

Listen and Speak

Step 1: Listen as your teacher reads the dialogue.

Elena: Excuse me. It's my first day here. I have to check my station. What do I do?

Bob: The customers will be here soon. You need to set up the tables in your station. Do they have plates, cups, saucers, and silverware?

Elena: Yes. I set all the tables.

Bob: Did you put the napkins in the wineglasses?

Elena: No. I put them on the tables.

Bob: I'll show you how we fold napkins at Las Flores.
Twist them like this. It's easy.

Elena: I get it!

Bob: Did you fill the salt, pepper, and sugar shakers?

Elena: Yes. I checked all the tables in my station. They're all full.

Bob: Good. Are there fresh flowers on each table?

Elena: Yes. I checked.

Bob: This table isn't set right. The salad fork goes on the left.

Elena: Oh. I made a mistake!

Bob: No problem. It's easy to fix. Here, I'll help you.
We're a team here.

Elena: Thank you for your help. I'm a little nervous.

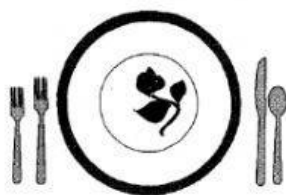
Bob: Don't worry. Just remember that the customer comes first. Remember the Las Flores rhyme.

Elena: What's that?

Bob: "Always smile and be polite because the customer is always right."

Elena: You're a good worker! Las Flores is lucky. Thank you for your help.

Bob: Thank *you*! I want the customers to come back. I want us *both* to have jobs here.



Step 2: Practice the dialogue with a partner.

Step 3: Talk about the Las Flores rhyme, "Always smile and be polite because the customer is always right." Discuss these questions:

- What is a rhyme?
- Why is the customer always right?

Step 4: Elena says, "I have to check my station." What does that mean? Discuss your answer with your partner.

Practice



Step 1: Draw a line from the question to the answer.

- | | |
|--|---|
| 1. Is this your first day? | a. "Always smile and be polite because the customer is always right." |
| 2. Did you put napkins in the wineglasses? | b. Yes, it is. |
| 3. Do you remember the Las Flores rhyme? | c. Yes. I set all the tables. |
| 4. Did you fill the salt, pepper, and sugar shakers? | d. Yes. They're all full. |
| 5. Do the tables in your station have plates, cups, saucers, and silverware? | e. No, I put them on the tables. |

Step 2: Help a new worker at Las Flores Restaurant. Write on the lines below. Then read the conversation with a partner.

New Worker: This is my first day here. I have to check my station. What do I do?

You: _____
_____?

New Worker: Yes. I set all the tables.

You: _____

New Worker: Oh. I made a mistake! I'm a little nervous.

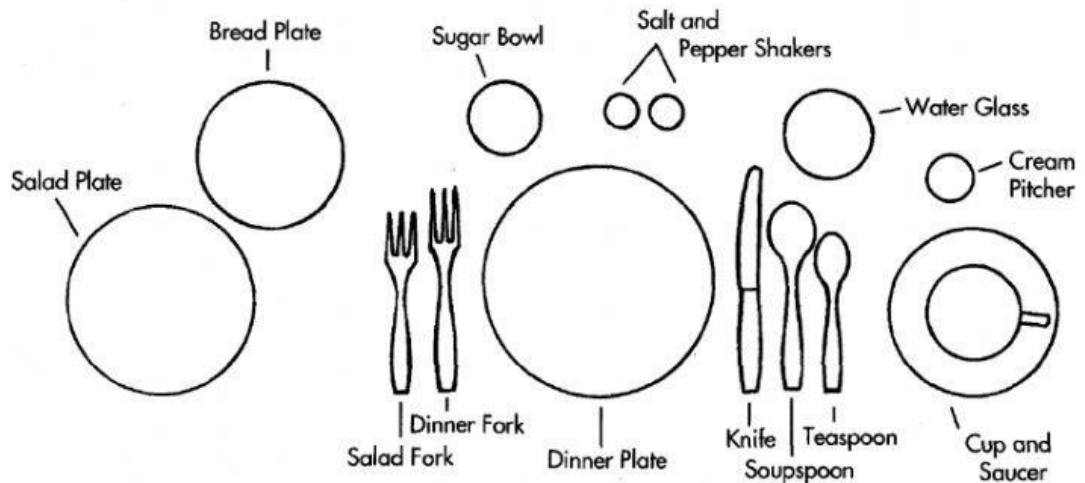
You: _____
Just remember that the customer comes first. Remember the Las Flores rhyme.

New Worker: What's that?

You: _____

Build Your Vocabulary

Step 1: Look at the picture. It shows the correct way to set a table.



Words to Know:

above
below

between
in the center (of)

next to
on the left (of)

on the right (of)
on top (of)
under

Step 2: Circle the word in parentheses that best completes each sentence.

1. The salad fork goes (on the left of, on top of) the dinner fork.
2. The dinner plate goes (above, between) the forks and the knife.
3. The water glass goes (next to, above) the spoons.
4. The knife goes (on the right of, in the center of) the dinner plate.
5. The dinner fork goes (next to, on the right of) the dinner plate.
6. The salad plate goes (under, on the left of) the dinner plate.
7. The soup spoon goes (below, in the center of) the water glass.
8. The cup goes (next to, on top of) the saucer.
9. The salt and pepper shakers go (in the center of, under) the table.
10. The bread plate goes (below, above) the salad fork.
11. The sugar bowl goes (between, in the center of) the table.
12. The saucer goes (above, under) the cup.

Practice

salad fork	dinner fork	cup and saucer	water glass
wineglass	teaspoon	dinner plate	soupspoon
cream pitcher	sugar bowl	bread plate	napkin
steak knife	salad plate	knife	salt and pepper shakers

Write the correct word from the box under the picture.



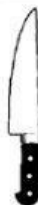
1. _____ 2. _____ 3. _____ 4. _____



5. _____ 6. _____ 7. _____ 8. _____

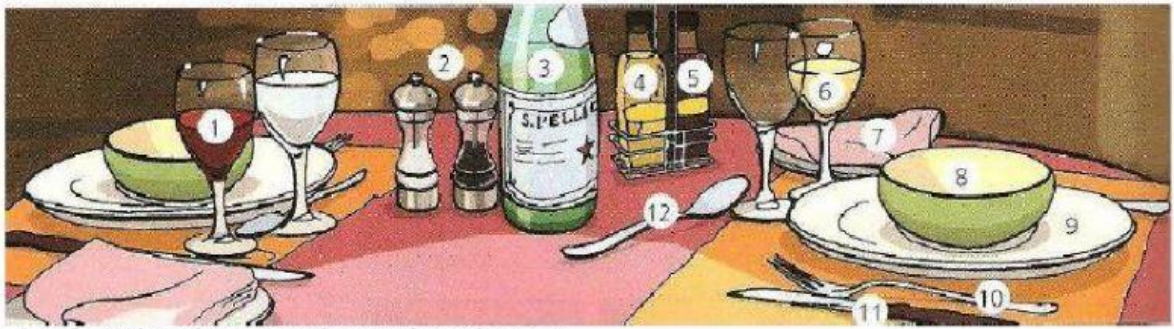


9. _____ 10. _____ 11. _____ 12. _____



13. _____ 14. _____ 15. _____ 16. _____

THE TABLE



3. Look at the picture and complete the text.

On the table each person has a (1) k _ _ _ e, (2) f _ _ k and (3) s _ _ _ n and a (4) n _ _ _ _ n for their hands and face. They also have a white (5) p _ _ _ e and a (6) b _ _ l. For drinking, there is a (7) b _ _ _ _ e of (8) m _ _ _ _ _ l w _ _ _ r and two (9) g _ _ _ _ _ s of (10) w _ _ e, one (11) r _ d and one (12) w _ _ _ e. There is also some (13) s _ _ t and (14) p _ _ _ _ r and little (15) o _ l and (16) v _ _ _ _ _ r.