



# UNIT 1 Exercises

1. Choose a word from the box to match each picture below.



notepad

floor chart

caller

date

window table

reservation record

waiter

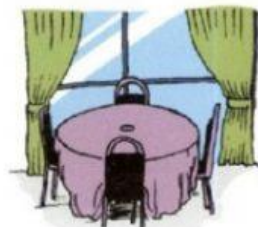
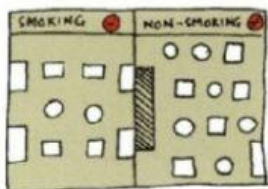
non-smoking sign



waiter

DATE: 14.2.2008			
NAME	TIME	PAY	SPEC REQ
Reid	8:30pm	4	wine snack

MONDAY  
7<sup>th</sup> APRIL 2008



2. Fred asked the caller for the details of the reservation. What information did Fred ask for?

date of reservation

3. Match the words in column A with their meanings in column B.

A

B

1. assist ..... [ e ]

a. give your name

2. reserve ..... [ ]

b. no more seats/tables

3. a group ..... [ ]

c. say sorry

4. a request ..... [ ]

d. say yes to an offer

5. fully booked ..... [ ]

e. help

6. apologize ..... [ ]

f. book

7. accept ..... [ ]

g. a party

8. identify yourself ..... [ ]

h. something a person asks for

4. Write out some ways of saying the time shown on the clocks below.



seven fifteen

or

a quarter past seven

5. Write down a spoken form of these dates.

April 5

23 May

12<sup>th</sup> Dec

2.6.2008

31/12

*the fifth of April*

6. Match the terms on the left with the statements on the right.

- |   |   |   |
|---|---|---|
| 1. Identifying yourself                 | [ <input checked="" type="checkbox"/> ] | a. "a round table near the door"                  |
| 2. Greeting                             | [ <input type="checkbox"/> ]            | b. "I'm afraid we're fully booked tonight."       |
| 3. A special request                    | [ <input type="checkbox"/> ]            | c. "Jenny speaking."                              |
| 4. Apologizing                          | [ <input type="checkbox"/> ]            | d. "Good afternoon, sir."                         |
| 5. Spelling out something               | [ <input type="checkbox"/> ]            | e. "Can I help you, madam?"                       |
| 6. Making a reservation                 | [ <input type="checkbox"/> ]            | f. "I'll check the floor chart for you."          |
| 7. Assisting a caller                   | [ <input type="checkbox"/> ]            | g. "That's H-U-D-S-O-N."                          |
| 8. Offering to do something for someone | [ <input type="checkbox"/> ]            | h. "I'd like to book a table for dinner, please." |

7. What is the head-waiter saying to the callers below? Fill in the speech bubbles.

1.



The tenth of April.

2.

Could I have a window table please?



3.



At one o'clock

4.



Yes. It's 7763425.

8. Discuss the following questions with your trainer or partner.

- Why do some women prefer to use the title MS instead of MISS or MRS?
- Why did Fred ask the caller for a contact number?
- Why does Fred write down details on a notepad while he talks to the caller?