

HANDOUT 5
UNIT 5 – AT A RESTAURANT

I. VOCABULARY

Task 1: Match the correct word with the definitions

spicy	rare	sour	greasy
tough	floppy	crunchy	overcooked

1. Cooked for only a short time so that the inside is still red
2. Having a strong taste because spices have been used to flavor it
3. Difficult to cut or chew
4. Not hard and stiff
5. To cook food for too long
6. Having a taste like that of a lemon or of fruit that is not ready to eat
7. Firm and crisp and making a sharp sound when you bite or crush it
8. Cooked with too much oil

Task 2: Complete each sentence with a suitable word from the box

bitter	rare	burnt	overcooked	recommend
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1. Oh, no, my fried chicken is _____. I am afraid I cannot eat it.
2. I _____ trying roasted crab and steamed chicken.
3. This plant is ignored by livestock because of the _____ taste.
4. Barbequed food is sometimes _____ on purpose, to give it a charred taste.
5. This beef steak inside the cake is too _____. You see, it is still red, I can't eat it.

Task 3: Complete the sentences with the correct words basing on the first given letter

1. When people like the taste of a dish, they may say that it is d_____.
2. We usually eat beef, lobster, or chicken for m____ c_____.
3. I like drinking j_____ because it's good for my health.
4. Soup is a popular dish for a_____.
5. The hamburgers are o_____ by the cook, so it is a little bit burnt and tough.
6. She tends to cook very s_____ food so she always adds chili or pepper.
7. Dry roasted peanuts are very s_____. I have to drink a lot of water.
8. I put a lot of sugar in it because I like it to taste s_____.
9. Most fried foods are very g_____. Too much fried food is not good for your health.
10. V_____ is healthy food which provides us with a lot of vitamins.

II. GRAMMAR

Task 1: Rewrite the following sentences using the suggested words

1. Can I bring you some mashed potato with cream sauce?
➤ Would you like _____?
2. Why don't we choose some special dishes from the menu?
➤ How about _____?
3. Let's try their new main dish.
➤ I recommend _____.
4. I recommend a grilled lamb for main course and some banana chips for dessert?
➤ Would you like _____?
5. Would you like to have some delicious cappuccino in the café over there?
➤ I recommend _____?
6. Would you like to take a look at the menu?
➤ Can I _____?

Task 2: Match the questions and responses.

A	B
1. Would you like some more rice?	a. Black, no sugar, please.
2. Could you pass the salt, please?	b. Yes, of course. I'm glad you like it.
3. Could I have a glass of water, please?	c. Do you want sparkling or still?
4. Does anybody want more wine?	d. Yes, please. It's delicious.
5. How would you like your coffee?	e. Yes, of course. Here you are.
6. This is delicious! Can you give me the recipe?	f. Yes, please. I'd love some.
7. Do you want help with the washing-up?	g. No, of course not. We have a dishwasher.

Task 3: Identify one error (A, B, C or D) in each of the following sentences and correct it

1. Excuse me, my beef with mashed (A) potato is (B) cold too (C). Can you heat (D) it up?
2. A: What would (A) you like to eat (B)?
B: I am going to (C) have (D) a pizza, please.
3. This restaurant is (A) very famous for (B) beef steak. I recommend try (C) it with (D) a mushroom soup.
4. You look (A) hot. I am going to (B) open (C) a (D) window.
5. How about (A) take (B) a rest? I will do (C) the photocopy for you. I am (D) free now.
6. Thursday is no good (A) for me, I'm afraid. I will meet (B) the new manager of (C) our (D) Tokyo.
7. A: Hi, nice to meet (A) you. How about to drink (B) some beer?
B: Sorry, I'm going to (C) drive. I will have (D) a coke, please.

8. Sorry, but I order (A) a mild version of (B) this dish and this is quite (C) oily. Can you bring (D) me another?
9. A: Don't change (A) your clothes now. We will be (B) late.
B: No, we won't. (C) We are catching (D) a taxi.
10. A: I can't eat (A) this chicken. It's tough too (B).
B: I'm terribly (C) sorry, sir. I will replace (D) it right now.

III: LISTENING

Task 1: Listen and fill in the blanks with ONLY ONE WORD

The customer complains that his _____ is too rare. He would like it _____. The waiter says he will ask the _____ to put it back under the grill. When the waiter brings it back, the customer doesn't want to eat that because he says it is _____ and _____.

Task 2: Listen and answer the questions with NO MORE THAN THREE WORDS

1. How many people do they want a table for?
2. What would they like for their aperitif?
3. How would he like his steak?
4. How much of the Chablis wine do they order?
5. What kind of mineral water do they want?

IV: READING

Task 1: Read the passage and answer the questions with NO MORE THAN THREE WORDS

Know that feedback is welcome, but you might not always be right

Good restaurants are always looking to improve, and that means dealing with complaints constructively. Often, dishes that are sent back to the kitchen will not be taken directly to the trash, but to the chef, who will examine the food to see if an error was made in the cooking or plating process.

"If I'm in the kitchen, I want to know what the issue is," says Tanya Holland, chef-owner at Brown Sugar Kitchen in Oakland, California. "When I'm not at the restaurant, people might email me directly and say, 'Hey, the shrimp tonight wasn't like you make it,' and that gives me an opportunity to investigate what the kitchen is doing differently. So we do want to know, and we definitely want to have an opportunity to make the correction. We strive for perfection and consistency but... there's always going to be room for human error."

But remember, even if you're Yelp Elite and have seen every episode of Good Eats three times, it's not your restaurant, and the customer isn't always right. "Sometimes it's the customer's misunderstanding of the preparation standards for the food," says Holland. "A lot of people think chicken is really moist inside [is still raw] and we have to explain it's cooked to the proper temperature, for instance."

1. How do good restaurants deal with complaints?
2. Who will examine the food to see if there is an error?
3. What can customers do to report their complaints to Tanya Holland when he is not at the restaurant?
4. What for the food do customers sometimes misunderstand?
5. What do many people think about their chicken?

Task 2: Read the passage and complete the sentences with NO MORE THAN THREE WORDS

Handling customer complaints in 8 steps

Apologize and be sorry – the first step is to apologize and be truly sorry for what happened. You must not belittle the complaint since this humiliates the customer and sends them a message that they're lying.

Listen – when they are speaking, attention needs to be directed towards the customer. Stop doing what you're doing (sends a message that nothing will distract you from solving the problem). Let the customer finish with presenting their problem and don't make premature conclusions.

Take notes – while the customer is presenting the problem, don't interrupt but take notes of what they're saying since this will later help you in responding and offering a solution (sends a message that the problem will be dealt with seriously and systematically).

Repeat the problem – when the customer is finished, briefly repeat the problem to make sure you have understood it correctly.

Offer a solution – if possible, offer a solution right away, two realistic options, without giving false promises or exaggerating. If not possible, give a firm promise that everything will be done to solve the problem in a satisfactory manner.

Apologize and thank the customer – the conversation must end with a repeat apology and a thank you to the customer for warning you about the problem. This sends a message that the customer's opinion is appreciated.

Report to your superior – next step is reporting to your superior, agreeing about the solution, making a decision and following its progress.

Report to the customer – as the final step, you must inform the customer about what was done to solve the problem, instead of giving that task to a colleague. This sends a message that you took the problem seriously and personally made sure it was solved. This is personalized service.

1. Express your apology and stop doing anything to _____ to the customer presenting their problem.
2. Take notes to be able to deal with the problem _____.
3. Make sure that you understand the problem correctly and _____ immediately or promise to solve it.
4. Repeat your apology and thank the customer before ending _____.
5. Report to your supervisor and follow the progress, then _____ of the result.