LISTENING

Task 1: Listen and answer the questions with *NO MORE THAN THREE WORDS.*

Conversation 1:

1. What is Wiener schnitzel made of?
2. What are the breadcrumbs flavored with?

Conversation 2:

3. What are tagines cooked in?
4. What is Harira similar to?
5. What additional ingredients are added to the salade Marocaine at this restaurant?

Task 2: Listen to two short talks about two popular celebrations in Western countries, then fill in the gaps with *NO MORE THAN TWO WORDS.*

Thanksgiving Day is celebrated in the United States on the **(6)** _____ of November. It is a time for people to gather with family and friends to express gratitude for their **(7)** _____. Traditional foods like turkey, sweet potatoes, and pumpkin pie are enjoyed together. After a prayer, people share a meal and participate in **(8)** _____. The day often includes watching **(9)** _____ on TV. It is a cherished occasion for giving thanks and spending time with loved ones.

Christmas is a worldwide celebration of the birth of Jesus Christ in Bethlehem. It holds **(10)** _____ significance as the Son of God and the Savior. People join **(11)** _____, gather with family, and decorate their homes. Christmas is also observed secularly with mentions of Santa Claus and Rudolf. The holiday inspires generosity through donations and **(12)** _____ work for those in need.

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Task 3: Listen and answer the questions with NO MORE THAN 5 WORDS AND/ OR A NUMBER from the recording.

1. What did the guest return to the Front Desk clerk?
2. How many international calls did the guest make?
3. What did the guest order from Room Service?
4. How many pairs of pants did the guest send for laundry?
5. What was the total amount on the guest's bill?

Task 4: Listen and fill in the gap with with NO MORE THAN 2 WORDS AND/ OR A NUMBER from the recording.

1. Mr. Smith is interested in booking a bus tour that covers the _____, Harbour Bridge, and other major sights.
2. The buses provide information about the _____, but visitors can explore at their own pace.
3. The buses run from 7 AM to _____, with a flat-rate day pass costing _____.
4. The _____ is right in front of the hotel, making it a convenient option.

READING:

Task 1: Read the following steps for handling complaints at a restaurant, and fill in the gap with NO MORE THAN THREE WORDS from the text.

The five steps for handling customer complaints

So we've identified what the most common customer complaints are and offered ways in which to prevent these from occurring in your restaurant, but we're not perfect and customers will find reasons to complain.

Outlined below are five steps to train your staff to deal with complaints. Because when a customer does complain, you certainly don't want to ignore it, an unresolved complaint will rarely go away and will most likely result in one of those nasty one-star reviews.

Step 1. Listen

LIVEWORKSHEETS

When a customer complains they want their grievance to be heard. Your staff need to be trained in the art of listening! Giving the customer your undivided attention to ensure that they feel heard and allowing the customer to voice their complaint without interruption is paramount. No buts or maybes.

Step 2. Respond

Once the complaint has been received in its entirety the customer will expect a response. The most immediate response should be an apology followed by an acknowledgment of the complaint. A friendly and professional attitude that expresses sympathy without making excuses will ensure that the situation does not escalate.

Step 3. Offer solutions

Every complaint needs to be rectified with a solution. What can be done to fix the situation? Your staff need to know what the boundaries are in terms of offering solutions and when to refer issues that go beyond their remit to management. Basic solutions such as a replacement meal, free drink, discount on the bill or future visit should be at the discretion of your staff in order to fix an immediate complaint. It's okay to ask the customer what they would be satisfied with as a solution.

Step 4. Go above and beyond

The customer has been offered a solution that they are satisfied with, and the issue has been resolved. Don't stop here. To earn maximum forgiveness points and turn that initial complaint into high praise, throw in something a little extra. A free dessert they weren't expecting or a voucher for their next visit. Any dissatisfied feelings will be dissolved with a little extra loving.

Step 5. Learn

As difficult as it is to receive complaints, they should all be taken as an opportunity to learn and improve your business. Even from the most impossible to please customers, there will be a key learning take-away. A good practice is to document every customer complaint, whether you have a notebook or online system where staff can document the complaint at the end of each shift. This will give management even more insight into where improvements can be made and help identify recurring patterns.

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Questions:

1. Listen attentively to the customer's grievance without _____.

2. Respond with an apology and acknowledgment of the complaint, maintaining a friendly and _____.

3. _____ to rectify the issue, whether it's a replacement meal, discount, or future visit, and be open to the customer's suggestions.

4. Go above and beyond the basic solution by providing an unexpected extra, such as a free dessert or voucher, to turn the complaint into _____.

5. Document all complaints to identify recurring problems and learn how to _____ the business.

Task 2: Read the passage and answer the questions with NO MORE THAN THREE WORDS from the text.

A very popular form of employment in hotels is in the guest services departments. Unlike the managerial side of the hotel, the guest service workers do not necessarily require a degree or diploma before they start. Therefore, guest services positions are often seen as roles ideal for apprentices. Cashiers, doorman and receptionists are just a few of these jobs. The biggest employers of a hotel are the housekeeping department and the food service department. A worker could be employed by the hotel as an apprentice in the kitchen but after a few years with hard work and perseverance could find themselves as a Chef de Partie, running a section of the kitchen, or even a Head Chef in charge of the complete service of food and drink to the guests.

Any building that is used by the public has to be fit for the purpose, and this includes hotels which have Health and Safety Regulations that they need to adhere to. These regulations tend to come in a form of standards which should be found displayed in the hotel in full view of the public. To keep these standards at a good level then the hotel will need to employ a large variety of support staff; electricians, builders, carpet fitters and plumbers might be amongst the staff. Some smaller hotels, who cannot afford to keep these workers

LIVEWORKSHEETS

employed all the time, will contract out certain jobs, employing staff from outside of the hotel to complete essential maintenance work.

The quality and quantity of staff employed by each hotel will not only depend on the size and capacity of the hotel but also the prices charged. You would expect first class service if you were paying a high price and would expect all of your needs to be catered for when and where you required. Some hotels will have 24-hour room service and employ concierges, who will pamper to their guests every request. Other hotels will stop breakfast service at 9am and not serve lunch until 12pm. It all depends on how much a guest is willing to pay and/or what the hotel can feasibly provide.

Questions:

1. What department employs the biggest number of workers in a hotel?
2. What roles are often seen as ideal for apprentices in hotels?
3. What kind of staff do hotels need to maintain Health and Safety standards?
4. What does the quality and quantity of staff depend on?
5. What services do high-end hotels often provide?

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