Who are Waiters

**Read the text.**

Waiters are men and women who take orders and serve food in restaurants.

They are usually assigned to serve a certain number of tables (called a station) by the restaurant manager, the host or hostess, or the headwaiter. Waiters give a copy of the restaurant's menu to each customer and sometimes explain how the different meals on the menu are prepared. They write down customers' orders so that the cooks can prepare each dish exactly as requested.

When the food is ready, waiters carry it from the kitchen to the tables. Good waiters remember what each person has ordered and can place the correct dish in front of the person who ordered it. This kind of service assures good tips and brings customers back to the restaurant. Waiters give constant attention to the guests.

They refill coffee cups and water glasses and ask if guests want to order anything else. They also record the food and drink prices on the guests' checks.

When guests are ready to leave, waiters take the checks to the tables. In some restaurants waiters take payment for meals; in others guests take their checks directly to the cashier.

**Task 1. Match 1 - 5 with a – e.**

| | |
|---|---|
| 1. take order | a. прикріплена |
| 2. assigned | b. наповнювати |
| 3. assure | c. впевнюватись |
| 4. tips | d. приймати замовлення |
| 5. refill | e. чайові |

**Task 2. Number the duties waiters perform .**

a. Take orders. .....

b. Take the checks to the tables. .....

c. Carry the food from the kitchen to the customers. .....

d. Take the payments from the guests. .....

e. Write down the orders. .....

f. Record the food and drink prices on the guests' checks. .....

g. Give out menus. .....

h. Give the orders to the cook . .....

Task 3. Read the text again and answer the questions.

LIVEWORKSHEETS

1. What is the duty of a waiter?

2. Who assigns them to serve a number of tables?

3. What do they give the customers?

4. What does a good service assure?

## Keep the Customer Satisfied

Step 1: **Listen as your teacher reads the conversation.**

**Elena:** Are you going to the movies tonight?

**Lee:** Yes, I am.

**Elena:** What movie are you going to see?

**Lee:** *The Big Kiss.*

**Customer:** Excuse me! I'm ready to order. I can't wait!

**Lee:** Oh, I'm sorry, sir. May I take your order?

**LATER**

**Elena:** Let's wait for our break to talk about movies, OK?

**Lee:** That's a good idea. I want to keep my job, and I want to be a manager someday. Besides, we're paid to serve customers.

**Elena:** Right! That's a good attitude. We're not paid to talk about the movies.

LIVEWORKSHEETS

**Step 1:** **Use the words from the box to complete the sentences. Use each word or phrase only once. If the word or phrase begins a sentence, use a capital letter.**

| | |
|---|---|
| **excuse me** | **paid** |
| **we're** | **break** |
| **wait** | **I'm sorry** |
| **attitude** | |

1. _____! I'm ready to order. I can't _____.
2. Oh, _____, ma'am. May I take your order?
3. _____ paid to serve customers.
4. We're not _____ to talk about the movies.
5. Let's wait for our _____ to talk about movies, OK?
6. Right! That's a good _____.

**Step 2:** **Circle *True* or *False* for each sentence.**

| | | |
|---|---|---|
| **1.** A good worker helps customers right away. | **True** | **False** |
| **2.** It's important to have a good attitude at work. | **True** | **False** |
| **3.** A worker is only paid to take breaks. | **True** | **False** |
| **4.** A worker must be polite to all customers. | **True** | **False** |
| **5.** It's a good idea to tell customers, "Thank you for waiting. I'll be with you in a minute." | **True** | **False** |
| **6.** A worker must never bring customers what they need. | **True** | **False** |
| **7.** A worker must not talk about the movies or other personal matters when working. | **True** | **False** |
| **8.** A worker must not smile at the customers. | **True** | **False** |
| **9.** A worker must never say, "Thank you." | **True** | **False** |
| **10.** A worker must be polite even if the customer is not. | **True** | **False** |

LIVEWORKSHEETS

**Put a check mark next to the sentences that show a good attitude for a worker.**

1. _____ Jamal always smiles at his customers.
2. _____ Diana says "Thank you" to her customers.
3. _____ Sarah talks to another worker when she has customers.
4. _____ Henry doesn't remember his customers' orders.
5. _____ Alicia puts fresh flowers on the tables in her station.
6. _____ Tony tells his customers about the specials.
7. _____ Linda never folds napkins.
8. _____ Sometimes Lupita makes a mistake with her orders. She fixes the mistake, and she tells her customers, "I'm sorry."
9. _____ If a customer has to wait, Marcos apologizes.
10. _____ Sometimes a customer has a problem with the bill. Jean-Louis checks the bill for his customers. If the bill has a mistake, Jean-Louis fixes it.

LIVEWORKSHEETS