



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

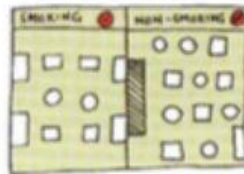
non-smoking sign



waiter



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

1. assist [e]
2. reserve []
3. a group []
4. a request []
5. fully booked []
6. apologize []
7. accept []
8. identify yourself []

B

- a. give your name
- b. no more seats/tables
- c. say sorry
- d. say yes to an offer
- e. help
- f. book
- g. a party

h. something a person asks for