

THE RESTAURANT

waitstaff



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

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

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

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.



Useful Expressions

I. Taking Phone Calls

Situation	What to Say (<i>from formal to informal</i>)
Greeting Guests	<ul style="list-style-type: none"> • Good morning / afternoon / evening. Ming Gardens. • Hi / Hello. Cheers Bar.
Asking Guests to Wait	<ul style="list-style-type: none"> • Would you mind holding? • Hold on, please. / Please hang on. • Just a minute / second / moment, please.
Transferring Calls	<ul style="list-style-type: none"> • Please wait while I transfer your call. • I'm connecting you now. • I'll put you through.
Saying Good-bye	<ul style="list-style-type: none"> • 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 (<i>from formal to informal</i>)
Time	<ul style="list-style-type: none"> • What time can we expect you? • What time is the reservation for? • For what time will that be? • For what time?
Number of Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Would you prefer a table in the smoking or nonsmoking area? • Is that smoking or nonsmoking?
Name	<ul style="list-style-type: none"> • For whom is the reservation being made, please? • May I have your name, please? • Under what name, please? / Your name, please?
Contact Number	<ul style="list-style-type: none"> • Is there a number where we can reach you? • Could I have a contact number, please? • Your phone number, sir?

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

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
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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.

