's right.

OT: The American breakfast is 128 RMB plus 15% surcharge. Shall I put the charge into your room account?

G: That's fine.

OT: Thank you, Mr. Wilson. We'll send all your orders up to your room within 20 minutes.

G: OK, thanks.

OT: Is there anything else I can do for you, Mr. Wilson?

G: No, nothing.

OT: OK, thank you for calling, Mr. Wilson. Enjoy your breakfast and have a nice day.

Read the dialogue and answer the questions:

- What does the guest order?
- How much does the guest spend for his breakfast?

Dialogue 2

Scene: The waiter is knocking at the door of Room 324.

Listen to the dialogue and answer the question:

- What does the breakfast server do first?

(**W:** Waiter; **G:** Guest)

W: Room Service. (Mr. Wilson opens the door.)

Good morning, Mr. Wilson. My name is Tony. I am your breakfast server. May I come in?

G: Yes, please.

W: Thanks, Mr. Wilson. After you. (After entering the room)

Excuse me, Mr. Wilson. Where would you like to have the tray put?

G: By the window, please.

W: You have really scenic view here. May I move the chair for you?

G: Sure. Thank you.

W: You're welcome. Mr. Wilson, may I set up the table?

G: Go ahead.

W: Excuse me, Mr. Wilson. The hot dish is in the hot box. Please be careful. The plate is very hot.

G: Thanks for telling me about it. (After serving all the dishes for Mr. Wilson)

W: *Excuse me, Mr. Wilson. Is your order correct? Would you please sign the bill? Thank you.* (Sending the pen and bill to guest)

G: That's right.

W: *Thank you, Mr. Wilson. Please dial "2" and we'll come to your room to collect the tray. Is there anything else I can do for you?*

G: Nothing.

W: *All right, Mr. Wilson. Enjoy your meal.*

Read the dialogue and answer the questions:

- Does the guest pay the bill by cash?
- Which digit should the guest dial for tray collection?

Words & Phrases

cereal ['siəriəl] *n.* 麦片粥

flake [fleik] *n.* 小薄片

crisps [krisps] *n.* 脆片

rye [rai] *n.* 黑麦

marmalade ['ma:məleɪd] *n.* 果酱

dial ['daɪəl] *v.* 拨电话号码

III. FOCUS ON

Useful Expressions for Delivering Room Service

Room Service. May I come in?

送餐服务，我能进来吗？

Good afternoon, Mr. Brown. Here is your lunch. Where would you like to have your lunch?

下午好，布朗先生，这是您的午餐，您想在哪儿享用？

We are here to deliver your breakfast. Should I put the tray on this table?

我来送您的早餐，我可以把托盘放到这张桌子吗？

Would you like to sit here and face the garden?

您想坐这儿还是面朝花园？

This is your check. It's 558 RMB plus 15% service charge.

这是您的账单，共计 558 元，附加 15% 的服务费。

May I have your credit card, please?

请您出示信用卡?

I will be back in a few minutes... Excuse me, sir. Here is your credit card.

我一会儿回来……打扰了先生, 这是您的信用卡。

Please sign here and also sign the check here.

请在这儿和账单上签名。

Here is the glass you asked, and I also have your check, would you please sign here?

这是您要的玻璃杯, 我也把账单拿过来了, 请您在这里签字。

After finishing your meal, please call me, and I will take away the trays and plates as soon as possible.

当您用餐完毕, 请找我, 我会尽快来收回托盘和餐盘。

You can also place them in the corridor outside your room.

您可以把它们放到您房外的过道里。

When any of my co-workers see this, he or she will take away the trays and plates right away.

如果任何一位员工看到, 他或她都会马上收回托盘和餐盘。

This is Mr. Brown in room 9078. I have finished my dinner. You can take away the trays and plates now.

我是 9078 室布朗先生。我已经用餐完毕。你可以现在来收回托盘和餐盘。

How was your dinner?

您的晚饭怎么样?

Was everything satisfied with you?

一切还满意吗?

I will take all the dinner set away right now.

我将把所有的餐具马上收回。

Using what you have learned above.

Put the procedures of preparation of room service delivery into right order.

1. *Get bill from cashier and know the way of payment (ask guests to sign the bill or get cash ready).*
2. *Use staff lift to deliver.*
3. *Record the order delivering.*
4. *Set up the trolley according to the order.*
5. *Stamp and recheck the dishes from kitchen.*

6. Receive the order.

**IV. LISTENING COMPREHENSION**

Directions: You will listen to a short paragraph about service standards for Room Service attendant. After listening, try to fill in the blanks.

As a waiter/waitress in Room Service Department, you never get a second chance to make a first impression. The way you answer the phone, take the order, and deliver the service would help form the first impression. You should strive to make every guest feel important by being friendly, polite, and professional in every interaction. How do you leave a good impression with each caller?

- _____ when you talk. A smile helps you sound more relaxed and pleasant.
- _____ before answering the phone.
- Answer all calls in less than three rings. If more rings occur, _____.
- _____ into the receiver. _____, technical terms, or hospitality words that the caller may not understand. Avoid yep, uh-huh, and OK. Instead, use yes, sir/madam, certainly, my pleasure or absolutely.
- Use our _____ when answering (i.e. good morning, Avenue Grill, (first name) speaking how may I help you?).
- Use the caller's name whenever possible.
- Verify that the room number given by the guest is the number displayed on the caller ID.
- _____ then gently replace the receiver.
- If it's necessary to interrupt a conversation, _____.
- You will often be very busy when the phone rings. To make callers feel welcome, catch your breath before picking up the phone. If you sound stressed or hurried, the guest will also feel rushed.

V. INTERCHANGE ACTIVITIES

A. Fill in the order form shown below with your partner.

Order Form

Guest Name:(Mr. ☐ /MS. ☐)_____		Room Number:_____
Date & Time (MM/DD/YY; 00:00)	____/ ____/ ____/; ____am ☐ /pm ☐	
Amount	Item Description	Price
Food Total		
Beverage Total		
Grand Total		

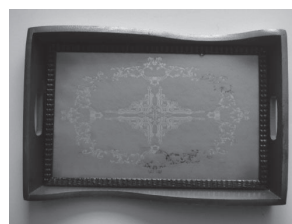
B. Role-play

Make a room service dialogue with your partner based on the order form you have filled in above.

C. Choose proper phrases for each picture.

- condiments and sauces 调料
- fruit platter 水果拼盘
- creamers 小奶盅
- tray liners 托盘衬垫
- salt & pepper shakers 椒盐瓶
- fig 无花果
- plate covers 餐盘盖
- breakfast doorknob menu 早餐门把菜单
- Plum 李子
- POS (Point-of-Sales) 销售终端





Unit 22 Bar and Coffee Service 酒吧和咖啡厅服务

Learning Objectives

In this unit you will learn:

- How to make bar and coffee service
- How to recommend drinks

I. SNAPSHOT

Reading Tips

The bar and coffee shops are special places for guests to relax themselves. The guests can buy alcohol, wine, beer, soft drinks, coffee and even some food. The staff in the bar plays an important role in creating a cozy, comfortable and pleasant atmosphere for guests there. The staff should have a positive attitude to deal with any problems during the service.

A. Guests usually have a drink in ...



coffee shop
咖啡店



lounge bar
高级酒吧



music bar
音乐吧



lobby bar
大堂吧



ballroom
宴会厅



Chinese restaurant

中餐厅



western restaurant

西餐厅

- How to serve guests some drinks?
- Do you know other places that guest could have a drink?

B. The procedure of making bar and coffee service

Step 1	<i>Greeting guests</i>	Good evening, sir. Welcome to our lobby bar.
Step 2	<i>Leading guests to seats</i>	Excuse me, sir. Would you like a table or would you like to sit at the bar? / This way, please. / Please take your seat.
Step 3	<i>Showing wine list/coffee list</i>	Here is the wine list. Take your time and I'll come back to take your order in a few minutes.
Step 4	<i>Recommending drinks</i>	How would you like that? With or without ice? / Would like some nuts?
Step 5	<i>Taking orders</i>	What would you like to drink?
Step 6	<i>Repeating the orders (taking wine list/coffee list away)</i>	So an Irish whiskey with ice.
Step 7	<i>Serving drinks</i>	Just a moment, please.

II. CONVERSATIONS

Dialogue 1

Scene: One guest has a drink in a bar.

Listen to the dialogue and answer the question:

- Where does guest have a drink?

(W: Waiter; G: Guest)

W: Good evening, sir. Welcome to our lobby bar.

G: Good evening.

W: Excuse me, sir. *Would you like a table or would you like to sit at the bar?*

G: I'd like a table, please.

W: *This way, please.*

G: Thank you.

W: *With pleasure. Please take your seat. Here is the wine list. Take your time and I'll come back to take your order in a few minutes.*

(After a few minutes)

W: Excuse me, sir. *What would you like to drink?*

G: I'd like an *Irish whisky*, please.

W: Yes, sir. *How would you like that? with or without ice?*

G: With ice, please.

W: Yes, sir, so an Irish whiskey with ice. *Would you like some nuts?*

G: Yes, peanuts would be great.

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

(After enjoying the whisky, the guest wants to pay.)

G: Waiter!

W: Yes, sir?

G: Bill, please?

W: Excuse me, sir. Are you staying at our hotel?

G: Yes.

W: Would you like to add it to your room fee?

G: Yes.

W: Excuse me, sir. May I see your room card?

G: Sure. Here you are.

W: And please sign your name here.

Read the dialogue above and answer the questions:

1. What does the waiter show?
a. A menu. b. A wine list.
2. What does the guest order ?
a. Ice water. b. Irish whiskey
3. Does the guest add ice in his drink?
a. Yes. b. No.

Dialogue 2

Scene: Two guests will have a meal at a restaurant.

Listen to the dialogue and answer the questions:

- What do the guests order?

(**W:** Waiter/Waitress; **G1/G2:** Guest)

W: Good evening, sir and madam. Welcome to our western restaurant.

G1, G2: Good evening.

(After the guests ordered dishes)

G 1: Would you recommend some wine for our dinner ?

W: Yes, sir. I recommend the red wine. It is rather *mild* and it would *go very well with* the *steak* you ordered.

G1: Honey, would you want to try some?

G2: OK.

G1: Waitress, we'll have it, please.

W: Yes, sir. How much would you like?

G1: A half bottle of that then.

W: Yes, sir. You ordered a half bottle of red wine. Am I right?

G1: Yes.

W: Thank you, sir and madam. Wait a moment, please.

(A few minutes later)

W: Excuse me, sir and madam. Here is your half bottle of red wine. May I serve it for you now, madam?

G2: Yes, please. Thank you.

W: My pleasure.

Read the dialogue above and answer the questions:

- What does the waitress recommend?
- How much wine did the guests order?

Dialogue 3

Scene: A lady has a drink in a coffee shop.

Listen to the dialogue and answer the questions:

- How many cups of coffee did the guest have?

(**W:** Waiter/Waitress; **G:** Guest)

W: Good afternoon, madam. Welcome to our City Wall Coffee Shop.

G: Good afternoon.

W: Excuse me, madam. Would you want to sit by the window?

G: OK.

W: Mind your step, please.

G: Thank you.

W: It's my pleasure. Please take your seat. Excuse me, madam. Here is the coffee list. We have many kinds of coffee. Which one would you like to try?

G: I'd like a cup of **black coffee**.

W: Yes, madam. With sugar or milk?

G: Both.

W: Yes, madam. Would you like some cakes with your coffee?

G: OK. I'll have a piece of **vanilla** cake, please.

W: Thank you, madam, so one cup of black coffee with sugar and milk and a piece of vanilla cake.

One moment, please.

(A few minutes later)

W: Excuse me, madam. Here is your coffee and cake. If you have anything else, just call me.

(After the guest enjoyed one cup of coffee...)

G: Waiter!

W: Yes, madam?

G: Could you **refill** my cup for me?

W: Yes, madam. Refills are free. Just a moment, please.

Read the dialogue above and answer the questions:

- Does the guest pay extra for one another of coffee?
- What does the guest order with coffee?

Words & Phrases

mild [maɪld] *adj.* (指食物、酒、烟等) 味淡的, 不强烈的

steak [steɪk] *n.* 牛排

refill ['riːfɪl] *n.* 再注满, 替换物 *vt.* 再将……注满

Irish whiskey 爱尔兰威士忌

go (very well) with 伴随, 与……相配

black coffee 纯咖啡

free-refilled 可免费续杯的

III. FOCUS ON

Usefull Expressions for Recommending Drinks

How about one for the road?

临走前再来一杯?

A night-cap(夜酒) before retiring?

临睡前喝一杯, 好吗?

Would you like to try another type of wine?

你愿意尝试我们另一种新款葡萄酒吗?

Since you have come all the way to China, I recommend the Chinese rice wine.

您不远千里来到中国, 我推荐您喝中国黄酒。

Mao Tai is one of the most famous Chinese liqueur. It never goes to the head. We have 56% alcohol and 38% alcohol.

茅台是中国著名白酒之一, 喝了不上头。我们有 56 度和 38 度的。

We have different kinds of canned and bottled beers.

我们有不同种类的听装和瓶装啤酒。

Would you like to have some beer to cool you down after all the spicy foods?

在您享用完辣味食物后来些啤酒下下火, 好吗?

Our drinks is half priced from 5pm to 8pm.

我们店的酒水下午五点到八点半价。

Your bottle of wine is finished. Would you like one more bottle ?

这瓶酒喝完了, 再来一瓶, 好吗?

With or without ice? / On the rocks or straight up?

加不加冰?

Practice what you have learned above.

A. According to the sentences given in group one, using appropriate replies in group two.

Group one

1. What would you like to drink before dinner? ()
2. What kind of coffee would you like? ()
3. Would you prefer single or double espresso? ()
4. What kind of flavor (of coffee) would you prefer? ()
5. On the rocks or straight up? ()

6. This time I'll try a new one. ()
7. We still have our half bottle of Brandy here. ()

Group two

- a. Straight up, please.
b. Single, please.
c. I'd like one bottle of red wine.
d. Milk coffee, please.
e. Yes, sir. I will take it to you.
f. Would you like to try our new style wine?
g. Bitter.

B. Pair Work

Make a dialogue according to the situation below.

Guest: This is the first time for you in China.

Ask the waiter about some Chinese liqueur.

You'd try Mao Tai.

Waiter/Waitress: Welcome guest.

Introduce some Chinese liqueur.

Recommend Mao Tai.

IV. LISTENING

Directions: You will listen to a passage about Starbucks. And get ready to fill the proper words in blanks. You may take notes while listening.

Starbucks (星巴克) coffee shops can be _____ (find) all over American. And it is located in more than 30 countries around the world. Many people think it is a great place to enjoy a hot cup of coffee or tea.

If you are in any major city in America, the chances are high that you are not far from a Starbucks. In fact, you might be very close to several of _____ (this) coffee stores.

The coffee company _____ (start) in the West Coast City of Seattle Washington in 1971. Starbucks was named after a character in a famous American novel MOBYDICK by Herman Melville. Today there are more than 12 000 Starbucks around the world. _____ (sale) last year _____ (are) almost \$ 8 billion.

The company believes in _____ (open) many stores in busy areas of the cities. For example, there are about 30 Starbucks stores in downtown Seattle (西雅图). _____ (recent) three Starbucks opened in the area near VOA headquarters in Washington DC.

Starbucks _____ (sell) more than just plain coffee. It's started a whole coffee culture with this own special language. It sells many kinds of hot and cold coffee drinks, like white chocolate Mocha, and Frappuccino (法布奇诺). It also sells music albums, coffee makers, food and even books. But most of all, it sells the idea of being a warm and _____ (friend) place for people to _____ (seat), read or talk.

V. INTERCHANGE ACTIVITIES

A. Read the drink/coffee list below and translate each item into Chinese.

Drink List		
Wine	Per Glass	Per Bottle
Great Wall Wine _____	45RMB	265RMB
Dynasty White Wine _____	30RMB	235RMB
Bordeaux Rouge _____		800 RMB
Brandy _____		
Remy Martin XO _____	138RMB	1900RMB
Whisky _____		
Chivas Regal 12 years _____	68RMB	780RMB
Gin _____		
Gordon's Gin _____	38RMB	460RMB
Vodka _____		
Stolichnaya Vodka _____	30RMB	500RMB
Rum _____		
Bacardi Rum _____	35RMB	580RMB
Tequila _____		
Mariachi _____	48RMB	629RMB
Cocktail _____		
Pink Lady _____	38RMB	
Bloody Mary _____	38RMB	

Coffee	Coffee List
	Cup
Espresso (+sugar+milk) _____	
Single/double _____	38/55RMB
Cappuccino (+sugar) _____	42 RMB
Irish coffee (+sugar) _____	38 RMB
Caffe Cino (+hot chocolate) _____	38 RMB
Mocha _____	36 RMB
Blue Mountain _____	(+cream+sugar) 32 RMB
Cafe Latte (+sugar) _____	
Vanilla, Caramel, Noisette, Macadamia _____	30 RMB

_____, _____, _____, _____

**All prices are subject to 15% surcharge.*

B. Reading Comprehension.

Anna, the seventh Duchess (公爵夫人) of Bedford (贝德福德, 英格兰中部), had created the custom of afternoon tea in the year 1840.

At that time, people of upper class usually had supper at around 8 o'clock in the evening. But Anna began to feel hungry at round 4 in the afternoon. This had left her a good long time of 4 hours. Therefore, she told the servant (仆人) to bring a tray (托盘) of tea, bread, butter and cake to her room during the late afternoon. It became a habit of hers. Soon, she invited her friends to join her. Afternoon tea was favored by most women, because they then have reason to get together and killing the leisure time more meaningfully.

The traditional afternoon tea usually contains a teapot of tea, several teacups and pastries (糕点). There are different types of pastries: a selection of dainty (精致的, 少量的) sandwiches, scones (圆饼) served with clotted cream (凝固的奶油) and tea cakes etc.

Today, afternoon tea has been simplified because of the change of lifestyle. People use tea bags instead of infusing (浸泡, 泡茶) tea leaves. Pastries are no longer as various as that of long time ago. They usually are some pieces of biscuits (饼干) or cakes. You may relax yourself for a whole afternoon to enjoy the best tradition.

1. Who did create (创造) the custom of afternoon tea?
 - a. Duchess.
 - b. Anna.
 - c. Woman.
 - d. Lady.
2. When did the people of upper class usually have supper?
 - a. At 4 o'clock.
 - b. At 6 o'clock.
 - c. At 8 o'clock.
 - d. At 10 o'clock.
3. What's the traditional afternoon tea?
 - a. A teapot of tea and some pastries.
 - b. A teacup of tea and some pastries.
 - c. A teapot of tea and some biscuits.
 - d. A teacup of tea and some scones.
4. What's the nowadays afternoon tea?
 - a. A teapot of tea and some sandwiches.
 - b. A tea bag and some cakes.
 - c. A tea bag and some biscuits.
 - d. B and C.
5. Which one is the best title for the passage ?
 - a. Anna was a Duchess.
 - b. The difference between traditional and nowadays afternoon tea.
 - c. The Origin of Afternoon Tea
 - d. The best afternoon tea.

C. Enjoy the song by Sarah Khider in CHIVAS advisement.

Mermaid Song 美人鱼之歌

We could be together, everyday together.

我们会在一起，每天都在一起。

We could sit forever as loving waves spill over.

当深情的浪花飞溅，我们会永远地坐着。

The moon is fully risen and shines over the sea.

月亮升上天顶照耀着海面。

As you glide in my vision, the time is standing still.

你却离开了我的视线，时间停下了脚步。

Don't shy away too long, this is a boundless dream.

不要回避太久，这是一个无尽的梦。

Come close to me my reason, I'll take you in my wings.

靠近我，我的理由，我将留你在我身边。

We could be together, everyday forever.

我们会在一起，每天都在一起。

We belong together further seas and over.

无论深海还是海上，我们拥有彼此。

And the garden of the sea, I see you looking over.

在海底花园中，我看你看过来。

With my wistful melody, you leap into the water.

随着我充满渴望的乐曲，你跃入水中。

It is no breaths sighing.

没有了呼吸和叹息。

It's a mermaid song, the singing of my sisters.

这是我的姐妹们唱的美人鱼的歌。

The sea has drown for long.

被大海淹没很久了。

We could be together, everyday together.

我们会在一起，每天都在一起。

We could sit forever as loving waves spill over.

当深情的浪花飞溅，我们会永远地坐着。

We could be together everyday forever...

我们会在一起，每天都在一起……

Unit 23 Handling Complaints 投诉处理

Learning Objectives

In this unit you will learn:

- How to handle complaints in restaurants
- How to apologize to guests

I. SNAPSHOT

Reading Tips

As mentioned in the former unit of Dealing with Complaints in Part 1, a waiter/waitress also has to adopt a proactive approach to deal with guests' complaints, which is also a reflection of his/her professional ability. If the complaints can be handled in a proper way, it will certainly help strengthen the confidence reposed in the hotel by guests and rebuild a good and impressive image.

A. Customers often complain about...



slow service
服务速度慢



wrong bill
错误账单



poor quality of tableware
餐具质量



missserving dish
上错菜



slack service attitude
服务态度差



bad environment
就餐环境差

- What other complaints do people sometimes have about restaurants?
- How could you handle these complaints?

B. The Procedure of Handling Complaints in Restaurants

Step 1	<i>Listening to guests</i>	
Step 2	<i>Taking notes</i>	What can I do for you?
Step 3	<i>Apologizing and showing empathy</i>	I'm very sorry.
Step 4	<i>Offering solutions</i>	I will check the two dishes for you immediately.
Step 5	<i>Taking measures and following up</i>	Here are the two dishes.
Step 6	<i>Following up</i>	How is your meal?

II. CONVERSATION

Scence: A guest is complaining to a waiter at a restaurant.

Listen to the dialogue and answer the question:

- What does the guest complain about?

(G: Guest ; W: Waiter)

G: Excuse me. I'd like to have a word with you.

W: Yes, sir. *What can I do for you?*

G: My friend and I have been waiting for half an hour for our last two dishes.

W: *I'm very sorry, sir. Our staff are very busy this evening.* Could you tell me what you've ordered?

G: *Kung-pao chicken, bean curd* with *pepper* and *chili* sauce.

W: Yes, sir. I will check the two dishes for you immediately. ... Well, here are the two dishes. Please help yourself.

G: Thank you.

(After they enjoyed the dishes)

G: Waiter! Bill please.

W: Yes, sir. Just a moment please.

... Excuse me, sir. Here is your bill. The total is 168 Yuan.

G: Here is 200 Yuan. Keep the *change* as your *tip*.

W: Thank you, sir. How is your meal?

G: Good.

W: Thank you, sir. I *look forward to* seeing you again.

Read the dialogue and answer the questions:

- What does the waiter apologize for? What did he say?
- What does the waiter offer to do?
- Was the customer satisfied?

Words & Phrases

pepper ['pepə] *n.* 胡椒

chili ['tʃili] *n.* 辣椒

change [tʃeɪndʒ] *n.* 零钱

tip [tip] *n.* 小费

Kung-pao chicken *n.* 宫保鸡丁

bean curd 豆腐

look forward to 期待做某事

III. FOCUS ON

Useful Expressions for Apologizing

giving an excuse 作解释	I'm sorry. Our staff are very busy this evening. 很抱歉。我们的员工今晚非常忙。
admitting a mistake 承认错误	I do apologize for giving you the wrong dish. 很抱歉给您上错菜了。
making an offer 提供解决办法	I'll change it for you immediately. 我立刻给您更换。
making a promise 给予承诺	I promise I'll... /I'll make sure to... 我一定会……

Using what you have learned above.

A. Match the following sentences.

(**G:** Guest; **W:** waiter/waitress)

G: Clean up the table, please.

W: Would you like it cooked a little more?

G: This glass is broken.

W: I will adjust the air-conditioner.

G: The dish is cold.

W: I'll bring you a new one.

G: It is very hot here.

W: Yes, sir. I'll clean it up right now.

B. Work out appropriate replies, using the sentences given below.

(**G:** Guest; **W:** Waiter / Waitress)

Example:

G: Please turn down the music.

W: Yes, sir. I'll turn it down.

1. **G:** You spilled the coffee on the table.

W: _____ .

2. **G:** There is an insect in the dish !

W: _____ .

3. **G:** Please turn off the air-conditioner.

W: _____ .

4. **G:** Look at your hand ! It's dirty.

W: _____ .

C. Pair Work

Make a dialogue according to the situation below.

A guest complains to the manager of the Food and Beverage Department about what the waiter has said and done. The manager apologizes for the service attitude.

IV. LISTENING

Directions: Listen to the dialogue and then finish the exercises below.

A. True or False questions. Write a T in front of a statement if it is true according to the recording and write an F if it is false.

1. () The guest is not happy because the dish he likes is not recommended.
2. () The waiter suggests to serve the guest another dish.
3. () The guest does not have to pay for the first dish.

B. Fill in the blanks according to the recording.

1. **Waiter:** What's wrong _____, sir?

Guest: It was recommended, but it _____.

2. **Guest:** This is very _____.

Waiter: I _____ about it. I'll _____ right away.

3. **Guest:** Aha, here comes the new dish. Shall I _____?

Waiter: No. That would be _____, of course.

V. INTERCHANGE ACTIVITIES

A. Think of three complaints you have about a restaurant. Write three requests you want to make. Choose from these topics or use ideas of your own.

1. quality of food/drink/tableware
2. wrong dish
3. facility problem
4. slow service
5. wrong bill
6. service attitude
7. dining environment
8. spilling

B. Group Task

Take turns to make your requests. The “waiter” should apologize by giving an excuse, admitting a mistake, or making an offer or promise.

Example:

Guest: This steak is raw! I told you I wanted it well-done!

Waiter: I'm terribly sorry, sir. I'll return your dish to the chef and have them cooked again.

C. Role-play

With your classmates, play the roles of a waiter/waitress or a restaurant manager and three complaining guests. Try to handle their complaints about the restaurant.



D. Class Activity

Topic: I need to talk with you.

Purpose: Practice complaining and apologizing.

Place: Cafeteria.

Procedure:

1. The whole class stand up and move around.
2. Each student acts as a guest and a waiter/waitress in turn. The guest should try to make as many complaints as possible to the waiter/waitress. The waiter/waitress must apologize to and comfort the guest. After several rounds, the guests vote for the "Best Waiter/Waitress."

E. Complete the dialogue between a guest (G) and a restaurant waiter (W).

W: Would you like anything else, sir and madam?

G: No, thank you. We'll take the check now.

W: Yes, sir. Here it is.

G: What's the 30 Yuan for?

W: For the three coffees.

G: We only had two!

W: Oh, _____. I'll go back to the cashier to have the account changed... I'm sorry to have kept you waiting. Would you mind _____?

G: That's all right.

W: Are you _____?

G: Yes, in room 1218. Here's my key card.

W: Thank you. Please sign the bill. And I hope you _____.

G: Thank you.

W: _____.