



14 Food service equipment

oven

stockpot

deep fryer

mixer

sheet pan

Com Kitchen Industries
THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!

John Gibson, Executive Chef,
Post Meridian Restaurant

June 13

Dear Mr. Gibson,

Thank you for your recent order. Based on your previous orders, I have put together a list of new products that you may enjoy:

Fire It Up Gas Range • 45 cm griddle • 2 open burners	Milton Countertop Deep Fryer • two fry baskets
Chasey Oven • temperature range 65°-250°C • automatic timer	Bake It Oven Rack • Fits 12 sheet pans
Mix-A-Lot Mixer • 3 speeds	Molier Stockpot • stainless steel

Get ready!

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

- 1 What tools do chefs use to cook?
- 2 What items are in kitchens?

Reading

- 2 Read the letter from a supplier, and then choose the correct answers.

- 1 What is the purpose of the letter?
A to list the delivery items
B to identify problems with an order
C to tell the customer about new products
D to inform the customer about a sale
- 2 Customers place an order by...
A sending an order form to the director of sales.
B contacting the company's sales representatives.
C calling the executive chef of the restaurant.
D visiting the company's website on the Internet.
- 3 According to the letter, what is probably true about Mr. Gibson?
A He has never purchased anything from Com Kitchen Industries.
B He does not own a commercial gas range.
C He is responsible for purchasing kitchen equipment.
D He is a sales representative for the Post Meridian Restaurant.

Visit our website for other great deals. To order these products, please call one of our sales representatives today!

Sincerely,
Gillian Watkins, Director of Sales, Com Kitchen Industries

Vocabulary

- 3 Choose the correct word or phrase in bold.

- 1 The line cook lifted the (**fry basket / griddle**) from the hot oil and took out the onion rings.
- 2 Shelly makes a soup in the (**stockpot / oven rack**).
- 3 Chef Madsen uses a(n) (**automatic timer / gas range**) to heat food.
- 4 Kevin owns a (**countertop / stainless steel**) stockpot.
- 5 Diano combines the ingredients by putting them in the (**oven / mixer**).



4 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Allison fries potatoes in the machine that cooks food in hot oil. d _ _ _ f _ _ e _ _
- 2 The pastry chef arranges the desserts on a large, flat cooking container and puts it into the oven. s h _ _ t _ _ _
- 3 Jared adjusts the part of a stove that creates heat until the flame is very small. _ _ _ n b _ _ _ r

5 Listen and read the letter again. What job does the person who wrote the letter do?

Listening

6 Listen to a telephone conversation between an executive chef and a sales representative. Then choose the correct answers.

- 1 Why does the man call the woman?
A to inform her that he received her letter
B to ask about the price of a product
C to complain about a tool he purchased
D to place an order for an item
- 2 What will the man probably do next?
A look for his credit card
B give his credit card number
C ask to pay with a check
D call Com Kitchen Industries again

7 Listen again, and fill in the blanks.

- S. R.: Com Kitchen Industries. This is Gillian Watkins.
- E. C.: Hello, Ms. Watkins. This is John Gibson 1 _____ Post Meridian Restaurant.
- S. R.: Good afternoon, Mr. Gibson. How can I help you?
- E. C.: I received 2 _____ from your company yesterday.
- S. R.: Are you interested in 3 _____ for any of those products?
- E. C.: Yes, I'd like to order the Mix-a-Lot 4 _____.
- S. R.: 5 _____ . I just need a credit card number to place the order.
- E. C.: Oh, I don't have my card. I'll 6 _____ and call again.

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:

This is ... from the ...

How can I help you?

I'd like to order the ...

Student A: You are a sales executive at a kitchen equipment company. Talk to Student B about:

- a product they want to order
 - the features of that product
 - when the company will send the product
- Make up a delivery date.

Student B: You are an executive chef at a restaurant. Tell student A what you would like to order.

Writing

9 Use the passage in Task 2 and the conversation in Task 8 to complete the order form. Use today's date.



ORDER FORM

Date: _____

Sales Representative: _____

Customer's Name: _____

Product: _____

Ship Date: _____

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Unit 14

Sales Representative (W): Com Kitchen Industries. This is Gillian Watkins.

Executive Chef (M): Hello, Ms. Watkins. This is John Gibson from the Post Meridian Restaurant.

Sales Representative: Good afternoon, Mr. Gibson. How can I help you?

Executive Chef: I received a letter from your company yesterday.

Sales Representative: Are you interested in placing an order for any of those products?

Executive Chef: Yes, I'd like to order the Mix-a-Lot Mixer.

Sales Representative: Excellent choice. I just need a credit card number to place the order.

Executive Chef: Oh, I don't have my card. I'll find it and call again.

Activity 8

A: Com Kitchen Industries. This is Gillian Watkins.

B: Hello Ms. Watkins. This is John Gibson from the Post Meridian Restaurant.

A: Good afternoon, Mr. Gibson. How can I help you?

B: I received a letter from your company yesterday.

A: Are you interested in placing an order for any of those products?

B: Yes, I'd like to order the Milton Countertop Deep Fryer.

A: Excellent choice! It comes with two fry baskets. I just need a credit card number to place the order.

B: Oh, I don't have my card. I'll find it and call again.