



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

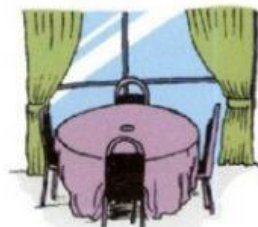
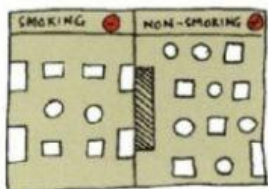
non-smoking sign



waiter

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

MONDAY
7th 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

12th 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 | [<i>c</i>] | a. "a round table near the door" |
| 2. Greeting | [] | b. "I'm afraid we're fully booked tonight." |
| 3. A special request | [] | c. "Jenny speaking." |
| 4. Apologizing | [] | d. "Good afternoon, sir." |
| 5. Spelling out something | [] | e. "Can I help you, madam?" |
| 6. Making a reservation | [] | f. "I'll check the floor chart for you." |
| 7. Assisting a caller | [] | g. "That's H-U-D-S-O-N." |
| 8. Offering to do something for someone | [] | 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?