ADAPTED BY LIC. MARLON HERNÁNDEZ SALAS

MODULE: Desarrollo de Procesos de Comunicación en inglés a Nivel Intermedio

LEARNING UNIT # 2

THE RESTAURANT



Idiom



'How's your new job going?'
'Well, you know, I have to learn the ropes before I can do anything more serious.'

'to learn the ropes' means to learn how to do something

LIVEWORKSHEETS

LISTENING. TASK #1 / Instructions: Listen to the dialogue and then choose the correct option. Listen to the audio twice only.

1. **According to the audio. The restaurant is located in the_____part of the city.**



south

north

eastern

west

2. **Based on the audio, the restaurant has capacity for_____people.**

800

18

80

180

3. **According to the audio, Wanda can find the waiter´s station _____.**

next to the coatroom

on her left

across from the restaurant

on her right hand side



4. **Based on the audio, some tables _____.**

do not have the same size

are booked

are dirty

are round and some others are square

LIVEWORKSHEETS

5. Based on the audio, there have been_____at the restaurant.

some country bands

a few complaints

a lot of famous people

some marriage proposal



LISTENING SKILLS
by teacher Marlon

LISTENING. TASK # 2 / Instructions: Listen to the dialogue and then practice it with a classmate.

A. Useful Expressions

Talking about Shift Work

I do / work / I'm on
- an eight-hour shift.
- the day / first shift.
- the swing / evening / second shift.
- the night / graveyard / third shift.
- a double shift.

Talking about Office Hours

What time do we
- start / finish?
- clock in / out?
- punch in / out?
- get on / off duty?





RESTAURANT SPECIFIC

- day shift
- swing shift
- night shift
- split shift

PHRASES
TAKE (TIME) OFF
AT LEAST

LIVEWORKSHEETS

Lisa gives Eric some ***orientation***[1] *on his first day of work.*

Eric: What kinds of **shifts**[2] do we have to do?

Lisa: We're open from six a.m. to **midnight**,[3] so there are three shifts: the day shift,* swing shift,* and night shift.* Each shift is eight hours long, not including the 30-minute meal **break**.[4] Usually, we work a shift for one month and then change shifts.

Eric: All right. I've heard that in some restaurants people have to work for lunch, and then take a break for two or three hours. They start to work again when it's dinnertime.

Lisa: Oh, that's called a split shift.* Chinese restaurants usually have a split shift, but we don't do that here.

Eric: I have one more question. If I need to take a day off,* who should I talk to?

Lisa: Our manager. Just make sure that you give her at least* three weeks' **notice**.[5]

Eric: But what if something **unexpected**[6] and really important happens?

Lisa: You could still talk to her to see if there's anything she could do. But you can also try to **switch**[7] "days off" with another colleague of the same **position**[8] as you.



LIVEWORKSHEETS

Useful Expressions

I. Taking Phone Calls

Situation	What to Say *(from formal to informal)*
Greeting Guests	• Good morning / afternoon / evening. Ming Gardens. • Hi / Hello. Cheers Bar.
Asking Guests to Wait	• Would you mind holding? • Hold on, please. / Please hang on. • Just a minute / second / moment, please.
Transferring Calls	• Please wait while I transfer your call. • I'm connecting you now. • I'll put you through.
Saying Good-bye	• Please don't hesitate to call us if you need anything else. • We look forward to seeing / serving you tonight. • Thank you for calling. / Thank you and good-bye.



II. Taking Reservations

Topic	What to Ask *(from formal to informal)*
Time	• What time can we expect you? • What time is the reservation for? • For what time will that be? • For what time?
Number of Guests	• How many people will there be in your party? • How many people are there in your party? • How many will that be for? • Table for how many?
Smoking	• Would you prefer a table in the smoking or nonsmoking area? • Is that smoking or nonsmoking?
Name	• For whom is the reservation being made, please? • May I have your name, please? • Under what name, please? / Your name, please?
Contact Number	• Is there a number where we can reach you? • Could I have a contact number, please? • Your phone number, sir?

LIVEWORKSHEETS

LISTENING. TASK # 3 / Instructions: Listen to the dialogue and then choose the correct option. Listen to the audio twice only.

1. **According to the audio. The reservation is for _____.**

June 4th

June 14th

July 4th

July 14th



2. **Based on the audio, what time is the reservation for?**

8:00 am

8:30 pm

8:30 am

8:00 pm

3. **How many people are there going to be in the party?**

4 people

Only 1 person

Two adults and one child

40 people



4. **According to the audio, the guest required a_____.**

smoking area

nonsmoking area

a table far from the window

a bunch of flowers for her husband

LIVEWORKSHEETS

5. **The reservation made is for _____.**

W-E-L-T-E-R-S-O-N

W-A-L-L-T-E-R-S-O-N

W-A-L-T-E-R-Z-O-N

W-A-L-T-E-R-S-O-N

6. What´s the phone number where the guest can be reached? It is_____.

4046-3211

0456-3211

456-3211

506-3211



LISTENING SKILLS
by teacher Marlon

ORAL TASK # / Instructions: Call your classmate and book a restaurant table. Take into account the following points.



- DATE
- TIME
- NUMBER OF GUESTS
- KIND OF AREA
- NAME
- PHONE NUMBER AND E-MAIL
- MAKE ONE OR TWO ADDITIONAL REQUIREMENTS. For example, you may require a bunch of flowers, a special song, or a specific surprise. Please, be creative.

LIVEWORKSHEETS