

Food & Beverage Department

餐饮服务英语

Part 3



Brainstorm

Please look at the picture of the restaurant in this hotel, and describe how the restaurant looks.

Work with your partner, and try to answer the following questions:

- How many kinds of restaurant staff do you know? What are they?
- What services does a hotel restaurant usually offer?

Then discuss them with your classmates.

staff, services ...

Scene One

Welcoming Guests

As a host or hostess, you are the first and last person guests see at a restaurant. Because of this, you must always try your best to leave a good impression to your guests. While welcoming them to the restaurant and asking how they're doing can seem redundant to you, your patrons may see you as rude if you don't ask these typical questions. When a guest arrives at your restaurant, an effective server is able to check to see if the guest does in fact have a reservation for that time and communicate with guests without being hurried. Keeping the restaurant orderly, making sure guests are happy, and keeping track of what's going on at each table are just some of the ways you can keep your guests happy.

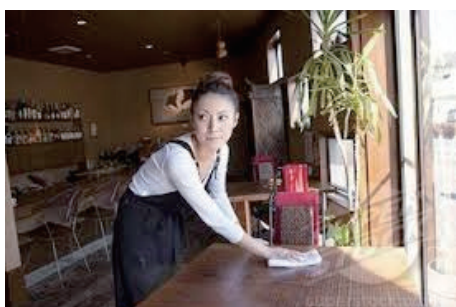
In this unit, you will learn:



Serving Reserved Guests



Serving Non-reserved Guests



Changing the Table

Activities



Serving Reserved Guests

Listen to the following dialogues and fill in the reservation slip below.

Golden Palace Restaurant		Table Reservation		
	Guest's Name	No. of People	Time	Private Room
1st Guest				
2nd Guest				
3rd Guest				

Useful Expressions

Welcome to Golden Palace.

Do you **have a reservation**, madam?

Please wait a minute. Yes, here it is, 5:00 p.m., Summer Hall.

It's on the first floor. Please **follow** me.

The private room **will be ready** at 6:30 p.m., as you reserved.

We **were expecting** you, Mr Black. This way, please.

Practice:

Now please discuss with your partner and answer the following question: "How do you serve the reserved guests?"

Serving Non-reserved Guests

Now you will listen to the following dialogues between a host and a guest. Decide whether the statements are True or False.

Dialogue A:

- The guest wants a table for eight in Silver Cloud Restaurant.
- The guest doesn't have a reservation.
- There is no table for eight available in the restaurant right now.
- The guest agrees to wait for 25 minutes in the lounge.

Dialogue B:

- The guest wants a table for two.
- The guest has a reservation.
- There is a table for the guest in the restaurant.

d. The guest prefers the table near the window.

Useful Expressions

How many people, please?

I'm sorry. We **don't have** a table for nine available **right now**.

There will be one after 15 minutes, do you **mind waiting in the lounge**?

How about the table **near that window**?

We will **seat you** when we have a table.

Practice:

Now please discuss with your partner and answer the following question: "What can we say when we ask a guest for the reservation?"

Changing the Table

Please complete the conversation by filling in the missing words and expressions as you listen to the dialogue.

(H= Host, G=Guest)

H: Good evening, sir and madam. How many people, please?

G: Two. And I _____ yesterday. I reserved _____ near the window under the name of Thomas.

H: Please wait for a minute, sir. Let me _____. ... yes, Mr Thomas, a table for two. Please follow me.

G: Thank you.

H: Here it is.

G: Oh, it looks pretty narrow here _____. I don't think it's suitable for us. Can we _____?

H: Well, if you don't like this one, where would you like to sit, sir?

G: Can we change our table to this one? It's much more spacious here.

H: I'm sorry, sir. The window tables _____. How about the table over there? It's further back but spacious. And you can still enjoy the view of the lake.

G: Ok. That's fine.

H: This way, please. _____, sir and madam.

G: Thank you. It's much better here and it makes us more relax. We can still _____ though it's a little bit further from the window. That's OK.

H: I'm so glad you like it. Please wait for a minute, the waiter _____ right away.

G: Thank you.

Useful Expressions

Well, if you don't like this one, **where would you like** to sit, sir?

I'm sorry, sir. The window tables **have all been taken**.

How about the table over there?

It's **further back but spacious**.

You can **still** enjoy the view of the lake.

Please wait for a minute, the waiter will be with you **right away**.

Practice:

For what reasons does a guest usually change the table in a restaurant?

Vocabulary

expect	[ɪk'spekt]	v.	期望, 期盼
hall	[hɔ:l]	n.	大厅
impression	[ɪm'preʃn]	n.	印象, 感觉
narrow	['nærəʊ]	adj.	狭窄的
patron	['peɪtrən]	n.	老主顾, 顾客
redundant	[rɪ'dʌndənt]	adj.	多余的
spacious	['speɪʃəs]	adj.	宽敞的
suitable	['su:təbl]	adj.	合适的, 适当的
typical	['tɪpɪkl]	adj.	典型的, 特别的, 有代表性的
tulip	['tju:lɪp]	n.	郁金香, 郁金香形状的酒杯
a party of nine	一行九人		
enjoy the view of	欣赏……的景色		
in the name of	以……的名义		
leave a good impression	留下一个好印象		
private room	包厢		
show ... up	领……上楼		

Exercises

I. Please translate the following sentences:

- 请稍等……是的, 找到了, 晚上七点, 608包厢。
- 就像您预订的, 您的餐位在下午六点钟会准备好。

3. 那边的桌子怎么样？位置有点靠后，但是很宽敞。
4. 先生，如果您不喜欢这个座位，您想坐在哪里呢？
5. 请稍等，服务员马上就来为您服务。
6. Welcome to our restaurant. Do you have a reservation?
7. We were expecting you, Mrs Rice. This way, please.
8. I'm sorry. We don't have a table for nine available right now.
9. There will be one available in 20 minutes. Do you mind waiting in the lounge?
We will seat you when we have a table.
10. I'm sorry, sir. The window tables have all been taken.

II. Role-play: Suppose you are working at a Japanese restaurant called Teriyaki Restaurant. Please work with your partner. Use the information of the table reservation record and try to make up a dialogue on welcoming the guests in the restaurant.

Title	Mr
First Name	Joe
Last Name	Smith
Email	joesmith@demo.co.uk
Phone	01234567890
Time	18:00
Date	10-01-2013
Guests	5
Request	It is a demo booking.

III. Please read the following materials about how to greet and seat guests. Then discuss with your classmates and answer the following questions.

The person who greets guests is a Host or Hostess. They welcome and escort our guests to their table. They set the mood for the restaurant.

1. Keep track of each station. Make a chart of each server's station, and what tables are in it (also learn the table layout by heart). Keep note of how many people are in a party and what table they are at. Also keep note of who is still there so that servers do not become overwhelmed.
2. Be aware as guests approach the restaurant. If you are busy with another guest, acknowledge the guest by saying, "I will be right with you," make eye contact, or a simple hand gesture also works.
3. Greet them with a smile and welcome them to the restaurant. Remember, you are the first chance for the restaurant to make a good impression, and set them at ease.
4. Find out how many people are dining. If there is a wait, make sure to get everyone's name right away so they do not feel ignored. Avoid giving them a specific time frame. Explain that we currently have a short wait, and that there should be a table ready momentarily, or we are currently getting tables cleared and set. NEVER say 5~10 minutes. Guests are generally impatient, and will find

somewhere else to dine.

Questions:

- a. In order to keep good track of your service, what should you write in your notebook?
- b. If there are many guests in your restaurant at the same time and you cannot serve them at the same time, what will you say and what will you do to them?
- c. What will you do to welcome the guest to your restaurant?
- d. What will you do if there is a wait in your restaurant right now?

Tips

How to be a great waiter/waitress in a restaurant?



1. Keep track of each station. Make a chart of each server's station, and what tables are in it (also learn the table layout by heart). Review all reservations for your shift, and assign suitable tables for each. Keep note of how many people are in a party, what time they arrived, and what table they are at. Also keep note of who is still there so that servers do not become overwhelmed.

2. Be aware as guests approach the restaurant. If you are busy with another guest, acknowledge the guest by saying, "I will be right with you," make eye contact, or a simple hand gesture also works.

3. Greet them with a smile and welcome them to the restaurant. Remember, you are the first and last chance for the restaurant to make a good impression, and set them at ease.

4. Find out how many people are dining. If there is a wait make sure to get everyone's name right away so they do not feel ignored. Guests will normally ask for a time frame. Never try to give a specific time. Tell them an "estimated" time. Look at the wait list and add 5 minutes for each party of the same size. If 6 parties of 2

are on the list, the estimated wait time would be 30 minutes for another party of 2. Guests are generally impatient, and will find somewhere else to dine.

5. After greeting the guests, look at the SIZE of the largest member of the party and assign the seating with that in mind. DON'T put them in a small booth! Also, a guest that has trouble walking should be given a seat as close to the hostess station as possible.

6. When the guest sits down, place a menu for each of them by the place setting, or hand the menu to the guest. Don't just throw menus on the table and leave without saying anything.

7. Be prepared to get some things for guests, water refills, utensils, napkins, or carryout boxes. If a guest does ask for something else, inform the guest that you will let his / her server know.

Scene Two

Taking Orders

One of the key expressions of a customer's experience in a restaurant is the level of service offered by the waiters or waitresses. If you are a waiter or a waitress, your primary responsibility is to ensure that all your guests are happy and their needs are met. You must also have a pleasant disposition and possess the flexibility to respond to a variety of demands from your guests. However, your most important duty is to ensure that you accurately take your guest's order so he receives the dish exactly the way he likes. When taking an order for any meal, the most important thing is to be sure that you have recorded the information correctly. You can also suggest specific dishes or specials to help the guest decide what to order. Taking an order is not as easy as one might think. It is imperative that you first know what you are doing.

In this unit, you will learn:



Western Food



Chinese Food



Buffet

Activities



Western Food

Listen to the dialogue and answer the following questions:

- What does the waiter say when he presents the menu to the guest?
- What dishes does the guest order?
- What special requests does the guest ask about the main course?
- What dessert and drink does the guest order?
- What does the waiter say after taking the order?

Useful Expressions

Here is the menu.

I will be **right back to take your order**.

Excuse me, sir. **May I take your order**, now?

And do you want French fries or a **baked potato with the steak**?

And for your dessert?

Would you like something **to drink with your meal**?

Your dish **will be ready soon**.

Practice:

Now please go through the dialogue again with your partner and discuss about the components of the western food.

Chinese Food

Now you will listen to a dialogue between a waiter and a guest. Decide whether the statements are True or False.

- The guests would like to have Jasmine Tea to start with.

- b. The guests like oily and spicy food the most.
- c. “Steamed prawn with garlic sauce” is the chef’s special today.
- d. “Steamed pork ribs with rice powder” has two choices: small with 4 pieces and large with 6 pieces.
- e. There are many kinds of soup in the restaurant, including ham and white gourd soup, tomato and egg soup, seaweed egg soup, etc.
- f. The guests ordered five dishes totally.

Useful Expressions

Would anyone like a drink to **start with**?

We would like something delicious in **typical** Chinese style.

Which dishes do you prefer, **light, heavy, sweet or spicy**?

It’s very tasty and it’s our **chef’s specialty** today.

The fresh prawns **are steamed with** garlic, soy sauce, white pepper, sesame oil and so on.

We **have** ham and white gourd soup, tomato and egg soup, seaweed egg soup, and so on.

What would you like to **go with** your dishes, fried rice, noodles, or steamed bread?

The dishes will **come out** in about 15 minutes.

Practice:

There are Eight Culinary Cuisines in China, they are Guangdong Cuisine, Sichuan Cuisine, Shandong Cuisine, Fujian Cuisine, Jiangsu Cuisine, Hunan Cuisine, Anhui Cuisine, and Zhejiang Cuisine. Please match the names with the dishes, and try to point out what cuisine it belongs to.

Dongpo Pork, Buddha Jumping Wall, Stewed Turtle with Ham, Four Joy Meatballs, Sweet and Sour Mandarin Fish, Hot Pot, Dry-Fried Beef and Noodles, Spicy Chicken



1.



2.



3.



4.



5.



6.



7.



8.