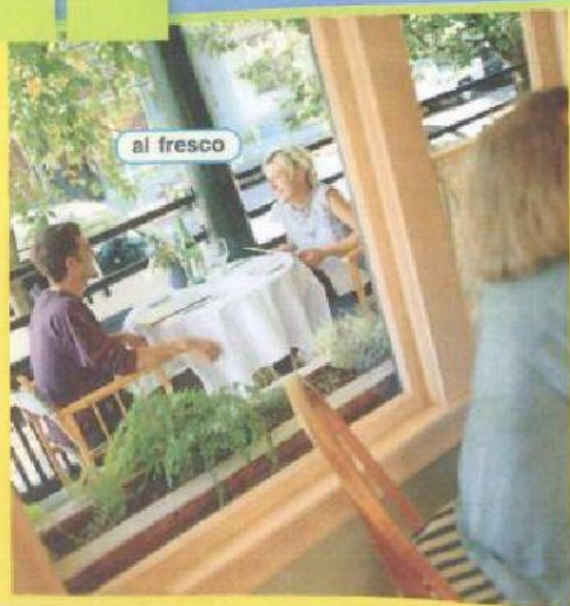




9 Taking a reservation



The Post Meridian Restaurant Friday, April 2nd

	Time	Party size	Contact Person	Phone number	NOTES
1	6:00	4	Jason Ginsburg	383-1292	Has child, needs booster seat
2	6:00	2	Gina Dearborn	316-0442	Requested al fresco seating
3	6:15	2	Jim McDonnell	380-0124	Celebrating birthday (provide free dessert)
4	6:15	3	Kurt Channing	381-9642	May have one extra guest: seat at table for 4
5	6:30		opening		
6	6:30	10	Jean Dorton	316-8291	Seat in party room #2

Reminders:

- always check for open tables before **booking**
- update the **log** after **cancellations**
- set out **high chairs** before guests arrive (when applicable)
- review the details of the reservation before hanging up

Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What kind of restaurants require reservations?
- 2 How do you make a reservation?

Reading

- 2 Read the page from a restaurant log, and then choose the correct answers.

- 1 What is the purpose of the document?
A teaching the steps of taking a reservation
B showing the booking details at a restaurant
C informing customers of available tables
D describing the restaurant's seating policies
- 2 What is true about the restaurant?
A It makes arrangements for young children.
B It has a limit of 10 people per party.
C It does not provide outdoor seating.
D It charges a fee for cancelled reservations.
- 3 According to the document, which is NOT true about the restaurant customers?
A One of them is having a birthday.
B They have reservations before 7 o'clock.
C One of them is not sure about the party size.
D They are arriving within ten minutes of each other.

Vocabulary

- 3 Choose the correct meaning of the underlined word or phrase.

- 1 Janie rents a party room at her favorite restaurant to celebrate her birthday.
A a place in a restaurant for special events
B a place where employees write details about a period of time
C a place where young children sit
- 2 The host informs me that there is no opening at the restaurant until 8pm.
A decision to not do something you agreed to do earlier
B availability or space at a place
C outdoor eating area
- 3 Dario places his son in the booster seat and orders his food.
A tall chair that small children sit in to eat
B group of people who visit a restaurant
C private part of a restaurant where groups meet for parties



4 Choose the correct word or phrase to complete each sentence.

- 1 The host shows the (log/party) to their table.
- 2 There is now a table available because of a (booking/cancellation).
- 3 Ms. Rogers provides a (high chair/party room) for the customer's baby.

5 Listen and read the restaurant log again. How many people are going to the restaurant to eat that night?

Listening

6 Listen to a conversation between a hostess and a restaurant patron. Then mark the following statements as true (T) or false (F).

- 1 ___ There are no tables available before 8pm.
- 2 ___ Mr. Billings requests a table for two.
- 3 ___ The restaurant has chairs for children.

7 Listen again, and fill in the blanks.

Hostess: Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

Patron: Hi. I'd like to 1 _____ a table for tonight.

Hostess: Of course. May I have your 2 _____, sir?

Patron: It's Mark Billings.

Hostess: Okay, Mr. Billings. I don't have any 3 _____ until 8 o'clock. Is that okay?

Patron: Yes, 4 _____.

Hostess: Great. How many people are in your 5 _____?

Patron: Three - that's two adults and one toddler. Do you provide 6 _____?

Hostess: Yes, sir, we can 7 _____ that.



Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I'd like to reserve a table.

I have an opening at 8 o'clock.

How many people are in your party?

Student A: You are an employee at a restaurant. A customer wants to reserve a table. Ask Student B questions to find out:

- name
- number of people

Make up your personal details.

Student B: You are a restaurant customer. You want to reserve a table. Answer Student A's questions. Create your requirements and personal details.

Writing

9 Use the conversation in Task 8 to complete the reservation. Write reminders to the person taking reservations at the restaurant. Make up a phone number for the contact.

The Post Meridian Restaurant

	Time	Party size	Contact Person	Phone number	NOTES
1	7:30	4	Quentin Marshall	380-1921	table by window
2					

Reminders:



Unit 9

Hostess (F): Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

Patron (M): Hi. I'd like to reserve a table for tonight.

Hostess: Of course. May I have your name, sir?

Patron: It's Mark Billings.

Hostess: Okay, Mr. Billings. I don't have any openings until 8 o'clock. Is that okay?

Patron: Yes, that works.

Hostess: Great. How many people are in your party?

Patron: Three – that's two adults and one toddler. Do you provide high chairs?

Hostess: Yes, sir, we can arrange that.

Activity 8

A: Thank you for calling the Post Meridian Restaurant. This is Miguel. How can I help you?

B: Hi. I'd like to reserve a table for tomorrow night.

A: Of course. May I have your name ma'am?

B: It's Anita Anderson.

A: Okay, Ms. Anderson. I don't have any openings until 9 o'clock. Is that okay?

B: Yes. That's perfect!

A: Great. How many people are in your party?

B: Five – that's four adults and one toddler. Can you provide a high chair?

A: Yes ma'am, we can arrange that.