

PART 1.

1. MEET OUR STAFF

Reading

2. Read the hotel newsletter, and then mark the following statements as true (T) or false (F).

- 1 _ Tom Yarborough rents rooms to guests.
- 2 _ The night auditor's job is to tell guests about the city.
- 3 _ The maintenance workers fix problems with the hotel rooms.

Employee of the Month

Tom Yarborough - **Front Desk Clerk**

What do you do on a regular day at work? I work with the **doorman**, **valet** and **elevator operator** to make guests feel welcome. Then I **check in** the guest. Finally, I ask the **bellhop** to take the guest's bags to the guest's room.

Do you think that teamwork is important? Yes. **Teamwork** is a big part of my job. I talk to the **night auditor** every morning. She shares important guest information with me. Sometimes guests have questions about the city. So I tell them to speak to the **concierge**. Other times, there are problems with the rooms. The **housekeepers** and **maintenance workers** fix those problems.

Vocabulary

Match the jobs (1-8) with the duties (A-H).

- A a person who parks cars for guests B a person who rents rooms to guests.
C a person who handles guests and financial matters at night.
D a person who waits at the hotel entrance and greets new guests.
E a person who fixes broken items in the hotel F a person who cleans the hotel.
G a person who tells hotel guests about local entertainment.
H a person who carries bags to rooms for guests.

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 The act of working together with others helps the hotel staff provide great service.
t _ _ w _ k
- 2 Allison arrives at the hotel and goes to the front desk to rent a hotel room. _ _ e _ k _ _.
- 3 The person who cleans hotel rooms cleaned my room this morning. h _ _ s _ k _ _ _ er

Read an interview with the employee of the month at the Royal Point Hotel. Then choose the correct answers.

Interviewer (W): Mr. Huxley, what's your favorite thing about your job?

Employee (M): Every day is a new experience. I meet new people and work with a great team.

Interviewer Oh, so your co-workers help you do your job?

Employee: Yes. I work with the doorman and the front desk clerk every day.

Interviewer: I see. Tell me, what's your goal as a bellhop?

Employee: My goal is to make the guests happy.

Interview: I think you're a great choice for employee of the month. Congratulations.

Employee: Thank you. I'm very happy about it.

1. The interview is mostly about the employee's...

- A opinions about his job.
- B feelings about his co-workers.
- C previous work experience.
- D goals for the future.

2. What is his position at the hotel?

A front desk clerk

B doorman

C bellhop

D concierge

Fill in the blanks.

Interviewer: Mr. Huxley, what's your 1 _____ about your job?

Employee: Every day is a new experience. I meet new people and work with a great 2 _____.

Interviewer: Oh, so your 3 _____ help you do your job?

Employee: Yes. I work with the doorman and the 4 _____ every day.

Interview: I see. Tell me, what's your goal as a 5 _____

Employee: My goal is to make the guests happy.

Interview: I think you're a great choice for 6 _____ Congratulations.

Employee: Thank you. I'm very happy about it.

2. WELCOME!

Reading

Read the training manual for new employees, and then choose the correct answers.

1. What is the main idea of the training manual?

A how to welcome new hotel employees

B ways to make guests comfortable at the hotel

C steps to introducing people who don't know each other

D how to improve communication between employees

2. According to the passage, which of the following is true about employees at the Royal Point Hotel?

A They rarely speak to hotel guests.

B They allow guests to introduce themselves first.

C They are responsible for learning guests' addresses.

D They sometimes refer to guests by their last names.

3. What is probably true about guests?

A They stay at the same hotel each time they travel.

B They use their car trunks to store extra bags.

C They don't share their first names with employees.

D They pay employees to carry their luggage.

New Employee Training Manual

Welcoming Our Guests

Why do people from all over the world choose the Royal Point Hotel? Because of our friendly **atmosphere**. How can you make guests feel welcome? Here are some tips:

- Greet new guests with a friendly "**welcome**". Also, be sure to **introduce yourself**. Begin your introduction with the phrase, "Allow me to introduce myself."

- **Address** all guests as "sir" or "ma'am." The **title** "Mr." or "Ms." followed by the guest's last name is also appropriate.

- Is a guest having trouble carrying his or her luggage? Offer to **take his or her bags**. A guest may have **additional baggage** in his or her **car trunk**. Don't forget to ask!

Vocabulary

Match the words or phrases (1-9) with these definitions (A-I)

1 _ atmosphere

2 _ welcome

3 _ introduce yourself

- 4 _ address
- 5 _ title
- 6 _ luggage
- 7 _ take his/her bags
- 8 _ additional baggage
- 9 _ car trunk

- A more or extra luggage
- B to talk to someone
- C the mood of a place
- D the bags that you take with you when you travel
- E a space in the back of a car that is for storing things
- F a word used before a person's name to show respect
- G to help carry someone's belongings
- H to make guests feel comfortable in a new place
- I tell someone your name when you meet them

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Give me permission to help you carry your bags. _ I _ w _ m _
- 2 The guest takes a lot of bags on her trip. l _ _ g _ _ e
- 3 The doorman says his name to the guest. i _ t _ _ d _ c _ _ h _ m _ _ _ _.

Read a conversation between a doorman and a guest. Then mark the following statements as true (T) or false (F).

Doorman (M): Welcome to the Royal Point Hotel!

Guest (W): Thank you. I'm glad to be here.

Doorman: And we're glad to have you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

Guest: It's nice to meet you, Mr. Hayes.

Doorman: It's nice to meet you, too. May I take your bags?

Guest: Sure. My luggage is in my car trunk.

Doorman: Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the front desk?

Guest: All right. Thank you very much.

- 1 _ The guest's luggage is in her car trunk.
- 2 _ The guest prefers to carry her own bags.
- 3 _ The doorman checks in the guest at the front desk.

Fill in the blanks.

Doorman: 1 _____ to the Royal Point Hotel!

Guest: Thank you. I'm 2 _____ to be here.

Doorman: And we're 3 _____ you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

Guest: It's nice to meet you, Mr. Hayes.

Doorman: It's nice to meet you, too. May I 4 _____ ?

Guest: Sure. My luggage is in my 5 _____

Doorman: Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the 6 _____ ?

Guest: All right. Thank you very much.

3. HOTEL AMENITIES

Reading

Read the brochure from a hotel, and then choose the correct answers.

- 1. What is the brochure mostly about?
A how the front desk clerk can help guests
B the different kinds of services the hotel offers
C the kinds of equipment in the fitness center
D how to use the hotel's Internet service
- 2. Which is NOT true about the hotel?
A There is Internet in the guest rooms.
B It offers different ways to spend free time.
C Guests have different food options.
D The restaurant is open all night.
- 3. What is probably true about the fitness center?
A It is open 24 hours a day.
B It has an area to do work.
C It has a vending machine inside.
D It has Internet access available inside.

Amenities

Welcome to the Royal Point Hotel.

We offer more than just a place to sleep.

Relax in the **heated pool** or **work out** in the **fitness center** Want to **check your email** or **surf the web**? It's not a problem **WiFi Internet** access is available throughout the hotel.

Feeling hungry? Visit our **hotel restaurant**. It is open from 7an to 10pm. Or use the **vending machines** and **ice machines** when you want a snack or a cold drink. They are available anytime on every floor.

Need anything else? Ask the clerk at the front desk. He or she always happy to help you!

Vocabulary

Put the phrases from the word bank under the correct heading.

surf the web vending machine hotel restaurant
fitness center check email work out ice machine

Food and Drink	Exercise Activities	Computer
_____	_____	_____
_____	_____	_____
_____	_____	_____

Complete the word or phrase that is similar in meaning to the underlined part.

- 1. George works hard all year long. On vacation, he wants to spend time not working.
_ e _ _ _.
- 2. Guests with laptop computers take advantage of the wireless communication service.
_ _ F _ I _ t _ r _ _ _.
- 3. Frannie swims in the large hole filled with warm water. _ e _ _ e _ _ _ o _.

Read a conversation between a hotel guest and an elevator operator. Then choose the correct answers.

Guest (W): Excuse me, can you direct me to the pool?
Elevator operator (M): Of course! First, take the elevator to the ground floor.
Guest: That's what I thought! Then what?
Elevator operator: Go right as you leave the elevator.
Guest: Do I pass the front desk?

nearby attractions.

Do mom and dad want a quiet evening together? Let us do the **babysitting**. With our professional **childcare specialists** and a fun **playroom**, you don't have to worry.

Vocabulary

Match the words and phrases (1-7) with the definitions (A-G).

- 1 _ playroom
- 2 _ kid-friendly
- 3 _ childcare specialist
- 4 _ pay-per-view
- 5 _ crib
- 6 _ babysit
- 7 _ upon request

- A a special bed for babies
- B something that is done or made for children
- C a place with toys and games
- D a person who knows how to take care of kids
- E something done or provided when someone asks for it
- F a system of billing for movies that people watch on TV
- G to take care of children when the parents are away

Complete the sentences with words from the word bank.

stroller children's menu picky

1. Michael is very _____ and only eats certain foods.
2. Put the baby in the _____ when you go outside.
3. The restaurant has many choices available on its _____.

Read a conversation between a front desk clerk and a guest. Then mark the following statements as true (T) or false (F).

Front desk clerk (W): Good afternoon, Mr. Clark. How can I help you?
Guest (G) My wife and I want to go to a show tonight. But we don't want to take our kids.
Front desk clerk: Well, we offer free babysitting.
Guest: How does that work?
Front desk clerk: You just leave your children in the childcare office. It's on the second floor.
Guest: Is there anything for the kids to do there?
Front desk clerk: Yes. There's a playroom with a lot of toys.
Guest: Good! The babysitting service sounds perfect!

1. __The parents want to take the kids to a show.
2. __The childcare service is free of charge.
3. __Toys are provided for the children.

Fill in the blanks.

Clerk: Good afternoon, Mr. Clark. How can I 1 _____ ?
Guest: My wife and I want to go to a show tonight. But we don't want 2 _____our kids.
Clerk: Well, we offer free 3 _____.
Guest: How does that work?
Clerk: You just leave your children in the 4 _____office. It's on the second floor.
Guest: Is there anything for the kids to do there?
Clerk: Yes. There's a playroom with a lot of 5 _____.
Guest: Good! The babysitting 6 _____sounds perfect!

5. VALET SERVICE

Reading

Read the pamphlet about a hotel's valet service, and then mark the following statements as true (T) or false (F).

1. The hotel offers valet service for free.
2. The hotel advises guests to remove expensive items from their cars.
3. Guests need their valet tickets in order to pick up their car

Vocabulary

Complete the sentences with words from the word band

uniform park valuables convenient parking attendant valet parking

1. There are not a lot of places to _____ a car downtown.
2. The Wilsons use the hotel's valet service because it is more _____ than looking for a parking space.
3. Mrs. Peters puts her jewelry and other _____ in a drawer where nobody else can find them.
4. The _____ took the car keys and parked the guest's car.
5. Allen wears a _____ to work so people will know he is an employee.
6. James uses _____ instead of driving around for a parking space.

Relax and Leave the Parking to Us After All, You are on Holiday!

The Royal Point hotel is happy to offer all guests **convenient valet parking**.

To use the service, follow these steps:

- **Park** your car in front of the hotel.
- Be sure to take any **valuables** out of the car.
- Give your **car keys** to one of the parking **attendants**. Just look for the employees in the blue **uniforms**.
- Take the **valet ticket** that the parking attendant gives you.
- Know that your car is **safe** in our **parking garage** until you need it.
- To **pick up** your car, give the valet ticket to the parking attendant. Please pay at this time.

Choose the correct word or phrase in bold.

- 1 The parking attendant gives Mr. Wilson a (**valet ticket** / **parking attendant**) so that he can get his car back easily when he returns.
- 2 Gertrude uses the (**car keys** / **parking garage**) to unlock her car and turn the car on.
- 3 James puts his car in the garage so it will be (**valuable** / **safe**). He doesn't want anything bad to happen to his car.
- 4 The hotel's (**uniform** / **parking garage**) is very large and can fit many cars inside.
- 5 Laura (**parks** / **picks up**) her car, pays for the valet service, and leaves.

Read a conversation between a hotel guest and a parking attendant. Then choose the correct answers.

Hotel Guest (W): Excuse me, do you work here?

Parking Attendant (PA) Yes, ma'am. I'm a parking attendant.

Hotel Guest: Perfect! I'd like to use the valet service.

Parking Attendant: I can help you with that. May I have your car keys?

Hotel Guest Sure, here you go. Do you need anything else?

Parking Attendant: No, but please make sure to remove any valuables from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your valet ticket. You need that in order to pick up your car.

1. What does the hotel guest want?

- A help finding her valuables
 - B for the attendant to park her car
 - C directions to the parking garage
 - D instructions for picking up her car
2. What item does the parking attendant need from the guest?
- A the valet ticket
 - B the parking fee
 - C the room number
 - D the car keys

Fill in the blanks.

Hotel Guest: Excuse me, do you work here?

Parking Attendant: Yes, ma'am. I'm a **1** _____.

Hotel Guest: Perfect! I'd like to use the **2** _____.

Parking Attendant: I can help you with that. May I have your **3** _____?

Hotel Guest: Sure, **4** _____. Do you need anything else?

Parking Attendant: No, but please make sure to remove any **5** _____ from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your **6** _____. You need that in order to pick up your car.

6. THE GUEST ROOM

Reading

Read this brochure from a hotel, and then choose the correct answers.

1. What is the main idea of the brochure?
- A the availability of hotel rooms
 - B the reasons why guests choose luxury suites
 - C what items come in different hotel rooms
 - D where guests can find different items in their rooms
2. According to the passage, what is NOT included in each room?
- A a hairdryer
 - B a bed
 - C a living room
 - D a mini-bar
3. According to the passage, what is true about the suites at the hotel?
- A They include three beds.
 - B They have four separate rooms.
 - C There are as many suites as deluxe rooms.
 - D There are suites that don't have kitchens.

The Royal Point Hotel has the perfect room for you

At the Royal Point Hotel, we offer everything a modern traveler needs. Stay with us and you feel at home.

Rooms and Suites

The Royal Point Hotel offers 180 deluxe rooms and 20 luxury suites.

Our deluxe rooms include one king or two double beds.

Our luxury suites include a bedroom, a living-room, a dining-room and a kitchen.

All of the rooms at the Royal Point Hotel include the following:

- TV
- desk
- mini-bar
- coffee maker

- hair dryer
- iron and ironing board

Vocabulary

Match the words and phrases (1-6) with the definitions (A-F).

- | | |
|------------------|----------------|
| 1. _ suite | 4 _ hair dryer |
| 2. _ mini-bar | 5 _ iron |
| 3. _ coffeemaker | 6 _ deluxe |

A a machine that prepares a hot beverage

B a machine that gets very hot and makes clothes smooth and flat

C several rooms that are connected D high-quality and expensive

E a small fridge in a hotel room with snacks and drinks inside

F a machine that blows hot air

Complete the sentences with words and phrases from the word bank.

feel at home ironing board luxury dining room desk living room

- Kate pays extra to stay in a _____ hotel because she enjoys the extra services there.
- The clean rooms and comfortable beds make guests _____ at the hotel.
- The hotels asks that guests only eat at the table in the _____, not on the sofa or bed.
- I sit at the _____ to write postcards.
- Use the _____ when you get the wrinkles out of your clothes.
- Sara sits on the sofa and watches television in the _____.

Read a conversation between a booking agent and a guest. Then mark the following statements as true (T) or false (F).

Booking Agent (BA) Thank you for calling the Royal Point Hotel Reservations Department. My name is Sam. How may I help you?

Guest (G): Hello. I'd like to book a room.

Booking Agent: We offer two room types: the deluxe room and a luxury suite.

Guest: What's the difference between the deluxe room and a suite?

Book Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, living room and dining room.

Guest: But is it more expensive?

Booking Agent: Yes, it is.

Guest: It sounds nice. But I think a deluxe room is enough for me.

1 _ The guest would like to book three rooms.

2 _ No luxury suites are available.

3 _ The guest chooses to stay in the deluxe room.

Fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1 _____ Department. My name is Sam. How may I help you?

Guest: Hello. I'd like to 2 _____ a room.

Agent: We offer two room types: the deluxe room and a 3 _____ suite.

Guest: What's the difference between the deluxe room and a suite?

Agent: For one, the suite is very large. In addition to a bedroom, it has a kitchen, 4 _____ and dining room.

Guest: But is it more 5 _____ ?

Agent: Yes, it is.

Guest: It sounds nice. But I think a 6 _____ is enough for me.

7. CHECKING IN

Reading

Read this training guide for hotel employees, and then choose the correct answers.

1. What is the purpose of the document?

A to show employees how to look for room damage

B to explain how guests make reservations C to teach the steps of renting a room to guests

D to explain how guests complete registration forms

2. What happens after employees collect the damage deposit?

A the guest returns the registration form

B the guest receives a key to the room

C the employee asks for payment

D the employee finds an available room

3. According to the passage, what is NOT true about guests with reservations?

A They fill out a registration form.

B They state the number of guests.

C They receive a room key.

D They pay a damage deposit

Guide to Checking in and Welcoming guests to the Royal Point Hotel

Step 1: Find an available room

For Walk-in guests:

Ask the guest about the following information:

Preferred room type:

single	double
smoking	non-smoking

Number of guests

Length of stay

Use the information to look for a vacancy.

For guests with reservations:

Ask the guests about the following information:

Name of reservation number

Step 2. Room assignment and registration

Assign a room to the guest. Ask the guest to complete a registration form.

Step 3. Damage deposit

Collect credit card information or cash for the damage deposit

Step 4. Issue room key

Give the guest the room key and wish him or her a nice stay at our hotel.

Vocabulary

Match the words (1-6) with the definitions (A-F).

1. double 4 _ smoking

2. non-smoking 5 _ vacancy

3. single 6 _ assign

A to give a guest a room

B a room with a bed for one person

C a room with beds for two people

D a room where smoking is not okay

E a room where smoking is okay

F an available room

Fill in the blanks with the correct words:

reservation number, registration form, walk-in, room key, damage deposit, reservation.

1. The hotel does not accept _____ guests when there are no rooms available.

2. Mr. Formiga makes a(n) _____ to stay at a room at the Royal Point Hotel.

3. Penny uses a _____ to open the door of her hotel room.
4. The guests left a stain on the carpet. The hotel used the _____ to pay for the cost of replacing the carpet.
5. Ms. Johnson tells the front desk clerk her _____. Then the front desk clerk finds the details of Ms. Johnson's stay.
6. James wrote his home address and phone number on the _____.

Read a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or (F) false.

Hotel Employee (W): Welcome to the Royal Point Hotel. How may I help you today?
Guest (G) Hi. I want to check in.
Hotel Employee: Do you have a reservation?
Guest: Yes, I do.
Hotel Employee: Okay. What name is the reservation under?
Guest: Edward Green.
Hotel Employee: All right, Mr. Green. Your reservation is for a single non-smoking room. And you're staying for two nights. Is that correct?
Guest: Yes, that's right.

1. _ The man is a walk-in guest.
2. _ The man tells the employee his reservation number.
3. _ The man wants a non-smoking room.

Fill in the blanks.
Employee: Welcome to the Royal Point Hotel. How 1 _____ you today?
Guest: Hi. I want to 2 _____.
Employee: Do you have a(n) 3 _____ ?
Guest: Yes, I do.
Employee: Okay. What name is the reservation 4 _____ ?
Guest: Edward Green.
Employee: All right, Mr. Green. Your reservation is for a single 5 _____ - _____ room. And you're staying for two nights. Is that correct?
Guest: Yes, 6 _____

8. MEET THE RESTAURANT STAFF

Reading
Read the job posting for the Post Meridian Restaurant, and then mark the following statements as true (T) or (F) false.

1. _ Servers give directions to bussers.
2. _ Hosts and hostesses are assisted by servers.
3. _ Many employees bus tables on busy nights.

Vocabulary
Match the words (1-5) with the definitions (A-E).

- 1 _ busser 3 hostess 5 _ host
 2 _ server 4 _ head waiter
- A a female restaurant employee who greets customers and takes them to open tables
 B a restaurant employee who takes orders and delivers food
 C a restaurant employee who takes used plates and glasses from tables
 D a male restaurant employee who greets customers and takes them to open tables
 E a restaurant employee who gives directions to and organizes all wait staff

The Post Meridian Restaurant

NOW HIRING

Are you friendly? Do you work well with other people? Then join the **front-of-house** team at the Post Meridian Restaurant. We are currently hiring waitstaff. Servers are responsible for the following duties:

- working with the **host** or **hostess** to help customers to their seats
- Put ting **utensils** and napkins on tables before customers arrive
- explaining the different dishes on the menu to customers
- taking food orders
- bringing orders to kitchen staff
- delivering food from the kitchen to customers
- helping **bussers clear tables** during busy **shifts**
- following directions from the **head waiter**

For more information, call Jim Paisley at 555-1907.

Complete the word or phrase that is similar in meaning to the underlined part.

1. After customers eat, an employee takes the dirty plates away. c _ _ _ _ t _ e t _ b _ _
- 2 There are no tools that people use to eat food on table five. _ t _ n _ _ l _
- 3 The customer has a question about one of the meals listed on the menu. d _ _ _ e _
- 4 The employees who work in the public area of the restaurant have excellent communication skills. _ r _ _ t _ f _ h _ _ s _.
- 5 Danielle wipes her mouth with her piece of cloth that is used to clean oneself while eating. n _ _ k _ _
- 6 Robert works on the morning eight-hour period of work, s _ i _ _
- 7 The restaurant is hiring more people who take food orders and deliver meals. w _ i _ s _ _ f _.

Read a conversation between a head waiter and a job applicant. Then choose the correct answers.

Head Waiter (M): Hi, Rebecca. I'm Jim, the head waiter. Thanks for coming.

Applicant (W): My pleasure. The Post Meridian seems like a great place to work.

Head Waiter: it really is. So, you work at another restaurant right now?

Applicant: Yes. I'm a server at the Riley Cafe. But I need more shifts.

Head Waiter: Well, experience as a server is good. What are your responsibilities there?

Applicant: I take orders, deliver food and set out napkins and utensils.

Head Waiter: I see. Sometimes we need our waitstaff to help the hosts, too.

Applicant: Thafs fine. I also have experience as a hostess.

1. What is the conversation mostly about?
A the duties of Riley Cafe hostesses
B the responsibilities of a head waiter
C the woman's experience in restaurants
D the benefits of working at the Post Meridian
2. Why does the woman want a new job?
A She needs more shifts.
B She expects higher pay.
C She wants more experience.
D She dislikes her current job.

Fill in the blanks.

Head Waiter: Hi, Rebecca. I'm Jim, the 1 _____. Thanks for coming.

Applicant: 2 _____ The Post Meridian seems like a great place to work.

Head Waiter: It really is. So, you work at another restaurant right now?
Applicant: Yes. I'm a server at the Riley Cafe. But I need **3** _____.
Head Waiter: Well, experience as a server is good. What are your **4** _____ there?
Applicant: I **5** _____, deliver food and set out napkins and utensils.
Head Waiter: I see. Sometimes we need our waitstaff to help the hosts, too.
Applicant: **6** _____ I also have experience as a hostess.

9. TAKING A RESERVATION

- Reading**
Read the page from a restaurant log, and then choose the correct answers.
1. What is the purpose of the document?
A teaching the steps of taking a reservation
B showing the booking details at a restaurant
C informing customers of available tables
D describing the restaurant's seating policies
2. What is true about the restaurant?
A It makes arrangements for young children.
B It has a limit of 10 people per party.
C It does not provide outdoor seating.
D It charges a fee for cancelled reservations.
3. According to the document, which is NOT true about the restaurant customers?
A One of them is having a birthday.
B They have reservations before 7 o'clock.
C One of them is not sure about the party size.
D They are arriving within ten minutes of each other.

The Post Meridian Restaurant *Friday, April 2nd*

	Time	Party size	Contact person	Phone number	Notes
1	6:00	4	Jason Ginsburg	383-1292	Has child, needs booster seat
2	6:00	2	Gina Dearborn	316-0442	Requested al fresco seating
3	6:15	2	Jim McDonnell	380-0124	Celebrating birthday (provide free dessert)
4	6:15	3	Kurt Channing	381-9642	May have one extra guest: seat at table for 4
5	6:30		Opening		
6	6:30	10	Jean Dorton	316-8291	Seat in party room # 2

- Reminders:
- always check for open tables before booking
 - update the log after cancellations
 - set out high chairs before guests arrive (when applicable)
 - review the details of the reservation before hanging up

Vocabulary
Choose the correct meaning of the underlined word or phrase.

- 1 Janie rents a party room at her favorite restaurant to celebrate her birthday.
A a place in a restaurant for special events
B a place where employees write details about a period of time
C a place where young children sit
2. The host informs me that there is no opening at the restaurant until 8pm.

- A decision to not do something you agreed to do earlier
- B availability or space at a place
- C outdoor eating area
- 3. Dario places his son in the booster seat and orders his food.
- A tall chair that small children sit in to eat
- B group of people who visit a restaurant
- C private part of a restaurant where groups meet for parties

Choose the correct word or phrase to complete each sentence.

- 1 The host shows the **(log/party)** to their table.
- 2 There is now a table available because of a **(booking/cancel lation)**.
- 3 Ms. Rogers provides a **(high chair/party room)** for the customer's baby.

Read a conversation between a hostess and a restaurant patron. Then mark the following statements as true (T) or false (F).

Hostess (F): Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

Patron (M): Hi. I'd like to reserve a table for tonight.

Hostess: Of course. May I have your name, sir?

Patron: It's Mark Billings.

Hostess: Okay, Mr. Billings. I don't have any openings until 8 o'clock. Is that okay?

Patron: Yes, that works.

Hostess: Great. How many people are in your party?

Patron: Three - thafs two adults and one toddler. Do you provide high chairs?

Hostess: Yes, sir, we can arrange that.

1. _ There are no tables available before 8pm.
2. _ Mr. Billings requests a table for two.
3. _ The restaurant has chairs for children.

Fill in the blanks.

Hostess: Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

Patron: Hi. I'd like to 1 _____ a table for tonight.

Hostess: Of course. May I have your 2 _____, sir?

Patron: It's Mark Billings.

Hostess: Okay, Mr. Billings. I don't have any 3 _____ until 8 o'clock. Is that okay?

Patron: Yes, 4 _____.

Hostess: Great. How many people are in your 5 _____ ?

Patron: Three - that's two adults and one toddler. Do you provide 6 _____?

Hostess: Yes, sir, we can 7 _____ that.

10. BREAKFAST SERVICE

The Post Meridian Restaurant *at the Royal Point Hotel*

Breakfast **Voucher**

(\$10 for **brunch** upgrade) No: 247895

Continental breakfast

- Includes a **pastry, toast, or bagels**
- Free **refills** on beverages (including coffee, juice, or tea)

Buffet breakfast

a la carte menu (\$25 limit)

- Choose from **pancakes**, eggs (**over easy**, **scrambled** or **fried**). See menu for more options.
- Hours: 7:30 am to 11:30 am

Name: Wes Doherty Room No.: 315 Date: 3 JUNE
Issued By: Carol Baker (front desk associate)

Please give this **coupon** to the employee at the restaurant
No cash value Excludes **gratuities**

Reading
Read the document from a hotel restaurant, and then choose the correct answers.

- What is the purpose of the document?
A providing hotel guests a morning meal
B informing employees about meal options
C notifying hotel guests of nearby restaurants
D giving customers information about lunch prices
- According to the document, the continental breakfast...
A s not available after 11:30am.
B is worth twenty-five dollars.
C includes scrambled eggs.
D does not come with drinks.
- What is probably true about Mr. Doherty?
A He decides to have lunch.
B He has to pay a tip for the meal.
C He drinks coffee with breakfast.
D He gives the voucher to a front desk clerk.

Vocabulary
Put the words and phrases in the word bank under the correct heading.

fried eggs eggs over easy pastry pancakes toast scrambled eggs bagels

Continental Breakfast Items	A la carte Menu Items

Match the words (1-5) with the definitions (A-E).

- 1 _ voucher

2 _ brunch

3 _ refill
- 4 __ buffet

5 __ gratuity
- A a paper that allows people to get items for free

B money given as a reward for a service

C a meal that's between breakfast and lunch

D a meal in which guests serve themselves as much as they want

E another serving of a drink

Read a conversation between a hostess and a customer. Then mark the following statements as true (T) or false (F).

Hostess (W): Good morning, and welcome to the Post Meridian Restaurant.
Customer (M): Good morning. I have a breakfast voucher. Here you go.
Hostess: Thank you, Mr. Doherty.
Customer: I see there's a buffet. Is that where I get my food?
Hostess: Actually, you have the a la carte option.
Customer: What does that mean?

Hostess: It means you choose exactly what you want from the menu.
Customer: Great! May I look at the menu?
Hostess: Certainly. A server will be here to take your order shortly.

- 1 _ Mr. Doherty gets his food from the buffet.
2 _ Mr. Doherty asks to see what his options are.
3 _ The woman takes the customer's order.

Fill in the blanks.

Hostess: Good morning, and welcome to the Post Meridian Restaurant.
Customer: Good morning. I have a 1 _____ Here you go.
Hostess: Thank you, Mr. Doherty.
Customer: I see there's a 2 _____ Is that where I get my food?
Hostess: Actually, you have the 3 _____ option.
Customer: What does that mean?
Hostess: It means you choose exactly what you want 4 _____ .
Customer: Great. May I look at the 5 _____ ?
Hostess: Certainly. A server will be here to 6 _____ shortly.

11. AT THE BAR

Reading

Read the flyer from a bar, and then mark the following statements as true (T) or false

(F).

1. The restaurant has a Happy Hour every day.
2. Bartenders check ID to see customers' ages.
3. Top shelf liquors are on sale during Happy Hour.

Vocabulary

Put the words and phrases in the word bank under the correct heading.

cocktail imported red well drink white on tap house domestic

Types of Wine	Types of Beer	Beverage With Liquor
_____	_____	_____
_____	_____	_____

Complete the word or phrase that is similar in meaning to the underlined part.

1. Paul orders the best and most expensive liquor at the bar. _ o _ s _ e l _
2. The bar has several beers that come in and are served from a large container, o _ t _ p
3. The worker at a place that serves alcohol took our drink order. _ a _ _ e _ de _
4. Janie and Marissa share a container of juice. _ _ _ c h _ _
5. Rita shows the worker her card that shows her identity and picture before buying alcohol. _ _
6. The team went to the bar during a time with special pricing on alcoholic drinks to enjoy a drink. h _ _ _ y _ o _ r
7. The bar does not allow people under the legal age to enter. _ i _ o _ s
8. Tim asks to see the menu of wines available before he orders. _ _ n _ l _ _ _

Read a conversation between a bartender and a customer, and then choose the correct answers.

Bartender (B) Good evening. What can I get you to drink?
Customer (W): I'm not sure if I feel like a beer or wine. Can I see the wine list?

Bartender: Sure. We have red wine and white wine by the glass.

Customer: I think I'll have a glass of the house red.

Bartender: Good choice. Can I see some ID?

Customer: Sure, here you go.

Bartender: Thank you. Enjoy your wine.

Customer: Cheers.

1. What is the dialogue mostly about?

A what type of drink to order at a bar

B forms of acceptable identification

C the differences between red and white wine

D special pricing on certain drinks at the bar

2. What is probably true about the bar?

A It does not serve beer on tap.

B It doesn't have a happy hour.

C It is open until midnight.

D It sells single servings of wine.

Fill in the blanks

Bartender- Good evening. What 1 _____ to drink?

Customer: I'm not sure if I feel like a 2 _____ or a glass of wine. Can I see the wine list?

Bartender: Sure. We have red wine and white wine 3 _____

Customer: I think I'll have a glass of the 4 _____

Bartender: Good choice. Can I see 5 _____ ?

Customer: Sure, here you go.

Bartender: Thank you. Enjoy your wine.

Customer: 6 _____.

12. MEET THE KITCHEN STAFF

Reading

Read the article from a travel magazine, and then choose the correct answers.

1. What is the main idea of the article?

A who creates the menu at the restaurant

B the people who work in the kitchen at a restaurant

C what makes the kitchen staff at the restaurant special

D the most important customer service positions at a restaurant

2. According to the article, what is true about the restaurant?

A It has breakfast and lunch service.

B It offers a special dish every night.

C Its butcher and prep cooks do similar work.

D Its chefs also serve food in the restaurant.

3. Which of the following is NOT true about the head chef?

A They work with the sous chef on a daily basis.

B They influence what foods the restaurant serves.

C They give instructions to the butcher.

D They are responsible for preparing dessert.

Behind the Scenes

Customers know that the service at the Post Meridian is great. But few people know what happens **behind the scenes**.

Every morning, the **head chef** and the **sous chef** choose the day's **specials**. Then they tell the **butcher** which meats they need. And they also give directions to **prep cooks**.

At 6 o'clock, the restaurant opens. **Line cooks** Read the **caller** to find out what foods to cook. On busy nights, a **swing cook** helps the line cooks at different food **stations**. Finally, the **pastry chef** prepares desserts. Everyone in the kitchen works together to make sure that customers have a great meal!

Vocabulary

Match the job positions (1-8) with the descriptions of the job (A-H).

- 1 _ head chef 5 _ swing cook
- 2 _ sous chef 6 _ butcher
- 3 _ prep cook 7 _ pastry chef
- 4 _ line cook 8 _ caller

- A generally cooks one type of food all night, such as sauces, fish or vegetables
B is in charge of all activities in the kitchen
C works at more than one food station when other cooks need help
D cuts up large pieces of meat
E helps the head chef and is in charge if the head chef is not there
F tells the kitchen staff what food customers ordered
G makes desserts
H prepares food before the restaurant opens

Complete the word or phrase that is similar in meaning to the underlined part.

1. All of the fish is prepared at the fish place in a kitchen where a specific type of food is cooked. s _ _ t _ o _.
2. The server described the restaurant's meals that are only available on certain days to the customers. _ _ e _ i _ _ s.
3. Janie got a job as a dishwasher and learned what happens in the part that is not visible in restaurants. _ e _ _ n _ _ _ _ s _ e n _ _.

Read a conversation between a line cook and a sous chef. Then mark the following statements as true (T) or false (F).

Sous Chef (W): How long until we open the restaurant?
Line Cook (M): It's a quarter to six, so we have 15 minutes before opening.
Sous Chef: Is all the prep work done?
Line Cook: Yes, ma'am.
Sous Chef: What station are you working tonight?
Line Cook: I'm in charge of the fish station.
Sous Chef: Excellent. Our special for tonight is salmon.
Line Cook: So I'll probably need some help. Is there a swing cook available tonight?
Sous Cook: Yes. And he's great with fish.

1. _ The restaurant opened 15 minutes early.
2. _ The line cook is responsible for preparing the special.
3. _ The line cook needs help from the swing cook.

Fill in the blanks.

Sous Chef: How long until we 1 _____ the restaurant?
Line Cook: It's a 2 _____ , so we have fifteen minutes before opening.
Sous Chef: Is all the 3 _____ done?
Line Cook: Yes, ma'am.
Sous Chef: What 4 _____ are you working tonight?
Line Cook: I'm in charge of the 5 _____
Sous Chef: Excellent. Our 6 _____ for tonight is salmon.
Line Cook: So I'll probably need some help. Is there a 7 _____ available tonight?
Sous Chef: Yes. And he's great with fish.

13. UTENSILS

A Chef's Tool

What are some tools that no chef can live without? No kitchen is complete without a **cutting board, grater, vegetable peeler** and **can opener**. Chefs use these items before they start cooking. And even small kitchens have **spoons** and **whisks**. These are for mixing food. After food is done, chefs use **spatulas** or **ladles** to serve food.

What is a chef's most important tool? No chef enters a kitchen without a **knife roll**. This contains all of the knives a chef needs during a restaurant service. The most important knife in that set is a **chef's knife**. Many cooks like using one of these knives because it can perform a number of tasks.

Reading

Read the article about chefs' tools, and then choose the correct answer.

1. What is the main idea of the article?

A ways to care for cooking equipment

B the items that cooks commonly use

C the uses for different types of spoons

D how chefs prepare their tools

2. According to the passage, chefs' knives are popular because they...

A are inexpensive.

B come with a knife roll.

C do many things.

D are easy to clean.

3. According to the passage, which of the following items is NOT used to prepare food before cooking?

A vegetable peeler

C spatula

B knife

D whisk

Vocabulary

Choose the word or phrase closest in meaning to the underlined part.

1. Helen uses the kitchen tool with a flat side to pick up the piece of cake and set it on the plate.

A spatula

B ladle

C whisk

2. Roger chops the fruit on a piece of wood used to cut foods on.

A can opener

B knife roll

C cutting board

3. Paulina takes the skin off of the carrots by using a kitchen tool that strips the outside of foods off.

A vegetable peeler

B spoon

C grater

Match the words or phrases with the blanks.

1. ladle / spoon

A Ricky uses his _____ to eat his cereal.

B The chef gets the _____ and serves the soup.

2. chef's knife / cutting board

A I crushed the garlic and cut it into small pieces with my _____

B It damages the surface to cut directly on the counter, so I always use a _____

3. can opener / knife roll

A Jack keeps his knife collection in his _____

B Lisa opens the tuna can with a _____

4. whisk / grater

A Olivia uses the _____ to mix the eggs.

B Sam cuts the cheese into small pieces with a _____

Read a conversation between a line cook and a dishwasher. Then mark the following statements as true (T) or false (F).

Line cook (W): Hi, Kevin. I need your help.

Dishwasher (M): What's up, Kathy?

Line cook: I need a spatula, but I think we're out of clean ones.

Dishwasher: Yes, there's a pile of them at the sink. Do you need me to wash a few for you?

Line cook: Yes, please. And can you wash the grater for me, as well?

Dishwasher: Sure, I'll do that right away.

Line cook: Thanks a lot! Please leave the clean utensils at my station.

Dishwasher: No problem.

1. _ There are no clean spatulas in the kitchen.
2. _ The man gives the woman a grater.
3. _ The woman plans to wash the utensils.

Fill in the blanks.

Line Cook: Hi, Kevin. I need your help.

Dishwasher: 1 _____, Kathy?

Line Cook: I need a spatula, but I think we're 2 _____ clean ones.

Dishwasher: Yes, there's a 3 _____ of them at the sink. Do you need me to wash a few for you?

Line Cook: Yes, please. And can you wash the 4 _____ for me, as well?

Dishwasher: Sure, I'll do that 5 _____

Line Cook: Thanks a lot! Please leave the 6 _____ at my station.

Dishwasher: No problem.

14. FOOD SERVICE AND EQUIPMENT

Reading

Read the letter from a supplier, and then choose the correct answers.

1. What is the purpose of the letter?

A to list the delivery items

B to identify problems with an order

C to tell the customer about new products

D to inform the customer about a sale

2. Customers place an order by...

A sending an order form to the director of sales.

B contacting the company's sales representatives.

C calling the executive chef of the restaurant.

D visiting the company's website on the Internet.

3. According to the letter, what is probably true about Mr. Gibson?

A He has never purchased anything from Com Kitchen Industries.

B He does not own a commercial gas range.

C He is responsible for purchasing kitchen equipment.

D He is a sales representative for the Post Meridian Restaurant.

Com Kitchen Industries

THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!

John Gibson, Executive Chef,

Post Meridian Restaurant

June 13

Dear Mr. Gibson,

Thank you for your recent order. Based on your previous orders, I have put together a list of new products that you may enjoy:

Fire It Up Gas Range	Milton Countertop Deep Fryer
45 cm griddle 2 open burners	two fry baskets
Chasey Oven	Bake It Oven Rack
temperature range 65 ⁶ -260°C	Fits 12 sheet pans
automatic timer	Moiller Stockpot
Mix-A-Lot- Mixer	stainless steel
3 speeds	

Visit our website for other great deals. To order these products, please call one of our sales representatives today!

Sincerely,
Gillian Watkins, Director of Sales, Com Kitchen Industries

Vocabulary

Choose the correct word or phrase in bold.

- 1 The line cook lifted the (**fry basket** / **griddle**) from the hot oil and took out the onion rings.
- 2 Shelly makes a soup in the (**stockpot** / **oven rack**).
- 3 Chef Madsen uses a(n) (**automatic timer** / **gas range**) to heat food.
- 4 Kevin owns a (**countertop** / **stainless steel**) stockpot.
- 5 Diane combines the ingredients by putting them in the (**oven** / **mixer**).

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Allison fries potatoes in the machine that cooks food in hot oil, d _ _ _ f _ _ e _
- 2 The pastry chef arranges the desserts on a large, flat cooking container and puts it into the oven. sh _ _ t _ _ _
- 3 Jared adjusts the part of a stove that creates heat until the flame is very small. _ _ _ n b _ _ _ _ r.

Read a telephone conversation between an executive chef and a sales representative. Then choose the correct answers.

Sales Representative (W): Com Kitchen Industries. This is Gillian Watkins.

Executive Chef (M): Hello, Ms. Watkins. This is John Gibson from the Post Meridian Restaurant.

Sales Representative: Good afternoon, Mr. Gibson. How can I help you?

Executive Chef: I received a letter from your company yesterday.

Sales Representative: Are you interested in placing an order for any of those products?

Executive Chef: Yes, I'd like to order the Mix-a-Lot Mixer.

Sales Representative: Excellent choice. I just need a credit card number to place the order.

Executive Chef: Oh, I don't have my card. I'll find it and call again.

1. Why does the man call the woman?
- A to inform her that he received her letter
- B to ask about the price of a product
- C to complain about a tool he purchased
- D to place an order for an item
2. What will the man probably do next?
- A look for his credit card
- B give his credit card number

- C ask to pay with a check
- D call Com Kitchen Industries again

Fill in the blanks.

S. R.: Com Kitchen Industries. This is Gillian Watkins.
 E. C: Hello, Ms. Watkins. This is John Gibson 1 _____ Post Meridian Restaurant.
 S. R.: Good afternoon, Mr. Gibson. How can I help you?
 E. C: I received 2 _____ from your company yesterday.
 S. R.: Are you interested in 3 _____ for any of those products?
 E. C.: Yes, I'd like to order the Mix-a-Lot 4 _____.
 S. R.: 5 _____ I just need a credit card number to place the order.
 E. C: Oh, I don't have my card. I'll 6 _____ and call again.

15. FOOD PREPARATION

Breakfast Service

Food Prep List	Menu Item: Omelet Bar
Ingredients:	1. Peel and mince the onions
• 5 dozen eggs	• 2. Wash and chop the spinach
• 1 kg onions	3. Julienne the tomatoes
• 1kg spinach	• 4. Dice the red peppers
• 1 kg tomatoes	• 5. Grate the cheese
•1 kg red peppers	6. Slice the mushrooms
• 400 g bacon	
• 400 g cheese	Notes: Place all of the prepared items in
• 500 g mushrooms	separate bowls and seal with plastic wrap
• 50 g garlic	Then place all of them on cart number
	three and store jn the cooler

Reading

Read the prep list from a hotel restaurant, and then mark the following statements as true (T) or false (F).

- 1 _ The document shows cooks how to make an omelet.
- 2 _ Omelets are part of the restaurant's breakfast menu.
- 3 _ The food is not used as soon as it is prepared.

Vocabulary

Match the words and phrases (1-9) with the definitions (A-I).

- 1. _ dice 6 _ prep list
 - 2. _ mince 7 _ plastic wrap
 - 3. _ julienne 8 _ grate
 - 4. _ slice 9 _ cooler
 - 5. _ ingredients
- A cut something into very small pieces
 B a paper that says how to get food ready for a dish
 C a machine that keeps food cold
 D cut something into strips like matchsticks
 E cut something into small squares
 F a thin material that is used to cover food
 G shred something into small strips
 H the foods that go in a dish

I cut something into flat pieces

Complete the word or phrase that is similar in meaning to the underlined part.

1 The lettuce must be cut into large, uneven pieces. c _ _ p _ _ _

2 Sara takes the skin off the carrot before eating it. _ e e _ s

3 Oscar takes a block of cheese and makes small, long strips of it. s h _ _ _ s

Read a conversation between a sous chef and a prep cook. Then choose the correct answers.

Sous chef (W): Jack, can you please prep the salads on tonight's menu?

Prep cook (M): Sure. What ingredients do I need?

Sous chef: Lettuce, tomatoes and cucumbers. It's all on the prep list.

Prep cook: OK. Do you want me to peel the cucumbers?

Sous chef: Yes. But first, wash all of the ingredients.

Prep cook: Will do. Am I supposed to slice or julienne the tomatoes?

Sous chef: According to the prep list, you need to slice them.

Prep cook: That's what I thought. I'll do that right away.

1. What is the conversation about?

A changing the menu

B preparing a dish

C looking for ingredients

D writing a prep list

2. What will the prep cook do first?

A peel the cucumbers

B slice the tomatoes

C wash the ingredients

D julienne the tomatoes

Fill in the blanks.

Sous Chef: Jack, can you 1 _____ the salads on tonight's menu?

Prep Cook: Sure. What 2 _____ do I need?

Sous Chef: Lettuce, tomatoes and cucumbers.

Prep Cook: Okay. Do you want me to 3 _____ the cucumbers?

Sous Chef: Yes. But first, 4 _____ all of the ingredients.

Prep Cook: Will do. 5 _____ to slice or julienne the tomatoes?

Sous Chef: According to the 6 _____, you need to slice them.

Prep. Cook: That's what I thought. I'll do that right away.

PART 2.
1. MAKING A ROOM RESERVATION

Welcome to Royal Point Hotel’s online reservation system. This website makes reserving the perfect room quick and easy.

Reservation Basics	Please note that during the high season, room preferences will be subject to availability .
Select your dates:	
Check-in _____	
Check-out _____	Now that you've chosen your room, please tell us what kind of bed you prefer;
Number of rooms: _	
Number of guests: Adults — Children —	Two double-size beds __ King-sized __
Reservation Details	Based on the selections you have made, we estimate the room rate. If you are eligible for discounts or special offers , notify the front desk upon arrival . Lower rates may be available during the off-season
The Royal Point Hotel offers a variety of different rooms. Select your preferences:	
Garden view ____ Ocean view ____	
Deluxe suite (includes kitchenette)	
Smoking/Non-smoking	
	Calculated rack rate :
	\$ __ per night; total \$ _____

Reading

Read the text on a hotel website, and then choose the correct answers.

1. What is the main purpose of this web page?
A to describe the hotel grounds and surrounding areas
B to help guests book a room at the hotel
C to inform guests of a reservation policy change
D to offer discounts to the customers
2. According to the website, the hotel...
A requires guests to confirm their reservation by phone.
B does not allow smoking in guest rooms.
C charges more money for traveling with children.
D offers special pricing during certain times of the year.
3. Which of the following is NOT true of the hotel's reservation system?
A It lets guests book rooms through the Internet.
B It shows the approximate price of the room.
C It provides the room rate for discounted rooms.
D)t allows guests to express a room preference.

Vocabulary

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Clarissa rented a type of room from which guests can see a place where plants grow because she enjoys looking at flowers. _ a _ _ e _ _ ie _ room
- 2 The hotel is nearly empty because it is a time when few people travel. _ _ f _ _ aso _
- 3 Mr. Keller rents a room with a small space to cook meals so he can prepare his own food throughout the trip. k _ _ c h _ _ t t _
- 4 During the time when many people travel, it can be hard to I find a hotel room. _ i _ _ s _ _ s _ _
- 5 The Khan family received a special reduced rate because they rented more than five rooms. _ _ _ co _ _ _
- 6 Stephanie forgot her coupon and had to pay the full price of I a hotel room without any discounts.
_ _ c k r _ _ _

Match the words and phrases (1-6) with the definitions (A-F).

- | | |
|-----------------------------|---------------------|
| 1 _ subject to availability | 4 _ upon arrival |
| 2 _ ocean view | 5 _ special offer |
| 3 _ eligible | 6 _ room preference |

- A pricing that is not always available
 B when you get somewhere
 C to be qualified for something
 D being able to see the ocean
 E depending on whether there is enough of something
 F the kind of room a customer wants

Read a conversation between a customer and a hotel booking agent. Then (✓) check the choices that the customer makes.

Booking Agent (M): Good afternoon. You've reached the Royal Point Hotel. How may I help you?

Customer (W): Hi - I'd like to make a reservation for the month of July.

Booking Agent: All right. How many guests will be staying in the room?

Customer: I'll be traveling with my husband and three children.

Booking Agent: Excellent. How many beds will you need?

Customer: Well, at least two.

Booking Agent: Okay. There are double rooms with a garden view available. Or if you want more space, you can take a deluxe suite.

Customer: The suite sounds good, but I'll stick with the double room. Also, I want to use a coupon for a discount.

Booking Agent: Very well. We'll charge you the rack rate right now.

Customer: When will I get the discount?

Booking Agent: You'll receive the discount when you check in. Just remember to give your coupon to the clerk at the desk.

- | | |
|---|--|
| 1 <input type="checkbox"/> deluxe suite | 3 <input type="checkbox"/> king-size bed |
| 2 <input type="checkbox"/> double room | 4 <input type="checkbox"/> ocean view |

Fill in the blanks.

Booking Agent: Good afternoon. You've reached the Royal Point Hotel. How may I help you?

Customer: Hi - I'd like to 1 _____ for the month of July.

Booking Agent: All right. 2 _____ guests will be staying in the room?

Customer: I'll be traveling with my husband and three children.

Booking Agent: Excellent. How many beds 3 _____ ?

Customer: Well, at least two.

Booking Agent: Okay. There are double rooms 4 _____ available. Or if you want more space, you can take a deluxe suite.

Customer: That sounds good, but I'll 5 _____ the double room. Also, I want to use a coupon for a discount.

Booking Agent: Very well. We'll charge you the 6 _____ right now.

Customer: When will I get the discount?

Booking Agent: You'll receive the discount when you check in. Just remember to give your coupon to the clerk at the desk.

2. LOYALTY PROGRAMS

Loyalty Program

The Royal Point Hotel values its repeat customers. To show our appreciation, we present the exclusive Royal Point Hotel Loyalty Program. Loyalty benefits make your stay at any Royal Point Hotel better.

As a loyalty member, you gain points each time you enjoy a night in one of our hotels. And when you travel with **partner** airlines, your points add up. The more points you earn, the greater your **rewards**.

member. You add the benefit of **guaranteed** room availability and free room service. The highest membership level gives you **access** to even more benefits. Platinum members also earn a **complimentary stay**, plus early check-in.

Loyalty members enjoy many benefits. Silver-level members love our **turndown service**. Double your points and become a Gold

As a member of our loyalty program, you know you are our most important customer. **Enroll** today!

Reading

Read the brochure from a hotel, and then mark the following statements as true (T) or false (F).

- 1. _ The loyalty program offers rewards to use at the airport.
- 2. _ Traveling by airplane can help loyalty members get more benefits.
- 3. _ Members at the highest level get a free night at the hotel.

Vocabulary

Fill in the blanks with the correct words:

exclusive, early check-in, complimentary, partner, repeat customer, access.

- 1 Ms. Clark travels frequently and is a _____ at the hotel.
- 2 Only very important people are allowed in this _____ restaurant.
- 3 She didn't have to pay for the meal because it was _____
- 4 Guests earn points by flying with the hotel's _____ airline.
- 5 This key card gives guests _____ to all the hotel entrances.
- 6 Greg arranged a(n) _____ at his hotel because his flight arrived at 7 in the morning.

Match the words and phrases (1-6) with the definitions (A-F).

- 1 _ level
 - 2 _ enroll
 - 3 _ loyalty program
 - 4 _ turndown service
 - 5 _ reward
 - 6 _ guaranteed
- A a system that provides benefits for people who use a service often
B an act that involves getting a bed ready for guests to sleep in before they arrive
C promised
D to become a member of a group
E a measure of achievement
F something given in return for doing something good

Read a conversation between a hotel guest and a front desk clerk. Then answer the questions.

Front desk clerk (M): Good morning, Ms. Jones. Did you have a good night?

Guest (W): Oh, yes! It was great. The room service here is excellent.

Front desk clerk: You know, as a loyalty program member, you can get room service for free.

Guest: Really? Does it cost me anything to join?

Front desk clerk: No, the program is our way of thanking you for staying at our hotel.

Guest: Can you tell me more about it?

Front desk clerk: Well, you start as a silver level member. So you get certain rewards, like the turndown service. When you get more points, you can be a higher level member.

Guest: How do I earn points?

Front desk clerk: It's pretty easy. Every time you check into one of our hotels, you earn points. We even have partner airlines. When you fly with Royal Jet, you get points, too.

Guest: That sounds really good; I travel a lot on business.

Front desk clerk: Would you like to sign up? I can give you a membership card right now.

Guest: Yes, I think that'd be great!

1. What does the front desk clerk offer the guest?

- A a discount on her next visit
- B a membership to the loyalty program
- C a higher level of membership
- D a special offer to upgrade her room

2. What will the woman probably do next?

- A request room service
- B book a room for a future date
- C show the clerk her membership card
- D join a reward program for return guests

Fill in the blanks.

Clerk: Good morning, Ms. Jones. Did you have a good night?

Guest: Oh, yes! it was great. The 1 _____ here is excellent.

Clerk: You know, as a 2 _____ member, you can get room service for free.

Guest: Really? Does it cost me anything 3 _____?

Clerk: No, the program is our way of thanking you for staying at our hotel.

Guest: Can you tell me more about it?

Clerk: Well, you start as a silver-level member. So you get 4 _____, like the turndown service. When you get more points, you can be a higher level member.

Guest: How do I 5 _____?

Clerk: It's pretty easy. Every time you check into one of our hotels, you earn points. We even have partner airlines. When you fly with Royal Jet you get points, too.

Guest: That sounds really good; I travel a lot 6 _____

Clerk: Would you like to sign up? I can give you a 7 _____ card right now.

Guest: Yes, I think that'd be great!

3. CONFIRMING A RESERVATION

Read the email from a hotel booking agent to a hotel guest, and then choose the correct answers.

1. What is the purpose of the email?

- A to apologize for not being able to fulfill a special request
- B to ask the guest for more information about the reservation
- C to inform the guest that some hotel features are not available
- D to make sure that the guest's reservation details are correct

2. The email advises the guest to contact the booking agent if...

- A he needs to make another reservation.
- B the details of the reservation are wrong.
- C he plans to occupy the room before the check-in time.
- D he is unhappy with the service at the hotel.

3. What is probably true about Mr. Wilson?

A He has stayed at the Royal Point Hotel before.

B He will arrive before 2pm on March 23rd.

C He is willing to pay more in order to be near the pool.

D He has not contacted Ms. Logan in the past.

Dear Mr. Wilson,

I am writing **in reference to** your **inquiry** about guest room availabilities at the Royal Point Hotel. I am pleased to say that we were able to reserve a room for you for the dates you requested. Below, please find the information you will need in order to check in:

Confirmation number: G10232

Date of arrival: March 23

Date of departure: March 25

The **base rate** is \$99 per night. However, you made a **special request** for an upgrade to a room that is **adjacent** to the outdoor swimming pool. Thus, the cost will be \$109 per night.

The room will be ready for **occupancy** at 2 pm. However, if you need to occupy the room before that, please contact the front desk to arrange for an early check-in.

Please review the information carefully. If any of the information is incorrect, please **respond** to this email or call me at 1-800-555-9000. We are looking forward to your stay with us.

Respectfully,

Mrs. Ann Logan, **Booking Agent**, Royal Point Hotel

Vocabulary

Match the words and phrases with the blanks.

1. base rate / special request

A Most guests are placed in standard rooms unless they make a _____ for a different type of room.

B Darrell paid twice the _____ in order to stay in a room with a balcony.

2. inquiry / confirmation number

A Sam sent the company a(n) _____ about the cost of replacing the carpet in his home.

B The letter included a(n) _____, which will help hotel employees find details about Janie's reservation.

3. confirm / respond

A Ms. Kelly took a long time to _____ to the email because she was very busy at work.

B Peter called the booking agent to _____ the details of his reservation.

Complete the words or phrases that are similar in meaning to the underlined part.

1. I wrote an email to Mr. Trager about the questions he asked me earlier.

__ th __ e __ e __ n c __ __

2. As a worker responsible for making reservations, Sally has to know all of the current room rates.

_ o o _ in _ a _ _ t

3. The housekeeper prepared the room for people to stay in.

__ _ _ u __ _ ncy

4. Leslie stays in a room that is next to the elevator.

__ _ j a c _ n t

Read a conversation between a hotel employee and a guest. Mark the following statements as true (T) or false (F).

Agent (W): Thank you for calling the Royal Point Hotel Reservations Department. This is Ann Logan speaking.

Customer (M): Hello, Ms. Logan. This is Mark Wilson.

Agent: Good morning, Mr. Wilson. How can I assist you?

Customer: I received the reservation confirmation this morning. Thank you.

Agent: Wonderful! Was all of the information correct?

Customer- Actually, I did find one problem.

Agent: What was it?

Customer: The check-out date is not right.

Agent: I can fix the reservation for you right now. What date are you departing?

Customer: On March 26th.

Agent: Okay, Mr. Wilson. I've made that change to the departure date.

Customer: Will you send me a new confirmation?

Agent: Yes, sir. I'll email it to you right now.

1. _ Ms. Logan works at the front desk of the hotel.
2. _ Mr. Wilson changes his departure date.
3. _ The woman says she'll call back later with the confirmation.

Fill in the blanks.

Agent: Thank you for calling the Royal Point Hotel 1 _____ Department. This is Ann Logan speaking.

Guest: Hello, Ms. Logan. This is Mark Wilson.

Agent: Good morning, Mr. Wilson. How 2 _____ you?

Guest: I received the 3 _____ this morning. Thank you.

Agent: Wonderful! Was all of the information correct?

Guest: Actually, I did find one problem.

Agent: What was it?

Guest: The 4 _____ is not right.

Agent: I can fix the reservation for you right now. What date are you 5 _____?

Guest: On March 26th.

Agent: Okay, Mr. Wilson. I've made that change to the departure date.

Guest: Will you send me a new confirmation?

Agent: Yes, Sir. I'll 6 _____ it to you right now.

4. HOUSEKEEPING Cleaning Guest Rooms

At the beginning of each shift, meet with your team leader to get your room assignment list. This list includes information about:

- room assignments
- stay-overs and checkouts
- special requests, such as towels and trash service
- VIP arrivals or early arrivals

Always start with checkout rooms. These rooms must be cleaned by 3pm. A full cleaning includes:

- cleaning the toilet, tub and sink
- changing the towels and sheets
- making the bed
- vacuuming the carpet

- emptying trash bins
- disinfecting all counters and surfaces
- replacing toiletries

Stayover rooms typically involve the following tasks:

- changing the towels
- making the beds

Always knock three times and announce your arrival before entering a room.

Remember, do not enter a room that has a Do Not Disturb (DND) sign. Alert your supervisor if a guest has not removed the DND by the end of your shift.

Read the employee manual for employees at a hotel, and then choose the correct

answers.

- 1. What is the manual mostly about?
A how to get a room assignment list
B a guide for hotel housekeepers
C different items found in hotel rooms
D steps for disinfecting a hotel room
- 2. What is true about housekeepers?
A They are responsible for reporting broken items in guest rooms.
B They clean stay over rooms at the beginning of their shifts.
C They give checkouts a more complete cleaning than stay-overs.
D They knock before entering a room with a DND.
- 3. The team leader gives housekeepers all of the following information EXCEPT...
A which guests will stay another night.
B how many rooms to clean during a shift.
C which guests do not want to be disturbed.
D what special services some guests want.

Vocabulary

Complete the sentences with words or phrases from the word bank.

stay-over disinfects trash bin sheets VIP

- 1. Alicia puts clean _____ on the bed.
- 2. Gene prefers cleaning _____ rooms because it only involves a few tasks.
- 3. The housekeeper made sure the room was spotless before the _____ guest arrived.
- 4. Mark places the food wrappers in the _____.
- 5. Ursula _____ all of the surfaces in the kitchen before she starts cooking.

Check ✓ the sentences that are true.

- 1. ☐ A Harry washes his hands at the sink.
☐ B Terry makes the bed before she goes to sleep every night.
- 2. ☐ A Pam dries her hair with a towel after her shower.
☐ B Richard takes a bath in the counter.
- 3. ☐ A John takes toilets like a toothbrush and soap every time he travels.
☐ B Tom doesn't want a full cleaning in his room, so he asks for towels and trash service.
- 4. ☐ A Bobby needs to use the bathroom, so he asks where the restaurant's toiletries are.
☐ B Oscar vacuums the carpet because his son left cookie crumbs everywhere.

Read the conversation between a housekeeper and his team leader. Then answer the questions.

Team leader (W): Good afternoon, Kevin. How are you?

Housekeeper (M): I'm doing well, thanks.

Team leader- Are you almost done for the day?

Housekeeper: Yes. I just finished the last stay-over on my list.

Team leader: Great. Were you very busy today?

Housekeeper: Yes, I had seven check-outs.

Team leader. Wow! That's more than usual, isn't it?

Housekeeper: Yes ... but we're always busy on the weekends. Before I forget, I want to mention something.

Team leader- Sure - what is it?

Housekeeper. The guests in 245 have had a DND up all morning. What should I do?

Team leader: Since your shift is about over, don't worry about it. The guests may request cleaning service later. But I'll take care of it.

Housekeeper: Okay. I guess that I'm done then. I'll see you tomorrow.

1. What is the housekeeper concerned about?
A He cannot work the following weekend.
B He cleaned more checkouts than stay-overs.
C He didn't clean all of the rooms on his list.
D He entered a room with a DND on the door.
2. Why can we guess the housekeeper has a lot of work to do?
A Many guests have DND signs on their doors.
B It is a busy time of the week.
C There aren't enough housekeepers working.
D Many guests are staying more than one night.

Fill in the blanks.

T. L.-. Good afternoon, Kevin. How are you?

H: 'm doing well, thanks.

T. L.: Are you 1 _____ for the day?

H: Yes. I just finished the last 2 _____ - _____ on my list.

T. L.: Great. Were you very busy today?

H: Yes, I had seven checkouts.

T. L.: Wow! That's 3 _____, isn't it?

H: Yes... but we're always busy on the weekends. Before I forget, I want to 4 _____ something.

T. L.: Sure - what is it?

H: The guests in 245 have had a 5 _____ up all morning. What should I do?

T. L.: Since your shift is about over, 6 _____ _____. The guests may request cleaning service later. But I'll take care of it.

H: Okay. I guess that I'm done then. I'll see you tomorrow.

5. CONCIERGE

Dear Guest,

My name is Richard, and I am the chief concierge at the Royal Point Hotel. On behalf of the concierge department, I would like to extend my warmest welcome.

Our concierges are here to help you explore the **local attractions**. Don't hesitate to approach any of the members of my **multi-lingual** staff with any questions. You can always find a concierge **on duty** at the concierge's **podium** in the lobby.

We have **insider** information on many local businesses. For example, we can point you toward the **trendy shopping district** and recommend our favorite **hotspots**. Do you like art? We can give you directions to the nearest **museum** and tell you about current **exhibitions**. Sports fans can learn about upcoming football **matches** at the local **arena**.

No matter what type of entertainment you seek, our concierges can inform you about them. We hope that you have a pleasant stay!

Sincerely,

Richard Zimmerman

Read the letter from a concierge to the guests of a hotel, and then choose the correct answers.

1. What is the purpose of the concierge's letter?
A to give directions to places outside of the hotel
B to tell guests how to get tickets to sports matches
C to describe how concierges can help hotel guests
D to list the different places to find a concierge

2. What is true about the concierges at the hotel?
 - A They speak many different languages.
 - B They accompany guests on shopping trips.
 - C They are only available during certain hours.
 - D They sell tickets to sport matches.
3. What can we infer about guests at the Royal Point Hotel?
 - A They spend a lot of time shopping for clothes.
 - B They often get lost on their way to the local museum.
 - C They are typically in their 20s and 30s.
 - D They often have questions about leisure activities.

Vocabulary

Check the sentences that are true.

1. ☐ A There are pictures of trendy clothes in the new fashion magazine.
☐ B Teresa watched an exhibition at the movie theater.
2. ☐ A Kendra is on duty all day tomorrow because she has the day off from work.
☐ B The museum has many items from old cultures.
3. ☐ A The coffee shop is a hotspot and it's always busy.
☐ B The multi-lingual teacher doesn't know another language besides English.
4. ☐ A Mr. Duke is new to town so he has a lot of insider information about local activities.
☐ B James reads a travel guide to find out about the local attractions.

Complete the word or phrase that is similar in meaning to the underlined part

1. Mr. Willard finds the concierge behind the box-like stand with tall sides. ☐ o ☐ u ☐
2. Sam and Penny watch a wrestling competition on television. ☐ a t ☐
3. The athletes play a game in the place for playing sports. ☐ e ☐ a
4. Bill takes a trip to the part of the city where you can buy different items and purchases a new shirt.
☐ p ☐ p ☐ ☐ d ☐ s ☐ r ☐ c ☐

Read a conversation between a concierge and a hotel guest. Then mark the following statements as true (T) or false (F).

Concierge (M): Good evening, ma'am. How may I be of assistance?

Guest (W): Would you be able to get two tickets to the theater tonight?

Concierge: I can certainly try. What type of show are you interested in?

Guest: A musical would be perfect. I've always wanted to see Song of My Heart.

Concierge: I can get tickets to tonight's show of Song of My Heart. But I may only be able to get balcony seats.

Guest: I'd really prefer something closer.

Concierge: I'm afraid it's too late to get tickets in the other sections.

Guest-- What if I pay extra?

Concierge: Well, I can speak to my contact at the theater and see if there's anything else available.

Guest: I would really appreciate that.

Concierge: I'll call your room within the next hour with information about the show. What's your room number?

Guest: I'm in 204.

Concierge: Thank you, ma'am. I hope that I can assist you.

- 1 ☐ The guest wants to change her theater tickets.
- 2 ☐ The concierge knows an employee at the theater.
- 3 ☐ Balcony seats are not close to the stage.

Fill in the blanks

Concierge: Good evening, ma'am. How may I be 1 _____?

Guest: Would you be able to get two tickets to the theater tonight?

Concierge: I can certainly try. What type of show are you 2 _____?

Guest: A 3 _____ would be perfect. I've always wanted to see Song of My Heart.

Concierge: I can get tickets to 4 _____ of Song of My Heart. But I may only be able to get balcony seats.

Guest: I'd really prefer something 5 _____.

Concierge: I'm afraid it's too late to get tickets in the other sections.

Guest: What if I pay extra?

Concierge: Well, I can speak to 6 _____ at the theater and see if there's anything else available.

Guest: I would really appreciate that.

Concierge: I'll call your room within the next hour with information about the show. What's your room number?

Guest: I'm in 204.

Concierge: Thank you, ma'am. I hope that I can assist you.

AIRPORT TRANSFERS

Airport transportation

AIRPORT SHUTTLE - We offer 24-hour **on-call shuttle** service to and from the airport. When you arrive at the airport, just call us. One of our drivers will pick you up and bring you straight to the hotel. You can also use the airport shuttle to travel to the airport. Our shuttle **departs** at your convenience and will take you directly to the **check-in counter**. This service is complimentary-although drivers appreciate tips!

PUBLIC TRANSPORTATION - City bus **route #231 runs** to and from the airport every half-hour. There is a **bus stop** on Kent Street on the east side of the hotel. For more details about the **bus schedule** or **fare**, ask the front desk.

TAXIS - Taxis are available anytime night or day and provide private transportation to and from the airport. **Hail a cab** from the airport yourself, or ask the front desk to arrange for a **taxi** pickup for you.

Read the page from a hotel brochure, and then choose the correct answers.

1. What is the brochure mostly about?
A recent changes in the public transportation system
B what transportation options are available to hotel guests
C information about the hotel's taxis and shuttle buses
D problems with the local transportation system
2. What is NOT true about transportation to the airport?
A. The hotel provides a free shuttle service for guests.
B Taxis are available whenever you call for them.
C The city bus doesn't take riders directly to the airport.
D There is a bus stop near the hotel.
3. What is probably true about guests who use taxis?
A They do not have extra money to spend.
B They might require taxi service after hours.
C They need to make an extra stop before the airport.
D They have the best knowledge of airport transportation.

Vocabulary

Match the words (1-8) with the definitions (A-H).

- | | |
|------------|----------------------|
| 1 _ tip | 6 _ check-in counter |
| 2 _ depart | 7 _ bus stop |

3 _ hail a cab

8 _on-call

4 _run

5 _ taxi

A the location where a bus drops off and picks up passengers

B an area in an airport where passengers receive their tickets for the plane

C to be in service

D money a worker receives as a reward for good service

E a vehicle that transports you directly where you have to go

F to leave a location

G to get the attention of a taxi driver in order to ride in the vehicle

H available whenever a customer requests

Choose the word or phrase that is similar in meaning to the underlined part.

1. James looks at the list of what time buses will be at certain stops to see when the next bus arrives.

A bus schedule

B taxi

C tip

2. Claudia asked for change so she could have the exact amount it costs to ride in a public vehicle.

A bus stop

B driver

C fare

3. That way a bus goes doesn't operate on Sundays.

A tip

B route

C bus stop

4. Expensive hotels usually have their own vehicle that transports riders to and from certain locations.

A shuttle

B fare

C tip

Read a conversation between a hotel employee and a guest. Then mark the following statements as true (T) or false (F).

Front desk clerk (M): Good evening, ma'am. How may I help you?

Guest (W): Hello. I need to find a way to go to the airport tomorrow morning.

Front desk clerk: Well, there are a number of options available.

Guest: I understand that there's a bus that goes to the airport from here.

Front desk clerk: That's right. The bus stop is on Kent Street.

Guest: How often does it depart?

Front desk clerk: If I remember correctly, it runs every half hour from 8 a.m. to 8 p.m.

Guest: That's no good. My plane leaves at 7.

Front desk clerk: You might be interested in our airport shuttle service. It leaves whenever you want. And takes you straight to the check-in counter at the airport.

Guest: How much does it cost?

Front desk clerk: It's free. Though tips are always welcomed.

Guest: I'd like to schedule the service for tomorrow morning at 5 a.m.

Front desk clerk: Certainly. The driver will be waiting for you!

1. _ The front desk clerk gives the woman a bus schedule.

2. _ The guest decides to take the hotel shuttle.

3. _ The price of the shuttle and the bus are similar.

Fill in the blanks.

Clerk: Good evening, ma'am. How may I help you?

Guest: Hello. I need to 1 _____ to go to the airport tomorrow morning.

Clerk: Well, there are a number of options available.

Guest: 2 _____ that there's a bus that goes to the airport from here.

Clerk: That's right. The bus stop is on Kent Street.

Guest: How often 3 _____ ?

Clerk: If I remember correctly, it runs every 4 _____ from 8am to 8pm.

Guest: That's no good. My plane leaves at 7.

Clerk: You might be interested in our airport shuttle service. It leaves whenever you want, and takes you straight to the check-in counter at the airport.

Guest: How much does it cost?

Clerk: It's free. Though tips are 5 _____

Guest: I'd like to 6 _____ the service for tomorrow morning at 5am.

Clerk: Certainly. The driver will be waiting for you!

EVACUATION

Emergency Evacuation Plan

Be prepared! As a guest at the Royal Point Hotel, it is important to know what to do in case of an emergency. Please take a moment to read this poster carefully.

In case of fire, take these **precautions**:

- Remain calm.
- Pull the **fire alarm** and leave the area immediately. Automatic **sprinklers** protect your room from fire.
- **Evacuate** the building through the nearest **exit**. Always take the stairs. DO NOT take the elevators.
- DO NOT return to your room.

In case of an **earthquake**:

- Stand under an **arch**. You can also seek protection under **heavy furniture**, like a desk.
- Stay away from windows. Watch out for tall shelves. Items may fall from them and injure you.

During any emergency, *always* pay close attention to the announcements from the **loudspeakers**. The Royal Point Hotel has an **intercom** system in place. We use this to communicate with our guests and share important safety information.

Read the poster in a hotel giving instructions on what to do in case of an emergency.

Then choose the correct answers.

1. What is the poster mostly about?
A where to go for help in case of fire
B what to do in case of an emergency
C how to locate the exits in the hotel
D ways to stay safe during a storm
2. Which is NOT true, according to the poster?
A You should stay inside the building during an earthquake.
B It is best to take the elevator if there is an emergency.
C You can listen for announcements during an emergency.
D You should not go back to your room during a fire.
3. What should you stay away from during an earthquake?
A sprinklers C shelves
B stairs D loudspeakers

Vocabulary

Match the words (1-6) with the definitions (A-F).

- 1 _ seek protection 4 _ arch
2 _ sprinkler 5 _ intercom
3 _ heavy furniture 6 _ elevator
A to find a safe place
B a curved doorway
C a machine that takes people up and down to different floors
D items in a room that are hard to move, like a desk

E a device that sprays water

F a system used to communicate with a whole building

Complete the sentences with words or phrases from the word bank.

*precautions earthquake fire alarm loudspeakers
exits evacuated*

3. The ground started shaking during the _____.
4. The voice coming from the _____ warned that a fire had broken out.
5. Alison followed the _____ to avoid getting hurt during the fire.
6. The people left the building through the _____.
7. I pulled the _____ because I smelled smoke in the hallway.
8. The guests _____ the hotel because there was a fire.

Read a conversation between a hotel employee and a hotel guest during a fire. Then choose the correct answers.

Guest (M): What's going on? What's that noise?

Hotel employee (W): That's the fire alarm, sir. There's a small fire in the hotel.

Guest: Fire? Oh my goodness! Where is it?

Hotel employee: It's in a guest room on the third floor.

Guest: The third floor! That's near my room. All of my things will burn!

Hotel employee: Sir, it's very important that you stay calm.

Guest: But what about my belongings?

Hotel employee: There's a sprinkler system. It will protect your items if the fire reaches your room.

Guest: What am I supposed to do now?

Hotel employee: For now, we have to evacuate the building.

Guest: I don't understand. I thought you said it was just a small fire.

Hotel employee: That's correct. But we're evacuating the building as a precaution.

Guest: I see. I guess I need to find the nearest exit then.

Hotel employee: That's right. Just take the stairs down to the ground level. You'll see the exit at the bottom of the stairs.

1. Which is true according to the hotel employee?

- A. The fire is on the ground floor.
- B. The guest should use the elevator.
- C. There are sprinklers in the guest rooms.
- D. The fire is spreading quickly.

2. What is the guest worried about?

- A. He will get hurt in the fire.
- B. He will not find the exit in time.
- C. The fire will go to other parts of the hotel.
- D. His belongings will get damaged.

Fill in the blanks

G: What's going on? What's that noise?

E: That's the 1 _____, sir. There's a small fire in the hotel.

G: Fire? Oh my goodness! Where is it?

E: It's in a guest room on the 2 _____

G: The third floor! That's near my room. All of my things will burn!

E: Sir, it's very important that you 3 _____

G: But what about my belongings?

E: There's a sprinkler system. It will protect your items if the fire reaches your room.

G: What am I supposed to do now?

E: For now, we have to evacuate the building.
G: I don't understand. I thought you said it was just a small fire.
E: That's correct. But we're evacuating the building 4 _____.
G: I see. I guess I need to find the 5 _____ then.
E: That's right. Just 6 _____ down to the ground level. You'll see the exit at the bottom of the stairs.

8. CHECKING OUT

Thank you for staying at the Royal Point hotel
Below is a **summary of charges** for your stay.
Guest: Samson, Oscar 3506 Utrecht Rd, Dallas, TX 98100 USA
Dates of stay: Jan 06 - Jan 08
Guest number: 14021 Room number: 341

Date	Description	Charges
1/06	Room charge	90.00
1/06	Room service	25.00
1/06	Dining service charge	5.00
1/07	Room charge	90.00
1/07	Long-distance calls (10 min @ .80/min)	8.00

Amount due at check-out: \$ 218.00

Please **settle the account** by paying the total **balance** at the front desk at check-out. Cash, **credit card** or **personal check** payments accepted. To avoid additional charges, please pay the balance and return the room keys by noon. Keep this **copy** of the **bill** for your **records**. **Direct** any questions to the front desk clerk. We hope you enjoyed your stay; come back and see us again soon!

Reading

Read the hotel bill, and then choose the right answers.

- What is the purpose of the document?
A. to confirm the guest's reservation at the hotel
B. to inform the guest of the amount owed to the hotel
C. to summarize the guest's activities at the hotel
D. to tell the guest how to make a reservation in the future
- What is true about Mr. Samson?
A. He paid for the room at check-in.
B. He paid with a personal check.
C. He ate in his hotel room.
D. He lost his room keys.
- What is probably true about guests who pay their bills after 12pm?
A. They get another copy of their bill.
B. They pay with credit cards.
C. They keep their room keys.
D. They have to pay extra money.

Vocabulary

Complete the sentences with words or phrases from the word bank.

records personal check service charge copy room service bill direct

- Susan does not want to go to the hotel restaurant to eat, so she orders _____.
- The university keeps _____ with information about each student.
- Mr. Adams wrote a _____ to pay the bill.
- The original sales receipt was destroyed, but Bill had a _____.

5. The company has a _____ for after-hours service.
6. The police tried to _____ traffic away from the accident.
7. John studied the _____ to determine how much to pay.

Complete the word or phrase that is similar in meaning to the underlined part.

1. Susie has many phone conversations with people who are far away. She has a lot of family out of state. _____ - o - _ _ - _ _ s _ _ _ c _ _ a _ _ _
2. Hector did not pay all he owes and still has a leftover charge. _____ l _ n _ _ w _ _ g
3. Mr. Thomson needed to pay his bill and finalize all business with the hotel before he left. s _ _ _ _ e _ _ e _ c _ _ _ _ _ .
4. Trish needed to leave early so she asked for the paper with her charges. _ _ l _
5. Beth didn't have cash, so she paid with a piece of plastic that is used to pay for items. _ r _ d _ _ _ _ r _
6. Mrs. Smith pays the company the money she owes. _ m _ _ _ t _ u _

Read a conversation between a hotel employee and a guest, and then answer the questions.

Front Desk Clerk (W): Good morning, Mr. Samson. How may I help you?

Guest (M): Hello. I need to check out.

Front Desk Clerk: Okay. Did you already receive a copy of the bill?

Guest: Yes, and I have a question about one of the charges.

Front Desk Clerk: What's your question?

Guest: There's a dining service charge for five dollars. What's that for?

Front Desk Clerk: It's a room service fee. That's charged in addition to the cost of your food.

Guest: I see. In that case, I'm ready to pay.

Front Desk Clerk: How will you be paying?

Guest: Just put it on my Mastercharge card.

Front Desk Clerk: Okay. That's taken care of. Thank you for choosing the Royal Point Hotel!

Guest: Thank you. Oh, and here's my room key.

1. What problem does the man have?
 - A. He didn't receive his room service order.
 - B. He doesn't understand an item on his bill.
 - C. He was charged too much for his food.
 - D. He didn't need to pay a service charge.
2. What is true about Mr. Samson?
 - A. He will stay at the hotel for one more night.
 - B. He didn't receive a copy of his bill.
 - C. He pays with a credit card.
 - D. He forgot to return his room key.

Fill in the blanks

Desk Clerk: Good morning, Mr. Samson. How may I help you?

Guest: Hello. I need to check out.

Desk Clerk: Okay. Did you already receive a 1 _____ ?

Guest: Yes, and I have a question about one of the 2 _____ .

Desk Clerk: What's your question?

Guest: There's a dining 3 _____ for five dollars. What's that for?

Desk Clerk: It's a 4 _____ That's charged in addition to the cost of your food.

Guest: I see. In that case, I'm ready to pay.

Desk Clerk: How will you be paying?

Guest: Just 5 _____ my Mastercharge card.

Desk Clerk: Okay. That's taken care of. Thank you for choosing the Royal Point Hotel!

9. GREETING AND SEATING GUESTS

Managing Customer Flow

Managing **customer flow** in restaurants ensures that customers get the most out of their dining experience. It also allows restaurants to **turn tables** faster - which means a greater profit.

To improve customer flow at your restaurant, make sure to hire wisely. Your restaurant's host or hostess is the first person patrons see. He or she is responsible for greeting guests, learning their seating preferences (table or **booth**, for example), and **seating** them. The host or hostess also advises customers of **wait times**. When hiring, choose someone who is polite and **makes a good impression**.

You should also hire someone who can handle problems at the front of the restaurant. For example, long wait times frustrate **patrons**. In this case, the host or hostess may offer the customer a **comped** appetizer or a drink **on the house**. The host or hostess should also be familiar with **paging systems** (these systems use **paggers** which **buzz** or light up when the patron's table is ready).

Read the article from a trade magazine, and then mark the following statements as true (T) or false (F).

1. ☐ Improving customer flow helps restaurant owners make more money.
2. ☐ The host or hostess plays an important role in managing customer flow.
3. ☐ Paging systems alert restaurant patrons about when their food is ready.

Vocabulary

Check the sentences that are true.

1. ☐ A The server offered Ellen a comped appetizer, so she didn't pay for it.
☐ B Randy made a good impression by being rude to the employer.
2. ☐ A Peter makes a phone call with a pager.
☐ B Rita makes reservations in advance to avoid wait times.
3. ☐ A The restaurant patron greeted Lisa and took her food order.
☐ B The owner of the restaurant wants to turn more tables in order to earn a profit.

Complete the sentences with the correct words or phrases from the word bank.

buzzes booth seats customer flow on the house paging system

1. The hostess _____ Mr. Wilson at a table near a window.
2. The alarm clock _____ when it is time to wake up.
3. Ellen sits at a _____ with her party, so none of them have their own chairs.
4. The _____ lets customers know when the hostess is ready to show them to their table.
5. Ms. Shaffer hopes that the techniques will help improve _____ at her restaurant.
6. The server offers the group a dessert _____ because they had to wait for a long time.

Read a conversation between a hostess and a restaurant customer. Then answer the questions.

Hostess (W): Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?

Customer (M): Yes. It's under "Jackson".

Hostess: Here it is: Mr. Jackson, party of four.

Customer: Actually, I'm expecting two more people. Is it possible to get a table for six?

Hostess: Yes, but I'm afraid there would be a short wait.

Customer: How long will the wait be?

Hostess: About ten minutes. Is that okay?

Customer: Yes, that's fine.
Hostess: And I just want to remind you that we can't seat your party until everyone is here.
Customer: That's okay. I'm sure my companions will be here on time.
Hostess: Perfect! Here's a pager. It'll buzz when your table is ready.
Customer: Thank you for your help.

- 1. What are the speakers mostly talking about?
 - A. making a reservation at the restaurant
 - B. using the restaurant's paging system
 - C. changing the number of people in a party
 - D. canceling a dinner reservation
- 2. Why can't the hostess seat the man's group right away?
 - A. He didn't make a reservation.
 - B. He arrived earlier than expected.
 - C. The restaurant is not open yet.
 - D. The entire group is not there.

Fill in the blanks

Hostess: Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?
Customer: Yes. It's 1 _____ "Jackson".
Hostess: Here it is: Mr. Jackson, 2 _____
Customer: Actually, I'm expecting two more people. Is it possible to get a table for six?
Hostess: Yes, but I'm afraid there would be a 3 _____
Customer: How long will the wait be?
Hostess: About ten minutes. Is that okay?
Customer: Yes, that's fine.
Hostess: And I just want to remind you that we can't 4 - _____ until everyone is here.
Customer: That's okay. I'm sure my companions will be here 5 _____
Hostess: Perfect! Here's a pager. It'll 6 _____ when your table is ready.
Customer: Thank you for your help.

10. EXPLAINING THE MENU

The Post Meridian Restaurant

Lunch Menu

All entrees are **cooked to order**.

Entrees come with your choice of soup or salad

Appetizers	Entrees	Desserts
Fried chicken strips, served with a honey mustard dipping sauce .	Broiled salmon with rice and steamed broccoli (low-fat and low-calorie option).	Chocolate brownie with caramel sauce.
Baked potato skins served with any three of the following: cheese, bacon, onions, beans, lettuce	Meridian Burger, topped with melted cheese and a spicy sauce, with a side of our award-winning fries	Steaming hot apple pie a la mode .
Shrimp platter with cocktail sauce (serves two).	Steak grilled to perfection, served with boiled potatoes and peas.	Raspberry sorbet, with fresh berries (low-fat option)
House salad with our signature dressing (low-fat and low-calorie option).	Pork chops simmered in a sweet and sour sauce, with rice.	

Half a roasted chicken,
seasoned with herbs, with a
side of our salty potato chips.

Reading

Read the lunch menu from a restaurant, and then mark the following statements as true (T) or false (F).

1. The restaurant has menu options for people on a diet.
2. Customers are not allowed to share meals at the restaurant.
3. The restaurant doesn't open until dinner time.

Vocabulary

Match the words with the blanks.

1. steamed / baked

Mrs. Johnson _____ the meatloaf in the oven.

James heated the water and _____ the vegetables.

2. spicy / sweet

Sarah turned red and her eyes watered because her food was very _____

Phillip put four spoonfuls of sugar in his coffee because he likes it _____.

3. fried / roasted

Mike _____ the chicken for several hours in the oven.

Gina _____ the fish in lots of oil, to make it crispy.

4. grill / simmer

I let the sauce _____ for several minutes, making sure that it didn't start to boil.

Dad liked to _____ because he preferred to cook outside, over a fire.

5. salty / sour

I put some lemon juice into the water because I like _____ foods.

Jenny felt thirsty because she ate a lot of _____ beef jerky.

Complete the word or phrase that is similar in meaning to the underlined part.

1. The couple ordered two small dishes which are eaten at the start of a meal. _ _ p e _ i _ _ r s
2. We ate steak that was cooked for a short time at very hot temperature. _ _ o i _ e _
3. Mom set the large plate used for serving food on the dining table. _ l _ t _ e _
4. The chicken was prepared in a thick, cooked liquid and served over rice. _ a _ c _
5. The food tastes great because it is only prepared when it is ordered. c _ _ k _ d t _ o _ d e _
6. I ate fish with peas for my main dish of the meal. _ n t _ e _

Read a conversation between a restaurant server and a customer. Then answer the questions.

Server (W): Hi - my name's Brittany and I'll be your server today.

Customer (M): Hi. I have a question about the menu.

Server: What is it?

Customer: I see you have potato skins. How are those prepared?

Server: The potato skins are baked, sir.

Customer: I see. And are they very spicy?

Server: No, but they are salty.

Customer: Oh, I don't like salty food. I'd rather have something sweet.

Server: Then you might like the fried chicken strips.

Customer: Are those sweet?

Server: Well, the chicken isn't sweet. But the dipping sauce that comes with it is.

Customer: That sounds fantastic. Thanks!

1. What is the conversation mostly about?
 - A. a description of foods on the menu
 - B. a guide to preparing a dish
 - C. a problem with the man's order
 - D. a compliment about the meal
2. Why doesn't the man want the potato skins?
 - A. He does not like baked foods.
 - B. He prefers dishes that are fried.
 - C. He cannot eat spicy foods.
 - D. He wants to eat something sweet.

Fill in the blanks

Server: Hi - my name's Brittany and I'll be your 1 _____ today.

Customer: Hi. I have a question about the 2 _____

Server: What is it?

Customer: I see you have 3 _____ How are those prepared?

Server: The potato skins are baked, sir.

Customer: I see. And are they very 4 _____ ?

Server: No, but they are salty.

Customer: Oh, I don't like 5 _____ I'd rather have something 6 _____

Server: Then you might like the fried chicken strips. **Customer:** Are those sweet?

Server: Well, the chicken isn't sweet. But the dipping sauce that comes with it is.

Customer: That sounds fantastic. Thanks!

11. TAKING AN ORDER

Write it Down!

Servers who can remember everything a **six-top** orders are sure to impress customers. How can servers at your restaurant accomplish this? By using a **notepad** and the **pivot point** system. The pivot point system works by assigning each seat at a table a number. Then the server writes the order information next to the right number. Never again will your servers have to ask which guest ordered his steak **rare**, **medium rare** or **well done**. All of the information about the order is in the notes!

Another way your servers can impress customers is by **double-checking** the order. Before the server leaves the table, he or she should repeat the entire order (including any special requests, like **substitutions**). This helps the server **catch mistakes** before it's too late. It also gives the customer an opportunity to change his or her mind.

Reading

Read the article from a trade magazine, and then choose the correct answers.

1. What is the article mostly about?
 - A. what questions servers should ask customers
 - B. how to know what a customer will order
 - C. says that servers can impress customers
 - D. what mistakes servers commonly make
2. What is good about the pivot point system?
 - A. It allows customers to change their minds.
 - B. It provides information about customers' seating preferences.
 - C. It only requires a notepad in order to work effectively.
 - D. It helps servers remember customers' orders.
3. What can be inferred about restaurant servers?
 - A. They ask customers about how the food should be prepared.
 - B. They discourage customers from changing their orders.

- C. They repeat orders to kitchen staff to avoid confusion.
- D. They don't double-check orders when they use the pivot point system.

Vocabulary

Choose the correct meaning of the underlined word or phrase.

1. Ellen keeps a notepad with her to help her remember the orders.
 - A. a system that numbers each seat at a table
 - B. a table with six guests
 - C. a book with papers to write on
2. The server is busy taking orders.
 - A. asking what the customers want to eat
 - B. making sure about what the customer said
 - C. finding problems
3. Sara orders her hamburger medium rare.
 - A. cooked so the middle part is warm and grey
 - B. cooked so the middle part is warm and slightly red
 - C. cooked so the middle part is cold and very red

Choose the correct word or phrase to complete each sentence.

1. The restaurant's (**guesswork / pivot point system**) allows servers to easily remember customer's orders.
2. Gina cooked the meat for a long time because she likes it (**rare / well done**).
3. Alex asks the customers at the (**six-top / substitution**) what they want to drink.

Read a conversation between a server and a restaurant customer. Then answer the questions.

Server (W): Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with an appetizer?

Customer (M): Yes, I'd like to try the stuffed mushrooms.

Server Perfect! I'll be back with those in just a few moments.

Customer: Actually, I'm ready to order my entree as well.

Server: Okay. What will you have?

Customer: I'd like the steak, please.

Server: How would you like that cooked? Rare, medium rare or well done?

Customer: Medium is fine.

Server: Medium rare ... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

Customer: Actually, I think I'd like to have the shrimp cocktail instead of the stuffed mushrooms.

Server: Not a problem. Those will be ready in a few moments.

Customer Thanks very much.

1. What are the speakers mostly talking about?
 - A. a problem with the food
 - B. the availability of a certain dish
 - C. what the customer wants for his meal
 - D. how long it will take to prepare the meal
2. What does the customer decide to change?
 - A. the way his entree is cooked
 - B. the appetizer order
 - C. the size of the entrée
 - D. the entree dish

Fill in the blanks

Server: Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with **1** _____?

Customer: Yes, I'd like to try the stuffed mushrooms.

Server: Perfect! I'll be back with those in just a few moments.

Customer: Actually, I'm **2** _____ my entrée as well.

Server: Okay. What **3** _____?

Customer: I'd like the steak, please.

Server: How would you **4** _____? Rare, medium rare or well done?

Customer: **5** _____ is fine.

Server: Medium rare... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

Customer: Actually, I think I'd like to have the **6** _____ instead of the stuffed mushrooms.

Server: Not a problem. Those will be ready in a few moments.

Customer: Thanks very much.

12. ROOM SERVICE

Read the hotel's room service menu, and then mark the following statements as true (T) or false (F).

- 1** _ Food delivery times vary.
- 2** _ It is necessary to tip the room service attendant.
- 3** _ The hotel adds an extra charge to orders received after 12a

Vocabulary

Complete the sentences with the correct words or phrases from the word bank.

room service attendant signs for late-night dialed in-room

- 1.** Sara didn't want to leave her hotel room to eat, so she ordered a meal from the _____ dining menu.
- 2.** Sammy picked up the telephone and _____ his friend's phone number.
- 3.** Laura gave the _____ a tip for the great service.
- 4.** Keith returned to his room late and had to pay a _____ fee to order room service.
- 5.** Shelly _____ the order and thanks the employee for delivering the food.

In-Room Dining Menu

Breakfast - \$7	Lunch - \$12	Dinner - \$15
Fruit and berries	Burger	Crab cakes
French toast	Chicken sandwich	New York steak
Pancakes with syrup	House salad	Vegetable pasta

For your convenience, the Royal Point Hotel offers 24-hour room service. To place an order, **dial "0"** on the hotel room phone and ask for room service. A **room service attendant** will take your order. Please note that **delivery times** depend on the **kitchen load**.

Upon delivery, room service attendants provide plates and **cutlery**. When you **sign for** the food, please note that our service charge includes a tip. However, guests are welcome to give an additional tip for excellent service. When you finish your meal, put the **tray** on the **cart** outside the door for collection.

A **late-night** delivery **fee** will apply for orders placed after midnight.

Match the words or phrases with the blanks.

1. cutlery / tray

A room service attendant arrived at Jim's room, carrying the food on a _____

Gina asked the server for _____ so that she could eat her food.

2. delivery time / kitchen load

The _____ for pizza was too long so Jill ate something at home instead.

Customers waited a long time for the food because the _____ was very heavy.

3. cart/fee

Barbara paid an extra _____ because she made long-distance calls from her room.

Harry uses a _____ to take the food order to the fifth floor.

Read a conversation between a room service attendant and a hotel guest. Then choose the correct answers.

Attendant (M): Good evening, ma'am. I have your room service order. May I come in?

Guest (W): Yes, of course.

Attendant: Where would you like me to put the tray?

Guest: There's space on the table.

Attendant: Okay. Here's your cutlery and napkin. Is there anything else I can do for you?

Guest: No, everything is fine, thanks.

Attendant: Very well. Could you please sign the receipt?

Guest: Sure. Um ... I see there's an extra fee on here. What's that about?

Attendant: After midnight the hotel adds a late-night fee to all deliveries.

Guest: That makes sense. One more thing-what do I do with the tray after I finish eating?

Attendant: Just place it on the cart outside your door. Someone will remove it for you.

Guest: Great. Have a good night!

1. According to the dialogue, what does the room service attendant's job involve?

Acollecting the room service trays

Bpreparing room service orders

Ccollecting money from guests

Ddelivering room service orders

2. What question does the guest have about the receipt?

A why there's an additional charge on her bill

B how much she should give as a tip

C where to sign for the meal

D how much extra she pays for late-night deliveries

Fill in the blanks

Attendant: Good evening, ma'am. I have your 1 _____. May I come in?

Guest: Yes, of course.

Attendant: Where would you like me to put the tray?

Guest: There's space 2 _____.

Attendant: Okay. Here's your 3 _____ and napkin. Is there anything else I can do for you?

Guest: No, everything is fine, thanks.

Attendant: Very well. Could you please 4 _____?

Guest: Sure. Um... I see there's an extra fee on here. 5 _____?

Attendant: After midnight, the hotel adds a 6 _____ to all deliveries.

Guest: That makes sense. One more thing - what do I do with the tray after I finish eating?

Attendant: Just place it on the cart outside your door. Someone will remove it for you.

Guest: Great. Have a good night!

13. BANQUETS

Employer

The Post Meridian Restaurant at the Royal Point Hotel

Employee (M): Okay - you'll have to fill out an application.

Job candidate: No problem. I do have one question, though.

Employee: Sure - what is it?

Job candidate: Well, the website says experience is preferred. Does that mean experience as a banquet server?

Employee: No, not necessarily.

Job candidate: Oh, good. I've never worked in banquets.

Employee: Basically, we're looking for people who have worked in food service before.

Job candidate: Food service ... like as a server at a restaurant?

Employee: Exactly. Do you have any experience waiting tables?

Job candidate: Actually, yes.

Employee: That's helpful. Make sure to mention that on your job application.

Job candidate: Thanks, I will.

1. What is the conversation mainly about?
 - A. the responsibilities of the position
 - B. the need for training on the job
 - C. where to get a job application
 - D. ways to get experience in food service
2. What is NOT true about the woman?
 - A. she has experience in food service
 - B. she wants to apply to be a banquet server
 - C. she worked as a banquet server in the past
 - D. she read about the job on the Internet

Fill in the blanks

Candidate: Good morning. I'm here about the 1 _____ position.

Employee: Okay - you'll have to 2 _____ an application.

Candidate: No problem. I do have one question, though.

Employee: Sure - what is it?

Candidate: Well, 3 _____ says experience is preferred. Does that mean experience as a banquet server?

Employee: No, not necessarily.

Candidate: Oh, good. I've never worked in 4 _____.

Employee: Basically, we're looking for people who have worked in food service before.

Candidate: Food service... like as a 5 _____ at a restaurant?

Employee: Exactly. Do you have any experience waiting tables?

Candidate: 6 _____, _____.

Employee: That's helpful. Make sure to mention that on your job application.

Candidate: Thanks, I will.

14. FOOD STORAGE

The Basics of Proper Food Storage

Proper storage is important to the preservation of food. Good storage prevents dangerous food spoilage. Read the following food safety rules for the fridge, pantry, and walk-in freezer

Fridge

Set the temperature between 0 and 5 degrees Celsius. Cover and label food properly. From top to bottom, organize food on the fridge shelves in the following order:

- Cooked and ready-to-eat foods
- Fresh fruit and vegetables
- Seafood and eggs
- Beef and pork products
- Poultry products

Pantry

Use the pantry to store dry goods such as bread, pasta, and canned goods. Keep the pantry clean and dry to avoid attracting insects. And remember to use the "first in, first out" system. That means that you always use the oldest food first. That way, you use all food before the expiration date.

Walk-In freezer

Store different frozen goods separately. Stock clean ice bags for drinks served on ice. Label and date all food.

Read this poster from a restaurant kitchen] and then choose the correct answers.

1. What is the purpose of the poster?

- A to teach workers about nutrition
- B to explain how to identify spoiled food
- C to show where to place shelves in a kitchen
- D to describe how to store food safely

2. According to the passage, which is NOT a rule about food storage?

- A use the "first in, first out" system for dry goods
- B store poultry on the top shelf of the fridge
- C keep canned goods in the pantry
- D store ready-to-eat foods in the fridge

3. Restaurant workers should always use older food first to avoid...

- A spending time on organization.
- B running out of storage space.
- C attracting bugs to the pantry.
- D using expired food.

Vocabulary

Match the words and phrases (1-9) with the definitions (A-I).

- 1. _ spoilage 6 expiration date
- 2. _ fridge 7 reservation
- 3. _ pantry 8 set the temperature
- 4. _ walk-in freezer 9 pork
- 5. _ seafood

- A a large, cooled room used for storing frozen food
- B to adjust how hot or cold something is
- C food products made from fish and other animals that live in the sea
- D a specific time after which food is no longer safe to eat
- E food products made from pig meat
- F a place for keeping food chilled, but not frozen
- G a storage room with shelves for dry foods
- H being ruined or unsafe to eat
- I the process of keeping food safe and fresh

Match the words or phrases with the blanks.

1. beef / poultry

Leslie is allergic to _____ so she cannot eat chicken or any other type of bird.
Many families in the area raise cows, so _____ dishes are very popular there.

2. dry goods / canned goods

The pantry is stocked with all different kinds of _____ like pasta, rice and cereal.
_____ such as soup usually stay fresh for a long time.

3. on ice / ready-to-eat

I usually keep some _____ foods to eat when I do not have time to cook.
Restaurants usually put drinks _____ to keep them cold.

Read a conversation between an executive chef and a prep worker at a restaurant. Then mark the following statements as true (T) or false (F).

Worker (W): Chef, there's a truck outside of the kitchen.

Chef (M): That must be the food shipment.

Worker: Do you want me to unload the boxes?

Chef: No, someone else will unload them. But you can help put the food away.

Worker: I'd be happy to help.

Chef: This is a shipment of dry goods - mostly pasta - and canned food.

Worker: All of that goes in the pantry, right?

Chef: That¹ s right. When you start, can you do me a favor?

Worker: Sure - what is it?

Chef: Make sure to move up the older items to the front of the shelf. And put the new items in the back.

Worker: No problem. I used the "first in, first out" system at my old job, too.

Chef: Good. That helps us use the food before it goes bad.

1. _ The executive chef wants the worker to put the food away.
2. _ The shipment contains dry goods.
3. _ The worker isn't familiar with the first in, first out system.

Fill in the blanks

Worker: Chef, there's a truck outside of the kitchen.

Chef: That must be the 1 _____.

Worker: Do you want me to 2 _____ the boxes?

Chef: No, someone else will unload them. But you can help 3 _____ away.

Worker: I'd be happy to help.

Chef: This is a shipment of 4 _____ - mostly pasta - and canned food.

Worker: All of that goes in the 5 _____, right?

Chef: That's right. When you start, can you do me a favor?

Worker: Sure - what is it?

Chef: Make sure to move up the older items to the front of the shelf. And put the new items in the back.

Worker: No problem. I used the 'first in, first out' system at my old job, too.

Chef: Good. That helps us use the food before it 6 _____.

15. ORDERING FOOD SUPPLIES

Read the restaurant inventory list and notes, and then choose the correct answers.

1. According to the passage, what is the par level used for?

- A verifying packing dates
- B negotiating with vendors
- C contacting distributors
- D determining supply levels

2. Which of the following is John NOT responsible for?

- A checking the storeroom
- B contacting a vendor
- C asking about packing dates
- D negotiating product prices

3. What can you infer about Jason Arnold?

- A He decides which distributor the restaurant uses.
- B He has ordered food for the restaurant before.
- C He typically doesn't stay within the restaurant's food budget.

D He has been an executive chef for a short time.

The Post Meridian Restaurant

Item	Quantity	Par Level
Steak	25kg	30 kg
Chicken	30kg	30kg
Potatoes	15kg	20kg
Rice	20kg	20kg

Notes

Hello John,

The maitre a" tells me you'll be ordering this week's food supply. Here are some pointers to help you.

First, you need to determine how much food to order. I've already taken inventory, but make sure to check the storeroom to verify the quantities. Then use the par level to figure out what items we're running low on or are out of. These items need to be reordered.

Next, contact one of our vendors. I've already checked the references for these vendors and asked about their packing dates. So any distributor you choose should give you quality service and products.

Finally, try to obtain the best deal possible from the vendor. Be sure to negotiate product standards and agree upon a delivery schedule. Also, make sure to negotiate product prices to fit within our food budget.

Jason Arnold, Executive Chef (WK: 158, FK: 7.37)

Vocabulary

Match the words and phrases (1-8) with the definitions (A-H).

1. inventory
2. quantity
3. food budget
4. par level
5. _ distributor
6. _ storeroom
7. _ reorder
8. _ out of

- A a person or business that provides restaurants with supplies
- B the maximum amount of money a restaurant can spend on food
- C a place where items are kept until they are needed
- D a list of all the items in a business
- E to buy more of something
- F the amount of food a restaurant should always have available
- G not having any more of something
- H the amount of something

Put a check next to the response that answers the question.

1. Do you know the packing date for these eggs?
A _ Yes, they were placed in containers on March 1st.
B _ Yes, they were in the storeroom near the steak.
2. Is the restaurant running low on lobster?
A _ Yes, there is plenty of lobster available.
B _ Yes, there are only a few of them left.
3. Are there many vendors in town?
A _ No, there aren't many people selling things.
B _ No, there aren't many exotic foods.

Read a conversation between an executive chef and a vendor. Then mark the following statements as true (T) or false (F).

Vendor (W): Thank you for calling Seaside Distribution. This is Beth.
Executive Chef (M): Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

Vendor: Oh, hi Jason. How can I help you?

Executive Chef: I need to order some steak.

Vendor: No problem. How much do you need?

Executive Chef: Well, we're about 5 kilograms under par.

Vendor: 5 kilos of steak, then. And how are you set for shrimp?

Executive Chef: We have plenty of shrimp. Why do you ask?

Vendor We're offering a deal on shrimp right now. Order 10 kilograms or more and get it at half price.

Executive Chef: That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

Vendor: Okay. Now, what delivery date would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

Executive Chef: March 3rd would be great. Thank you.

1. _ The Post Meridian Restaurant is 5 kilograms under par for shrimp.

2. _ The half-price deal is for orders of 10 kilograms or more of shrimp.

3. _ The delivery date for the items is March 3rd.

Fill in the blanks

Vendor: Thank you for calling Seaside Distribution. This is Beth.

Chef: Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

Vendor: Oh, hi Jason. How can I help you?

Chef: I need to 1 _____

Vendor: No problem. How much do you need?

Chef: Well, we're about 5 kilograms 2 _____

Vendor: 5 kilos of steak, then. And how 3 _____ for shrimp?

Chef: We have 4 _____ shrimp. Why do you ask?

Vendor: We're offering a deal on shrimp right now. Order 10 kilograms or more and get it 5 _____.

Chef: That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

Vendor: Okay. Now, what 6 _____ would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

Chef: March 3rd would be great. Thank you.

PART 3.

1. SPECIAL FUNCTIONS

*Let the Royal Point Hotel be a part of your celebration. We offer a number of **venues** that are ideal for hosting special events like **weddings**, **anniversary parties** or **galas**.*

Facilities

- The Vivaldi **Ballroom** provides seating for up to 300 guests.
- The adjoining garden accommodates 50 guests. It's perfect for small weddings and parties!
- **Changing rooms** are available for **wedding parties**.

Planning and Services

Plan every detail of your function with the help of our **event coordinator**. Our event coordinators are very knowledgeable and will be able to refer to you reputable vendors, including florists, tailors and decorators.

- Reserve a **block of rooms** for your guests. Our booking agents can help you with **group** sales.

- • We have several **contingency plans** in place to make sure your event does not get interrupted.

Food and Beverages

- • We offer you the option of using our catering services at a discounted fee, or you are welcome to **contract** an **outside caterer**.

Choose between a **cash bar** or **open bar** for your event.

Please note, if you are providing your own wine, we charge \$10 **cork fee** per bottle.

Read the page from a hotel brochure, and then choose the correct answers.

1. What is the main idea of the brochure?

- A what kind of rooms the hotel offers
- B why the hotel is good for hosting functions
- C the benefits of using outside caterers
- D the duties of an event coordinator at a hotel

2. Using the hotel's catering service is good because...

- A the hotel provides free catering.
- B guests can have an open bar.
- C guests receive discounts on alcoholic beverages.
- D the hotel offers special pricing for catering.

3. What is probably true about the hotel?

- A It provides refunds for disrupted events.
- B Its facilities are specifically for hosting weddings.
- C It does not provide floral arrangements.
- D Its planning services are expensive.

Vocabulary

Put a check if the sentence uses the underlined word or phrase correctly.

1. _ Penny hired an outside caterer instead of using the hotel services.
2. _ The event coordinator helped Hilary plan her wedding.
3. _ Guests dance in the ballroom.
4. _ Dan paid for his drink at the open bar.
5. _ Typically, hotels only rent blocks of rooms to single travelers.
6. _ We have a contingency plan in case of rain.
7. _ Shelly asked her friends to be a part of her wedding party.
8. _ Harry and Betty got married in front of their family at their gala.

Complete the word or phrase that is similar in meaning to the underlined part.

- m_.
- 1 The couple had a beautiful event during which people get married. _ _ d d _ _ _
- 2 The hotel offers facilities for the wedding party to get ready in. ch _ _ _ _ _ g r _ _
- 3 Phillip pays for the services of a photographer to take pictures at the event. _ _ n _ r a _ t
- 4 The agent was responsible for selling rooms to large groups. _ ro _ _ _ a _ e _
- 5 The couple celebrated their 50th day on which a special event occurred. _ _ _ iv _ _ s _ _
- 6 The venue charges a sum of money paid for bringing alcoholic beverages. _ o _ _ _ _ e.

Read a conversation between a caller and an event coordinator at the Royal Point Hotel. Then answer the questions.

Coordinator (M): Thank you for calling the Royal Point Hotel. This is Dave Stuart. How may I help you?

Caller (W): Good morning. I'm calling for information about your event facilities.

Coordinator: May I ask what type of event you're hosting?

Caller: Yes, I'm planning my wedding.

Coordinator: Congratulations! And what did you have in mind for your wedding?

Caller: I'd like to have our wedding ceremony outside.

Coordinator: I don't think we'll have a problem accommodating you. We do have an outdoor venue, which offers beautiful views of Hourglass Lake.

Caller: That sounds perfect! But, I do have one concern.

Coordinator: What is it?

Caller: Well, what if it rains on the day of our wedding? Everything would be ruined.

Coordinator: Actually, we create contingency plans for all outdoor events. So even if the weather's bad, the event can still continue.

Caller: What kind of contingency plans have been used in the past?

Coordinator: Well, we can provide tents outdoors. And those protect from light showers.

Caller: But... what if the weather is really terrible?

Coordinator: Then we can move the ceremony inside to the Vivaldi Ballroom. It has views of all the gardens and the lake.

Caller: That seems like a good alternative. Thank you for the information.

Coordinator: No problem. And please feel free to contact me if you have any more questions.

1. What was the conversation mostly about?

- A the correct contingency plan
- B the cost of hosting a wedding
- C the hotel's wedding services
- D the disadvantages of outdoor weddings

2. What is the woman worried about?

- A finding an affordable caterer for the party
- B having bad weather on the wedding day
- C locating a venue big enough for her party
- D contacting the wedding party members

Fill in the blanks

Coordinator: I don't think we'll have a problem accommodating you. We do have a(n) 1 _____, which offers beautiful views of Hourglass Lake.

Caller: That sounds perfect! But, I do have one 2 _____

Coordinator: What is it?

Caller: Well, what if 3 _____ on the day of our 4 _____ ? Everything would be

ruined.

Coordinator: Actually, we create 5 _____ for all outdoor events. So even if the weather's bad, the event can still continue.

Caller: What kind of contingency plans have been used in the past?

Coordinator: Well, we can provide tents outdoors. And those protect from 6 _____.

Caller: But... what if the weather is really terrible?

Coordinator: Then we can move the 7 _____ inside to the Vivaldi Ballroom. It has views of all the gardens and the lake.

Caller: That seems like a good alternative. Thank you for the information.

Read the brochure and then choose the correct answers.

1. What is the main idea of the passage?

- A how to get access to the hotel's business center
- B the hotel facilities available for business travelers
- C pricing for hosting conferences at the hotel
- D getting technical support in the business center

2. Some equipment allows people to...

- A report a problem with the computers.
- B host corporate retreats.
- C send a document via fax.
- D have a computer repaired.

3. What is probably true about corporate retreats at the Royal Point Hotel?

- A The retreats typically start in the morning.
- B The attendees need Internet access.
- C Event coordinators help serve meals.
- D Retreats take place in the business center.

2. BUSINESS TRAVELERS

GET THE JOB DONE at THE ROYAL POINT HOTEL

An Office Away From Home

Just because you are away from the office doesn't mean that you can't do

business as usual. The Royal Point offers several amenities just for the busy business traveler.

24-Hour Business Center -

Need to send a report to your home office or get copies of an important document? Then visit our business

center, which is equipped with the following office equipment:

- computers • printers
- **fax machines • photocopiers**

Don't forget, Wi-Fi access is available throughout the hotel, including the pool area.

accommodate 100 people. We also have twelve meeting-rooms which are suitable for smaller events

Our state-of-the-art equipment includes:

- video-conferencing • projectors
- microphones

We also provide **onsite technical support to troubleshoot** any problems

Corporate Retreats - Have your next corporate retreat at the Royal Point Hotel. We offer two venues for private functions. Benefits of hosting your retreat with us:

- Work with our event coordinator, who

Conferences and Workshops - Our brand-new conference center is perfect for large meetings. We have four large conference rooms, each able to

will help plan all the details of Your event

- Breakfast, light lunch and afternoon tea for all attendees

Vocabulary

Complete the sentences with words and phrases from the word bank.

- business center conference room*
technical support attendees troubleshoot workshop corporate retreat
- 1 Jason met many of his co-workers for the first time at the _____.
 - 2 The hotel can organize conferences for up to one hundred _____.
 - 3 Large business events are held in a _____.
 - 4 Sheila learned about the new software at the training _____.
 - 5 Fax machines are in the _____.
 - 6 The _____ team is responsible for fixing any technical problems.
 - 7 The computer technician helped Mr. Smith _____ computer issues.

Match the words and phrases (1-4) with the definitions (A-D).

- 1 _ fax machine 3 _ venue
2 _ photocopier 4 _ state-of-the-art
- A a machine that only produces copies
B a machine that sends documents
C having the newest technology
D a place where special events take place

Read a conversation between a business manager and a hotel employee. Then, mark the statements as true (T) or false (F).

Hotel employee (M): You have reached the Meetings and Events Department at the Royal Point Hotel. This is Mark. How may I assist you?

Business Manager (W): Hi - I'm organizing a conference for my company.

Hotel Employee: Can you tell me the dates of your conference?

Business Manager: Actually, I'm not ready to book anything yet. I just want to learn more about your facilities.

Hotel Employee: OK, I'll be glad to answer any questions.

Business Manager: First of all, can you tell me how many people fit in your conference rooms?

Hotel Employee: Our largest rooms can accommodate 100 people.

Business Manager: That's perfect. And what kind of equipment is available?

Hotel Employee: All of the conference rooms come equipped with sound and video equipment.

Business Manager: Does that mean that there are microphones available?

Hotel Employee: That's right. And we also have equipment for video-conferencing.

Business Manager: I don't think we'll need that. We will, however, need a projector. Can you supply one?

Hotel Employee: Yes, ma'am. Our staff will even set it up before the conference starts.

Business Manager: Excellent. What sort of technical assistance do you offer?

Hotel Employee: We have onsite technicians that can help you resolve any problems you may encounter.

Business Manager: Great. Thanks for the information. I'll be in contact soon.

- 1 _ The conference room fits over 100 people.
- 2 _ The woman needs video-conferencing.

3 _ The hotel offers technical assistance.

Fill in the blanks

Manager: That's perfect. And what kind of 1 _____ is available?

Employee: All of the conference rooms come equipped with 2 _____ equipment.

Manager: Does that mean that there are 3 _____ available?

Employee: That's right. And we also have equipment for 4 _____-

Manager: I don't think we'll need that. We will, however, need a 5 _____. Can you supply one?

Employee: Yes, ma'am. Our staff will even set it up before the conference starts.

Manager: Excellent. What sort of technical assistance do you offer?

Employee: We have 6 _____ that can help you resolve any problems you may encounter.

Manager: Great. Thanks for the information. I'll be in contact soon.

3. RESPONDING TO REQUESTS

Reading

Listen, read the web page, and then mark the following statements as true (T) or false (F).

1 _ There are a limited number of cots available.

2 _ Front desk employees pick up laundry bags.

3 _ The hotel does not allow guests to stay in rooms past 11 am.

Vocabulary

Choose the correct word or phrase to complete each sentence.

1 Jenny felt cold so she requested a (**blanket / cot**).

2 I travel with a (**pickup / spare**) cell phone battery.

3 Most hotels charge for guest services such as (**laundry service / wake-up calls**).

4 Mr. Brown sleeps with an extra (**checkout / pillow**) for comfort.

Frequently Asked Questions:

Guest Services

What extra items are available?

We provide many extra items upon request, such as blankets and pillows. We also keep spares of many commonly forgotten items like toothbrushes, phone chargers, and other essentials. Additionally, we have cots available on a first come, first served basis: \$15 each.

How do the luggage storage and laundry services work?

Free luggage storage allows you to keep large or extra baggage in a locked room during your stay. To take advantage of our same-day laundry service, please use the complimentary white laundry bags in your room. Call the desk to schedule a pickup and ask for a complete list of rates.

How do I get a wake-up call?

We offer wake-up calls seven days a week. To request a call, please provide the desk with the following details:

- name
- room number
- day and time to call

When is checkout time? Can I get a late checkout?

Regular checkout time is anytime before 11:00. However, we can make arrangements for a late checkout.

Still have questions? Ask the front desk clerk. Remember, we're here to help!

Match the words and phrases (1-6) with the definitions (A-F).

1. extra
2. phone charger
3. first come, first served
4. luggage storage
5. late checkout
6. essential

- A a hotel service for keeping bags
 B in addition to the usual amount
 C an important item
 D a device used to maintain a cell phone's battery
 E available while the supply lasts
 F a checkout extension

Read a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).

Front desk clerk (W): You've reached the front desk at the Royal Point Hotel. This is Sarah speaking. How may I assist you?

Guest (M): Good evening. I need a wake-up call tomorrow morning.

Front desk clerk: I'll gladly arrange that for you. I just need a few details.

Guest: Okay.

Front desk clerk: Your name, please?

Guest: It's Simon Brown.

Front desk clerk: What room number are you in, Mr. Brown?

Guest: I'm in room 415.

Front desk clerk: Perfect. Now I just need to know when you'd like the wake-up call.

Guest: At five o'clock sharp, please.

Front desk clerk: Okay, so your room number is 4-5-0 and you want the wake-up call at 5am. Is that correct?

Guest: No, my room number is 4-1-5.

Front desk clerk: I apologize. I'll correct that right away.

Guest: Great - thanks!

Front desk clerk: I've scheduled your wake-up call. Is there anything else I can assist you with, Mr. Brown?

Guest: Nope, that's all. Thanks for your help!

1. The hotel worker arranges a wake-up call for the man.
2. The worker cannot provide the service at the time the man originally asks for.
3. The man forgets his room number.

Fill in the blanks.

Desk Clerk: You've reached the 1 _____ at the Royal Point Hotel. This is Sarah speaking. How may I assist you?

Guest: Good evening. I need a 2 _____ tomorrow morning.

Desk Clerk: I'll gladly arrange that for you. I just need 3 _____.

Guest: Okay.

Desk Clerk: Your name, please?

Guest: It's Simon Brown.

Desk Clerk: What 4 _____ are you in, Mr. Brown?

Guest: I'm in room 415.

Desk Clerk: Perfect. Now I just need to know when you'd like the wake-up call.

Guest: At 5 _____, please.

Desk Clerk: Okay, so your room number is 4-5-0 and you want the wake-up call at 5am. Is that correct?

Guest: No, my room number is 4-1-5.

Desk Clerk: I apologize. I'll correct that 6 _____.

Guest: Great - thanks!

Desk Clerk: I've scheduled your wake-up call. Is there anything else I can assist you with, Mr. Brown?

Guest: Nope, that's all. Thanks for your help!

4. RESERVATION PROBLEMS

To: Front Desk Staff

From: Laura Hindenberg, Front Desk Manager

Date: April 17

Re: Reservation problems

We expect a significant increase in occupancy at the hotel this summer. This increase may lead to reservation problems. Please review the protocol for dealing with these problems:

Requested rooms may be unavailable for several reasons. In some cases, the sales department oversells in order to compensate for cancellations and no-shows. Mix ups also occur when guests make reservations through third parties. Other times, it's simply a matter of problems with the computer reservation system (CRS). In any case, we must try to keep the guest happy. First, you should look for an available room to relocate the guest to. Try to place the guest in the same room type that he or she originally reserved. When this is not possible, offer the guest a free room upgrade.

If the hotel is overbooked, a room-move will not be an option. Instead, suggest that the guest stay at one of our partner hotels. Inform him or her that we will pay for the cost of their room at another hotel. We will also provide transportation to the partner hotel. Finally, tell the guest that you will place them on the wait list. That way, he or she can be notified if there are any cancellations and a room becomes available.

Reading

Read the memo to hotel employees, and then choose the correct answers.

1. What is the purpose of the document?
 - A to train employees on the computer system
 - B to show employees how to take reservations
 - C to review the handling of complaints
 - D to explain why prices increase in the summer
2. Which is NOT a reason for reservation problems?
 - A selling more rooms than is available
 - B guests give incorrect information
 - C miscommunication with third parties
 - D reservation service problems
3. What is probably true about guests who move to a partner hotel?
 - A They get an upgrade to a better room type.
 - B Their reservations were lost by the hotel.
 - C They do not have to pay the room charge.
 - D Their room was given to someone on the wait list.

Vocabulary

Match the words and phrases (1-7) with the definitions (A-G).

- | | |
|------------------|-------------------|
| 1. _ mix-up | 5 _ partner hotel |
| 2. _ third party | 6 _ CRS |
| 3. _ protocol | 7 _ no-show |
| 4. _ wait list | |
- A a person/company that isn't one of the two main parties

- B the computerized system used to make reservations
- C a mistake caused by confusion
- D the correct steps to follow
- E a record that has information about people waiting for a service
- F a hotel that is affiliated to another G a person who doesn't arrive

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Sales associates often sell more rooms than there are available. _ v _ r _ _ _ l.
- 2 Jack was happy to get a better room than he originally booked. _ n _ p _ r a _ _.
- 3 The front desk arranged a relocation to another room. _ _ o _ - _ o _ e.
- 4 The hotel upgraded my room to make up for their relocating me to another hotel. c _ m _ _ n _ t _
- 5

Read a conversation between a guest and the front desk clerk. Then mark the following statements as true (T) or false (F).

Front Desk Clerk (W): Good evening, sir. How may I assist you?

Guest (M): I requested a double room, but there's only one bed in my room.

Front Desk Clerk: Let me look up your reservation. May I have your name?

Guest: George Foster.

Front Desk Clerk: Okay, Mr. Foster... according to our records, the reservation was for a deluxe single room.

Guest: But my confirmation says "double".

Front Desk Clerk: Here's what happened - the website you used to book your room forwarded us incorrect information.

Guest: You're kidding!

Front Desk Clerk: I apologize for the inconvenience, Mr. Foster. But I will try my best to accommodate you.

Guest: Will I be charged the rates for a deluxe room?

Front Desk Clerk: Certainly not. The rate for a double room will apply.

Guest: Are there any double rooms available?

Front Desk Clerk: Unfortunately, no.

Guest: I'm traveling with my children. Where will they sleep?

Front Desk Clerk: I can offer you an upgrade to a suite. It has two beds in the bedroom. Would that work?

Guest: Yes. That would be great! Thanks for your help.

1. The guest received the wrong room because he made the reservation through a travel website.
2. The front desk clerk will charge the man the rate for a double room.
3. The guest and his children will stay in a suite at a partner hotel.

Fill in the box.

DC: Good evening, sir. How may I help you?

G: I requested a 1 _____, but there's only one bed in my room.

DC: Let me look up your reservation. May I have your name?

G: George Foster.

DC: Okay, Mr. Foster... according to 2 _____, the reservation was for a deluxe single room.

G: But my confirmation says "double".

DC: Here's what happened - the website you used to book your room forwarded us 3 _____.

G: You're kidding!

DC: I apologize for the inconvenience, Mr. Foster. But I will try my best to 4 _____ you.

G: Will I be charged the rates for a deluxe room?

DC: Certainly not. The rate for a 5 _____ will apply.

G: Are there any double rooms 6 _____?

DC: Unfortunately, no.

G: I'm traveling with my children. Where will they sleep?

DC: I can offer you an 7 _____ to a suite. It has two beds in the bedroom. Would that work?

G: Yes. That would be great! Thanks for your help.

5. BROKEN!

Reading

Read the posts from an Internet comment board, and then choose the correct answers.

1. What is the passage mostly about?
A the pros and cons of international travel
B problems that guests had at the hotel
C why guests chose to stay at the hotel
D where the best rooms in the hotel are located
2. What can you infer about the hotel reviewers?
A They did not enjoy their stay.
B They are business travelers.
C They felt that the hotel staff fixed problems quickly.
D They would not stay at the hotel in the future.
3. What is NOT true about the Royal Point Hotel?
A It has workers that fix electrical problems.
B It relocates guests when problems arise.
C It has television sets in the guest rooms.
D It offers free upgrades to all guests that have a problem.

For Travelers, by Travelers Your Guide to Hotels

The Royal Point Hotel: Travelers' Reviews

JourneyMan449

We had only one problem in the room: the air conditioning gave out on our second day; it didn't ever turn on. However, maintenance solved the problem quickly.

LovesToFly1234

This is a beautiful hotel. Too bad I had so many problems with the bathroom! The toilet clogged on two occasions (once when our two-year-old flushed a foreign object down it). The water overflowed into the bedroom. Also, there was no hot water in the shower, so I had to take cold showers. The good thing is that the front desk upgraded me to a suite because of these problems.

Worldtrekker88

I arrived at the hotel after an 18-hour flight. All I wanted to do was sleep, but when I arrived in my room, I noticed tiny black specks all over the bed sheets. They were bedbugs! I let reception know and they promptly moved me to another room. The rest of our stay was smooth sailing.

TravelKing987

The only problem was that remote control for the TV didn't change channels. I realized the batteries were running low. I called the front desk and they sent some new ones up in ten minutes!

Vocabulary

Choose the correct word or phrase to complete each sentence.

- 1 Julie doesn't (give out / turn on) the lights during the day to save energy.
- 2 Max increases the television volume with the (remote control / battery).

- 3 The sheets were washed in hot water to kill the (foreign objects / bedbugs).
4 The toilet will (clog / flush) if guests put paper towels in it.
5 A remote control needs (foreign objects / batteries) in order to work.
6 The waiter poured too much water in the glass and it (flushed / overflowed) onto the table.

Put a check ✓ if the sentence uses the underlined part correctly.

1. _ We turn on the air conditioning when it is hot outside.
2. _ A maintenance worker helped the guest check into the hotel.
3. _ Barry does not put foreign objects like food wrappers in the toilet.
4. _ Jessica flushes the sink to remove all of the dirt from its surface.
5. _ Rudy's TV gave out and he watched it all evening.
- 6 _ Helen waits for warm water so she doesn't have to take a cold shower.

Read a conversation between a guest and a front desk clerk. Then answer the questions.

Front Desk Clerk (W): You've reached the front desk. This is Lorraine speaking.

Guest (M): Hello, this is Mr. Park. I'm in room 586.

Front Desk Clerk: What can I assist you with, Mr. Park?

Guest: I'm having a bit of, urn, a problem.

Front Desk Clerk: Can you tell me what the problem is?

Guest: Well, the toilet in my room is overflowing.

Front Desk Clerk: I'm sorry to hear that. I'll alert housekeeping right away.

Guest: Great!

Front Desk Clerk: You said that you're in room 586, right?

Guest: That's right. Excuse me, but how long will the housekeepers be?

Front Desk Clerk: Approximately fifteen minutes.

Guest: What are we supposed to do until they arrive?

Front Desk Clerk: Actually, you don't have to do anything. But I will need to move you to another room.

Guest: OK. I think that's probably best.

Front Desk Clerk: I have another double room on the fourth floor.

Guest: That sounds fine. I'll go down to the front desk and pick up the key right now.

1. What are the speakers mostly talking about?
A contacting the housekeeping department
B what to do if something in the guest's room breaks
C how the guest can repair the toilet
D solving a guest's problem
2. What is true about the housekeeping staff?
A They can arrange room moves.
B They clean overflows in fifteen minutes.
C They will arrive to the man's room in a quarter of an hour.
D They deliver keys to hotel guests.

Fill in the blanks.

Desk Clerk: You've reached the 1 _____. This is Lorraine speaking.

Guest: Hello, this is Mr. Park. I'm in room 586.

Desk Clerk: What can I 2 _____ Mr. Park?

Guest: I'm having a bit of, urn, a problem.

Desk Clerk: Can you tell me what the problem is?

Guest: Well, the toilet in my room is 3 _____

Desk Clerk: I'm sorry to hear that. I'll alert 4 _____ right away.

Guest: Great! **Desk Clerk:** You said that you're in room 586, right?

Guest: That's right. Excuse me, but 5 _____ the housekeepers be?

Desk Clerk: Approximately fifteen minutes.

Guest: What are we 6 _____ until they arrive?

Desk Clerk: Actually, you don't have to do anything. But I will need to move you to another room.

Guest: OK. I think that's probably best.

Desk Clerk: I have another 7 _____ on the fourth floor.

Guest: That sounds fine. I'll go down to the front desk and pick up the key right now.

6. RESPONDING TO COMPLAINTS

Reading

Read the page from an employee handbook, and then complete the summary with words from the word bank.

tell solve problem effective

It is important for people working in the hospitality industry to understand complaints and handle them in a(n) _____ way. Find out what the _____ is calmly and politely. Think of the best way to _____ the problem and _____ the guest that you are there to help.

Vocabulary

Match the words and phrases (1-6) with the definitions (A-F).

- | | |
|--|----------------|
| 1 _ professional | 4 _ solution |
| 2 _ abusive language | 5 _ resolve |
| 3 _ cigarette smoke | 6 _ locked out |
| A impolite or unfriendly speech | |
| B a way of solving a problem | |
| C produced by a burning substance | |
| D relating to work that needs special training | |
| E to settle a problem | |
| F not able to enter a room or building | |

The Customer Is Always Right!

How to handle guest complaints

As employees in the **hospitality industry**, our main priority is to provide a wonderful experience for our guests. This involves handling **complaints** in a **professional** and efficient manner. The following tips will help you respond to customer complaints and resolve problems fast.

Get Informed - You can't offer a **solution** unless you know exactly what the problem is. Is the guest upset about **noisy neighbors**? Or perhaps the guest's card key stopped functioning and he or she is **locked out** of the room. To find out the problem, politely ask the guest to explain what is wrong. The guest may be frustrated, but remember to remain calm. Never use **abusive language** or respond with anger. Being **rude** will only make the problem worse.

Jump into Action - Once you understand the problem, it's time to act. **Assure** the guest that you will do everything you can to help him or her. Then determine the best solution. For example, if a guest in a non-smoking room complains that the room smells like **cigarette smoke**, you may suggest a room-move. Once you come up with a solution, make sure to apologize to the guest for the **inconvenience** and let him or her know that you are there to help.

Match the words with the blanks.

1. *noisy / rude*

- A The server's _____ behavior hurt Sara's feelings.
B It's too _____ in the restaurant to have a conversation.

2. *assure / complain*

A Many guests _____ that the smoke makes them feel sick.

B The hosts _____ diners that the cafe is very good.

3. *neighbor / inconvenience*

A The Garcias think that their new _____ is very helpful and friendly.

B An accident can be a major _____ to someone.

Read a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).

Desk Clerk (M): You've reached the front desk at the Royal Point Hotel. This is Donald.

Guest (W): Hi - this is Ms. Wilson in number 504.

Desk clerk: Good evening, Ms. Wilson. Is there anything I can help you with?

Guest: Well, I hope so. There's a real problem here.

Desk clerk: What exactly is the situation?

Guest: The problem is that my room is right next to the elevator and I can hear it running.

Desk clerk: I see. And you're having trouble getting to sleep?

Guest: That's right. At this rate, I'll never get any rest!

Desk clerk: I do apologize for that. Could I offer you a different room?

Guest: Do you have one that's far away from the elevator?

Desk clerk: Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a mountain view.

Guest: Would I be charged extra if I move into the room with the mountain view?

Desk clerk: No, ma'am. The rate for your original room would apply.

Guest: Well, okay. I guess I'll take the room on the sixth floor.

Desk clerk: Great. I'll send the bellhop to help you move your luggage right away. He'll also have your new key.

Guest: Thank you very much for your help.

Desk clerk: You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

1. _ The guest complains about her noisy neighbors.

2. _ The guest will pay more for the new room.

3. _ A bellhop will bring the hotel guest the new key.

Fill in the blanks.

Desk Clerk: You've reached the front desk at the Royal Point Hotel. This is Donald.

Guest: Hi - this is Ms. Wilson in number 504.

Desk Clerk: Good evening, Ms. Wilson. Is there 1 _____ help you with?

Guest: Well, I hope so. There's a real problem here.

Desk Clerk: What exactly is the 2 _____?

Guest: The problem is that my room is right next to 3 _____ and I can hear it running.

Desk Clerk: I see. And you're having trouble getting to sleep?

Guest: That's right. At this rate, I'll never 4 _____!

Desk Clerk: I do apologize for that. Could I offer you a 5 _____?

Guest: Do you have one that's far away from the elevator?

Desk Clerk: Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a 6 _____.

Guest: Would I be charged extra if I move into the room with the mountain view?

Desk Clerk: No, ma'am. The rate for your original room would apply.

Guest: Well, okay. I guess I'll take the room on the sixth floor.

Desk Clerk: Great. I'll send 7 _____ to help you move your luggage right away. He'll also have your new key.

Guest: Thank you very much for your help.

Desk Clerk: You're welcome. I hope you enjoy the rest of your stay with us. And please do

not hesitate to contact the front desk if you have any other problems.

7. HOTEL SAFETY

Reading

Read the letter from a hotel to its guests, and then choose the correct answers.

1. What is the letter about?
A using a safe deposit box
B keeping your vehicle safe
C the level of crime at hotels
D recommended safety measures
2. The hotel does NOT advise guests to...
A use the dead bolt lock.
B monitor the security cameras.
C report suspicious activity.
D use the safe deposit boxes.
3. What can be inferred about the hotel?
A It wants guests to take sensible precautions.
B It asks guests to stay in their rooms after dark.
C It has more security guards than it needs.
D Its security guards park vehicles for guests.

A little caution now can save you a lot of trouble later

Dear Guest,

At the Royal Point Hotel, we are committed to our guests' safety. With that in mind, we offer the following suggestions to ensure you have a safe and happy stay.

When leaving your room, always lock the door. On your return, remember to use both the **dead bolt lock** and the **security door chain**. If anyone knocks at your door, look through the **peephole** before opening it. Our **operators** never give out your room number, and we urge you not to share that information with strangers.

The hotel is monitored by security cameras. However, if you witness any **suspicious activity**, **report** it to one of our **security guards** immediately. They are on duty around the clock and are available to **escort** you to or from your vehicle after dark. If a **theft** or **injury** does occur, please notify hotel staff who will promptly alert the appropriate authorities.

We encourage you to leave your valuables in the in-room **safe deposit boxes**, which are protected by an electronic code of your choosing. Should one of your possessions go missing, please check the **lost and found** at the guest services desk.

Vocabulary

Choose the correct word or phrase to complete each sentence.

1. Maria's bracelet went missing and she checked the (**lost and found** / **suspicious activity**).
2. The (**operator** / **security guard**) directed the phone call.
3. The woman called the police to (**report** / **escort**) a crime.
4. The (**security guard** / **operator**) was responsible for preventing crime.
5. Sam offered to (**escort** / **report**) the guest to her car.

Choose the correct meaning of the underlined word or phrase.

1. The man was sent to prison for theft.
A the crime of taking something that belongs to someone else
B actions that make people seem guilty of doing bad things
C careful behavior to avoid danger
2. Jack wears a helmet to prevent injuries.
A a strong type of lock

- B physical damage to the body
- C a small hole in a door to look through

3. Brandy put her jewelry in a safe deposit box at the bank for safekeeping.

- A a metal chain that locks a door
- B a strong type of lock
- C a secure container to store valuables

Read a conversation between a guest and a hotel security guard. Then mark the following statements as true (T) or false (F).

Hotel Guest (W): Excuse me.

Security Guard (M): How can I help you, ma'am?

Hotel Guest: Well, it may be nothing, but I thought I should report some suspicious activity.

Security Guard: What did you see?

Hotel Guest: I was in the parking garage and there was a group of teenage boys there.

Security Guard: What were they doing?

Hotel Guest: I'm not sure. They were standing next to a very expensive car.

Security Guard: Are you sure it wasn't their vehicle?

Hotel Guest: I don't think it was. They didn't get in. And one of the boys was bending down next to the driver's side door.

Security Guard: Was he trying to break in?

Hotel Guest: It was hard to tell. But when they saw me, they stepped away from the car.

Security Guard: What happened then?

Hotel Guest: I left right away. The whole situation made me nervous.

Security Guard: You did the right thing. Thank you for reporting the incident.

Hotel Guest: You'll look into it?

Security Guard: I'll check it out right now.

1. _ The guest tells the guard about an incident in the garage.

2. _ A group of boys broke into the guest's car.

3. _ The guard is going to investigate the incident.

Fill in the blanks.

Hotel Guest: Excuse me. **Security Guard:** How can I help you, ma'am?

Hotel Guest: Well, I _____, but I thought I should report some suspicious activity.

Security Guard: What did you see?

Hotel Guest: I was in the parking garage and there was a group of 2 _____ there.

Security Guard: What were they doing?

Hotel Guest: I'm not sure. They were standing next to a very expensive car.

Security Guard: Are you sure it wasn't their 3 _____?

Hotel Guest: I don't think it was. They didn't get in. And one of the boys was 4 _____ next to the driver's side door.

Security Guard: Was he trying to 5 _____?

Hotel Guest: It was hard to tell. But when they saw me, they stepped away from the car.

Security Guard: What happened then?

Hotel Guest: I 6 _____. The whole situation made me nervous.

Security Guard: You did the right thing. Thank you for 7 _____

Hotel Guest: You'll look into it? **Security Guard:** I'll check it out right now.

8. MONEY MATTERS

Reading

Read the page from a hotel's website, and then mark the following as true (T) or false (F).

1. _ The hotel buys unused currency from guests.
2. _ Front desk clerks can break bills of any value.
3. _ Checks must be dated in order to be cashed.

Money: Guest Services

Our hotel provides many services Guest Services designed to cater to your financial needs.

Our **currency exchange** service is fast and easy. Just bring your money to the front desk, and we will exchange it into the **local currency**. However, there are a few things to keep in mind:

- **Exchange rates** change often. Please ask the clerk for the current exchange rate.
- There is a 10% **commission** on every transaction.
- We do not **buy back** any unused currency.

Our front desk clerks are also glad to **make change** for guests free of charge. Simply bring them any bills you have in your possession and they will **break** them for you. Just be sure the bills are in the local currency and do not exceed \$100 in value. We also cash **traveler's checks** worth up to \$200. Just bring all the checks you plan to cash to the front desk. A front desk clerk will have you **countersign** and date the checks before giving you their value in local currency. Make sure to take note of the checks' **serial numbers**, since you'll need these numbers to keep track of which checks you've cashed.

Vocabulary

Check ✓ the sentences that use the underlined parts correctly.

1. _ When Eve breaks a bill, she sends money overseas.
2. _ To countersign is to write your name on something that already has a signature.
3. _ The exchange rate is 93 yen to the dollar.
4. _ The hotel has commissions for purchase.
5. _ The bank uses the serial number to track the check.
6. _ The hotel charges a 20% buy-back policy for every transaction.

Complete the phrase that is similar in meaning to the underlined part.

1. The bank offers a service for trading money from different countries.

c _ _ _ e _ _ _ _ x _ _ a _ g _ .

2. The money from the country where I am now is the yuan.

L _ c _ _ _ c _ r _ _ n _ _ .

3. The bank sells pieces of paper that are used as money or exchanged for local currency to international travelers.

_ _ _ v _ l _ r ' _ c _ _ _ k _

4. Alexa asked the clerk to give smaller units of money in exchange for a larger unit.

_ a _ _ c _ _ n _ _

Read a conversation between a front desk clerk and a hotel guest. Then answer the questions.

Front Desk Clerk: Hello, sir. How may I help you today?

Guest (G): Hi. Can I exchange some money here?

Front Desk Clerk: Yes, sir.

Guest: Excellent! I really didn't feel like going all the way down to the bank.

Front Desk Clerk: No, there's no need for that. What type of currency would you like to exchange?

Guest: I have dollars. And, of course, I want euros. What's the rate these days, anyway?

Front Desk Clerk: It's 0.73 euros to the dollar.

Guest: Wow! The dollar was worth a lot more the last time I visited Europe.

Front Desk Clerk: Those are the current exchange rates, though.

Guest: Oh, I understand. So, what kind of a commission do you take?

Front Desk Clerk: We have a ten percent commission.

Guest: That's fair enough.

Front Desk Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

Guest: That's good to know. Urn, okay. I want to exchange two hundred dollars.

Front Desk Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.

Guest: Sure. Thanks for your help.

1. What is the dialogue mostly about?
A exchange rates for different currencies
B the benefits of traveler's checks
C the importance of buy back policies
D the details of a currency exchange service
2. What can you infer about the guest?
A He doesn't know where the bank is.
B He always carries traveler's checks.
C He has exchanged money before.
D He is visiting Europe for the first time.

Fill in the blanks.

Clerk: Hello, sir. How may I help you today?

Guest: Hi. Can I exchange some money here?

Clerk: Yes, sir.

Guest: Excellent! I really 1 _____ going all the way down to the bank.

Clerk: No, there's 2 _____ for that. What type of currency would you like to exchange?

Guest: I have dollars. And, of course, I want euros. What's the 3 _____ these days, anyway?

Clerk: It's 0.73 euros 4 _____

Guest: Wow! The dollar was worth a lot more the last time I visited Europe.

Clerk: Those are the 5 _____, though.

Guest: Oh, I understand. So, what kind of a commission do you take?

Clerk: We have a ten percent commission.

Guest: That's 6 _____

Clerk: Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

Guest: That's 7 _____ Urn, okay. I want to exchange two hundred dollars.

Clerk: Okay, sir. I'll just need you to fill out this form and then you'll be all set.

Quest: Sure. Thanks for your help.

9. MAKING SUGGESTIONS

Reading

Read the restaurant review from a magazine, and then choose the correct answers.

1. What is the purpose of the review?
A to criticize the restaurant's poor customer service
B to give information about the restaurant's meals
C to praise the restaurant's convenient location
D to give instructions on how to make several dishes
2. What is true about the smoked salmon dish?
A It is created with game meat.
B It is served as an appetizer.
C It is a house special.

D It is cooked with chestnuts.

3. What can we infer about Mr. Ashbury?

A He recommends wines of all price ranges.

B He worked as a chef in the past.

C He is a friend of the reviewer.

D He travels across the Atlantic often.

Restaurant Review **The Post Meridian Restaurant**

At the Post Meridian Restaurant, fine **cuisine** mixes with a refined hotel atmosphere to give guests a special dining experience. Located on the Royal Point Hotel's ground floor, the restaurant is the perfect getaway for travelers and food **connoisseurs** alike.

Guests can choose from several dishes to begin their dining experience, with appetizers ranging from salads to pastas to fish. We **recommend** beginning with a baby beet salad and roasted tomato pasta.

Main courses include beef short rib and veal tenderloin with chestnuts. For guests seeking a departure from the norm, try the selection of dishes created with **game** meats. Also, the Post Meridian Restaurant's **house specials** offer exciting new **takes** on **classic dishes** like smoked salmon with truffles.

Just be sure to leave room for dessert. You'll be glad you did, because the restaurant's **signature dish** is a tasty chocolate soufflé.

The wine list features an assortment of bottles from both sides of the Atlantic. Guests in need of assistance with **wine pairing** can enlist the help of **sommelier** Anthony Ashbury. Mr. Ashbury is always eager to share his extensive knowledge of wine and can **make suggestions** suitable for every budget.

Read a conversation between a server and a customer. Then mark the following statements as true (T) or false (F).

Server (W): Good evening and welcome to the Post Meridian Restaurant. Would you like to hear tonight's specials?

Customer (M): Sure!

Server: Okay. First, we have a beef short rib. That's braised and served with a side of fresh fruit.

Customer: Are there any other specials?

Server: Yes, we also have venison leg. The venison is spice-crusted and served with a pumpkin puree.

Customer: I've never had venison before. How is it?

Server: Well, it tastes similar to some leaner cuts of beef. But the flavor is definitely distinct. **Customer:** Hmm ... those both sound fantastic. I don't know how I'll decide!

Server: If you're a fan of classic dishes, the short rib won't disappoint you.

Customer: It does sound delicious. But I'm feeling pretty adventurous.

Server: Then may I suggest that you try the venison?

Customer: Okay, I'll go with the venison.

Server: Excellent choice. I think you'll be pleased. Will there be anything else, sir?

Customer: Urn, well, can you tell me which wine would go well with the venison?

Server: Yes, our sommelier created a wine pairing that's sure to impress. He suggested the Red Wheel Cabernet Sauvignon. It's a red wine from California.

Customer That sounds great. I'll take a glass of that, please.

1. _ The customer ordered venison before.

2. _ The server says venison is a classic dish.

3. _ The sommelier suggests pairing the venison with a Cabernet Sauvignon.

Fill in the blanks.

Server: Good evening and welcome to the Post Meridian Restaurant. Would you like to hear tonight's specials?

Customer: Sure!

Server: Okay. First, we have a beef short rib. That's braised and served with a side of 1 _____.

Customer: Are there any other specials?

Server: Yes, we also have 2 _____ The venison is spice-crusted and served with a pumpkin puree.

Customer: I've never had venison before. How is it?

Server: Well, it tastes similar to some leaner cuts of beef. But the 3 _____ is definitely distinct.

Customer: Hmm ... those both sound fantastic. I don't know how I'll decide!

Server: If you're a fan of classic dishes, the short rib won't disappoint you.

Customer: It does sound delicious. But I'm 4 _____

Server: Then may I suggest that you try the venison?

Customer: Okay, I'll go with the venison.

Server: 5 _____ I think you'll be pleased. Will there be anything else, sir?

Customer: Um, well, can you tell me which wine would go well with the venison?

Server: Yes, our sommelier created a wine pairing that's sure to impress. He suggested the Red Wheel Cabernet Sauvignon. It's a 6 _____ from California.

Customer: That sounds great. I'll 7 _____ of that, please.

10. PROBLEMS IN THE DINING ROOM

Dear Ms Jones:

I am a frequent patron of the Post Meridian Restaurant and am usually impressed by your establishment. However, last night was **an exception**.

I took a group of **out-of-town** guests to your restaurant and assured them of the quality of the food. When we sat down, my wife noticed that her plate was dirty, so the server **replaced** it with a clean one.

When the food arrived, I was presented with an **overcooked** steak, when I had ordered fish. After twenty minutes, the server returned with the correct dish, only for me to discover that my fish was **underdone**.

In addition, two of my guests were not satisfied with their food. One **complained** that her pork was **burned** and **underseasoned**, while another found his dish **too salty** and almost cold. When my fish was brought back a second time, it was still **undercooked**.

I **enclose** the receipt for this meal, as I feel that I should receive some money back to compensate me both for the terrible food, and also for the embarrassment of treating my guests to an **inedible** meal.

As things stand, I do not see myself revisiting your dining establishment or recommending it to anyone else.

Sincerely, John Sykes

Reading

Read the letter from a patron to a restaurant manager, and then complete the summary with words from the word bank.

*Undercooked refund regular
burned wrong too salty attached*

John Sykes took some friends to the restaurant where he is a(n) _____ customer. One of the plates was dirty and the server brought Mr Sykes the _____ food. The fish was _____ even after it was sent back to the kitchen. Mr. Sykes' guests were also unhappy with their dishes, which

were _____ and _____. He _____ the receipt to his letter because he wants a(n) _____.

Vocabulary

Match the words (1-6) with the definitions (A-F).

- | | | |
|--------------------|---|------------------|
| 1. _ Overcook | — | 4. _ complain |
| 2. _ underdone | — | 5. _ out-of-town |
| 3. _ Underseasoned | — | 6. _ inedible |

- A not fully cooked
- B to say that you are not satisfied
- C coming from a different place
- D to ruin by cooking for too long
- E tasting too unpleasant to eat
- F lacking sufficient herbs or spices

Check the sentences that use the underlined parts correctly.

- 1 _ Mark left the food on the grill for too long and it burned.
- 2 _ Aimee replaced the broken dishes by throwing them away.
- 3 _ Diego put sugar in his coffee, so it tasted too salty.
- 4 _ Lauren enclosed a photo of her children in the letter.
- 5 _ Fred is always late and today was no exception.
- 6 _ Emily's chicken was dry because it had been undercooked.
- 7 _ Jessica bought a new bicycle to replace the one that was stolen.
- 8 _ When something is enclosed, it is lost and forgotten.

Read a conversation between a customer and a server in the Post Meridian Restaurant. Then mark the following statements as true (T) or false (F).

Customer (W): Excuse me.

Server (S): Yes, ma'am. What can I do for you?

Customer: It's about our food.

Server: Is there a problem?

Customer: I asked for my steak to be prepared medium-well and it's very underdone.

Server: I'm so sorry ma'am.

Customer: And my son has the opposite problem. His chicken is overcooked. In fact, it's actually burned on one side.

Server: I'll take the dishes back to the kitchen right away. There might be a slight wait while we prepare fresh plates.

Customer: How long do you think that will be? We have theater tickets.

Server: Maybe fifteen minutes, but I'll make sure your food is a priority.

Customer: Thank you.

Server: I really am so sorry for the inconvenience. Perhaps while you're waiting you could look at the dessert menu. Any dessert you order will be on the house.

Customer: Okay. That sounds good. We don't have much time though.

Server: I'll bring the dessert the second you finish your entree.

Customer: I'd appreciate that.

Server: No problem, ma'am.

- 1. The customer's son likes the food.
- 2. The server resolves the problem.
- 3. Both of the desserts are complimentary.

Fill in the blanks.

Customer: Excuse me.

Server: Yes, ma'am. What can I do for you?

Customer: It's about our food.

Server: Is there a problem?

Customer: I asked for my steak to be prepared 1 _____ - _____ and it's very underdone.

Server: I'm so sorry ma'am.

Customer: And my son has the 2 _____ problem. His chicken is overcooked. In fact, it's actually burned on one side.

Server: I'll take the dishes 3 _____ right away. There might be a slight wait while we prepare fresh plates.

Customer: How long do you think that will be? We have theater tickets.

Server: Maybe fifteen minutes, but I'll make sure your food is a 4 _____.

Customer: Thank you.

Server: I really am so sorry for the 5 _____. Perhaps while you're waiting you could look at the dessert menu. Any dessert you order will be on the house.

Customer: Okay. That sounds good. We don't have much 6 _____ though.

Server: I'll bring the dessert the second you finish your 7 _____.

Customer: I'd appreciate that.

Server: No problem, ma'am.

11. HOW WILL I PAY

Reading

Read the page from a restaurant's website, and then choose the correct answers.

1. What is the passage mainly about?
A rules for renting a party room
B how to guard against identity theft
C what to do if your check is inaccurate
D how to settle a bill in a restaurant
2. Parties who want separate checks should...
A ask for them at the start of the meal.
B wait for the server to offer them.
C have at least eight people.
D pay more per dish.
3. What is the server likely to do if a party of two pays with a traveler's check?
A add an 18% gratuity to the bill
B ask for proof of identity
C refuse the method of payment
D ask if the guests need separate checks

Check Please!

The Post Meridian Restaurant accepts most **methods of payment, including** credit cards, **debit cards**, personal checks, traveler's checks and cash. Please notify your server at the beginning of your meal if your party requires **separate checks**, as we cannot provide separate checks after your **order** has been placed. Please note that it is **mandatory** for parties larger than eight to pay on one **check**, to which an 18% gratuity is automatically added. Should your party decide to share dishes, remember that there is a \$ 1.00 **split plate charge**.

When you are ready to pay, alert your server, who also acts as your **cashier**. Specify whether you are paying with a credit or debit card, so the server knows how to **run the card**. If you are a guest at the hotel, you are **welcome to bill to** your room.

We are **vigilant** in the battle against **identity theft** and our servers always ask customers to provide ID.

2. _ The party must pay on one check.
3. _ The customer knew about the separate check policy.

Fill in the blanks.

Customer: Waiter? 1 _____!

Waiter: Here you go, ma'am.

Customer: Thanks. I have a quick question.

Waiter: Go ahead.

Customer: I want to pay with my credit card. Can I put the 2 _____ on my card, or do I need to pay that with cash?

Waiter: There will be a line on the 3 _____ where you can add a tip. Cash is fine, too.

Customer: Do you take Mastercharge?

Waiter: We accept 4 _____

Customer: Great.

Waiter: Will that be all?

Customer: Well, I notice there's only one check for the four of us. My friends wanted a 5 _____

Waiter: I'm very sorry ma'am, but it's our 6 _____ to only provide separate checks if you ask at the beginning of the meal.

Customer: So we all have to 7 _____?

Waiter: I'm afraid so.

Customer: I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

Waiter: Thank you. I apologize for the confusion. I'll be right back with your receipt.

12. WORKING TOGETHER

Reading

Read the article from an employee newsletter, and then mark the following as true (T) or false (F).

- 1 _ The caller is responsible for firing food.
- 2 _ Customers in the restaurant all get their food at the same time.
- 3 _ Ms. Hamilton's organization skills help her do her job.

Vocabulary

Complete the word or phrase that is similar in meaning to the underlined part.

1. The server delivered the order and the chefs went to work.

P _ _ c _ _ d I _

2. When the steaks were ready, they were sent to the dining room.

_ ut o _ t

3. The hikers enjoyed the test of ability that climbing the steep mountain provided.

C _ a _ _ e _ ge

4. The time between giving customers their food and asking if it is satisfactory is part of a server's job.

t _ o - m _ _ t _ _ he _ k

Complete sentences with the words/phrases from the word bank.

coordinated plated time cooking time

fired behind schedule

1. Philip held the stopwatch so that he could _____ the runners in the race.
2. My daughter refused to get out of bed, so we were _____ and arrived late to school.
3. The chef _____ each dish himself so it looked perfect.
4. The line chef _____ the salmon and waited four minutes for it to cook.

5. Ms. Tananka misjudged the _____ for her casserole and it burned.
6. The builder _____ with the architect to make sure they worked together effectively to build the new restaurant.

Employee Spotlight

Name: Isabel Hamilton - Position: Caller

What does your position involve? - I'm the person who **coordinates** the front and back of house. The servers **punch in** the orders, and I calculate **cooking time** and determine what dishes need to be prepared first.

Next, I communicate that information to the kitchen staff and assign tasks. For example, I tell the line cooks when to **fire** or **put out** every dish.

What is your favorite aspect of the job? -I am incredibly organized, and it's satisfying to see my organizational skills translated into beautiful dishes that are completed on time.

What challenges does a caller encounter? - Our policy at the restaurant is that everybody at a table receives their food at the same time. That means every dish has to be **plated** at the same time. We can't accomplish that unless I **time** everything perfectly. If I make a mistake, everyone in the dining room and the kitchen is negatively affected. Occasionally, a customer returns food to the kitchen when the server performs the **two-minute check**. Then I have to place a **rush** on the dish, which can put us behind schedule, particularly if we're already **in the weeds**. When you're a caller, it's important to be **quick-witted** and flexible.

Read a conversation between a restaurant caller and a line cook. Then mark the following statements as true (T) or false (F).

Caller (W): Okay, Paulo, I've got three steaks for table four.

Line Cook (M): How should I cook those?

Caller: Two medium well, please.

Line Cook: What about the third one?

Caller: Rare. And go easy on the salt.

Line Cook: Okay, I'm on it. It'll be ready in twelve minutes.

Caller: Wait a minute! Hold off on the steaks!

Line Cook: What's up?

Caller: We've got a rush order for table twelve.

Line Cook: What's the order?

Caller: One grilled salmon, cooked through, with wild rice and steamed vegetables.

Line Cook: Is there anything else?

Caller: Yes, we also need one pork special, with sauce on the side. Start with the pork.

Line Cook: No problem. That order will be up in ten minutes.

Caller: One last thing... table two sends their compliments to the chef.

Line Cook: Thanks. I'm glad they liked the food.

1. _ The caller tells the line cook how to prepare the food.
2. _ A rush order is prepared before any other order.
3. _ Diners at table two were dissatisfied.

Fill in the blanks.

Caller: Okay, Paulo, I've got three steaks for 1 _____.

Line Cook: How should I cook those?

Caller: _____ Two 2 _____, please.

Line Cook: What about the third one?

Caller: Rare. And 3 _____ on the salt.

Line Cook: Okay, I'm on it. It'll be ready in twelve minutes.

Caller: Wait a minute! 4 _____ on the steaks!

Line Cook: What's up?

Caller: We've got a 5 _____ for table twelve.

Line Cook: What's the order?

Caller: One grilled salmon, cooked through, with wild rice and steamed vegetables.

Line Cook: is there anything else?

Caller: Yes, we also need one pork special, with 6 _____. Start with the pork.

Line Cook: No problem. That order will 7 _____ in ten minutes.

Caller: One last thing ... table two sends their 8 _____ to the chef.

Line Cook: Thanks. I'm glad they liked the food.

13. KITCHEN SAFETY AND SANITATION

Reading

Read the poster about restaurant health and safety, and then mark the following statements as true (T) or false (F).

1. _ Workers must dress correctly to avoid burns.
2. _ Cooking utensils often harbor germs.
3. _ Aprons help prevent slipping accidents.

Department of Health Health and Safety Guidelines for Commercial Kitchens

The following is a list of health and safety guidelines issued by the Department of Health. Health **code** violations may result in a **citation** and the closing of this establishment upon **inspection**.

Food Guidelines

Stored food must be labeled with the date and time of preparation.

Spoiled foods must be promptly **disposed** of.

Equipment Guidelines

All equipment and utensils are to be thoroughly cleaned prior to use since they may harbor germs.

A three-compartment sinks must have drainboards as wide and long as the sink bowls.

All refrigerators and freezers must be fitted with thermometers

All refrigerators and freezers must be kept within established temperature ranges to allow for proper refrigeration.

Personnel Guidelines

- Employees are to dress in clean clothing free of holes. They must wear **closed-toe shoes**. This is to prevent **slips** or **burns**.
- Employees must maintain good personal hygiene.
- Employees must be in good health to handle food.
- Employees must wear hairnets and aprons during food preparation.
- Employees are to wear disposable gloves when touching ready-to-eat foods.
- Employees are to wear oven mitts when handling hot food items or equipment.
- Employees must wash hands after using the restroom.

Vocabulary

Choose the correct word pairs to fill the blanks.

1. After **the restaurant's** _____ **the** health official **gave it a** _____ **for several violations.**

A inspection – citation

C guideline - hairnet

B health care violation - drainboard

2. Sylvia wears _____ to protect her feet and a _____ to keep her hair in place.

A oven mitts - disposable glove

B aprons - hygiene

C closed-toe shoes - hairnet

3. Check the health _____ to find out if you should wear _____.
A drainboards – germs C guidelines - oven mitts
B aprons - hairnets

Check ✓ the sentences that use the underlined parts correctly.

1. _ The police officer issued John a citation for breaking the law.
2. _ Julia used a hairnet to remove the hot food from the stove.
3. _ The chef wore an apron to keep her hair in place.
4. _ Old kitchen sponges often harbor germs.
5. _ Monica disposed of the spoiled milk.
6. _ The restaurant requires employees to wear drainboards in the kitchen.

Read the conversation between a health official and a restaurant manager. Then answer the questions.

Official (M): Ms. Roderick? Do you have a moment?

Manager (W): Of course, Mr. Stevens. Are you done with the health inspection?

Official: Yes. I've just finished looking everything over.

Manager: So, are we in the clear?

Official: Most everything seems fine. But there is one thing I have to bring to your attention.

Manager: Uh oh. What is it?

Official: It's your drainboards.

Manager: On the sinks? What exactly is the problem?

Official: Well, the local health department requires all sinks to have appropriately sized drainboards.

Manager: And our drainboards aren't the right size?

Official: I'm afraid not.

Manager: So what can we do to fix it?

Official: I know it's a hassle, but you'll have to install new drainboards.

Manager: I understand. How long do we have to install them?

Official: I'll be returning to the restaurant for another inspection in two months.

Manager: And as long as we install new drainboards, we won't get a citation?

Official: That's right.

1. According to the dialogue, what can the manager do to avoid receiving a citation?
A replace the drainboards
B install new kitchen sinks
C call the health department
D remodel the entire kitchen
2. What will the manager most likely to do next?
A ask the official to re-inspect
B ask someone to install new drainboards
C purchase new kitchen sinks
D complain about the official

Fill in the blanks

Official: Ms. Roderick? Do you have a moment?

Manager: Of course, Mr. Stevens. Are you done with the health inspection?

Official: Yes, I've just finished 1 _____.

Manager: So, are we 2 _____?

Official: Most everything seems fine. But there is one thing I have to bring to your attention.

Manager: Uh oh. What is it?

Official: It's your drainboards.

Manager: On the sinks? What exactly is a problem?

Official: Well, the 3 _____ requires all sinks to have 4 _____ drainboards.
Manager: And our drainboards aren't the right size?
Official: I'm afraid not.
Manager: So what can we do to fix it?
Official: I know it's a hassle, but you'll have to install new drainboards.
Manager: I understand. How long do we have to install them?
Official: I'll be returning to the restaurant for another inspection in 5 _____.
Manager: And as long as we install new drainboards, we won't get a citation?
Official: 6 _____.

14. WRITING A RESUME

Reading

Read the resume, and then choose the correct answers.

1. What is the purpose of the document?
A to show Mr. James' qualifications for a job
B to describe Mr. James
C to explain why Mr. James wants to leave his job
D to certify that Mr. James is returning to school
2. What was one of his duties as PBX operator?
A directing the supervisor
B providing references for co-workers
C sorting mail
D responding to emails
3. What is NOT true about Mr. James?
A He has not worked anywhere besides the hotel.
B He has experience at the Royal Point Hotel.
C He has related educational background.
D He has training in supervising.

Jeff James

1019 Tulane Ave, Bath Beach, NY 11214
(7.18) 710-9802

Objective - Secure the position of PBX Supervisor in order to use my expertise to improve the level of customer service and teamwork within the department.

Skills

- Familiar with the Royal Point Hotel's code of conduct
- Native speaker of English, proficient in Spanish
- Excellent communication and writing skills
- Self-motivated
- Can work independently or with others
- 70 wpm typing speed

Employment History

Royal Point Hotel **PBX** Operator

- Worked directly under the PBX supervisor
- Assisted the supervisor in training new associates
- Answered and directed external and internal calls using the Phonesuite PBX Switchboard system
- Provided information to visitors and callers
- Took messages for guests and management
- Completed follow-up logs

- Performed basic maintenance and troubleshooting on PBX system
- **Oversaw** and performed clerical **duties** like mail sorting, word processing and proofreading

Education

Brooklyn Hospitality School (Continuing Education Course) 2000

Certification in Hotel Communication

Awards

Royal Point Hotel Associate of the Month, January 2001

References

Hank Billson, PBX Supervisor, The Royal Point Hotel

Tina Crouse, Senior Lecturer, Brooklyn Hospitality School

Vocabulary

Complete the sentences with words or phrases from the word bank.

certification clerical duties proficient PBX
switchboard code of conduct oversees native PBX operators

1. She is _____ in Chinese.
2. It states in the _____ that staff should be polite to all guests.
3. I have spoken English since I was a child; it is my _____ language.
4. The supervisor _____ the installation of the new equipment.
5. _____ direct incoming calls.
6. I can manage the _____ and handle all phone calls.
7. Bea is responsible for _____ like filing.
8. Greg received his scuba _____ at dive school.
9. Most hotels use _____ systems because they handle many phone lines.

Check the response that answers the question.

1. What are your career objectives?
A _ I want to become a manager.
B _ I will finish the project later today.
2. Do you have any references?
A _ Yes, I can answer and direct calls.
B _ Yes, they are listed on the resume.
3. What is your employment history?
A _ I graduated from college in 2001.
B _ I worked at a hotel for two years.
4. How many wpm can you type?
A _ I can type 65 words per minute.
B _ I can type documents.

Read a conversation between an operator and a supervisor. Then answer the questions.

Operator (M): Hi, Kelly - I heard you're leaving us for a management position. Congratulations!

Supervisor (W): Thanks, Jeff. I'm really excited. You know, my old job is going to be open.

Operator I know. We're really going to miss you around here.

Supervisor: Thanks. About the supervisor job... I think you should apply for it.

Operator: Really? I just don't know if my qualifications are strong enough. And I haven't updated my resume in ages.

Supervisor: I'd be happy to help you with your resume. What do you need to change?

Operator: Well, the problem is that I don't have a lot of work experience. This is actually my first job.

Supervisor: That's okay. You've gained a lot of skills in this position, haven't you?

Operator: I sure have. I learned how to use the PBX equipment in just a few weeks. And I know all of the hotel's policies about taking and directing calls.

Supervisor: There you go. You should mention all of that in your resume. Basically, show how this job has prepared you to be a supervisor.

Operator: So I should highlight any leadership experience, right?

Supervisor: Oh, definitely. For example, be sure to mention that you've helped train new workers.

Operator: Okay. I'm still worried that my resume won't be strong enough.

Supervisor: Well, you can always list me as a reference.

Operator: Really? That would be so helpful!

Supervisor: Of course. I'll be glad to vouch for you and your skills. I really do think you would make an excellent supervisor.

1. What is the main idea of the conversation?

- A how to manage a group of staff
- B why the operator is leaving
- C what information to include on a resume
- D how to be a supervisor

2. What does the operator NOT have?

- A a lot of work experience
- B experience guiding others
- C a resume
- D any references

Fill in the blanks.

Supervisor About the 1 _____ job... I think you should 2 _____ for it.

Operator: Really? I just don't know if my qualifications are strong enough. And I haven't updated my resume in ages.

Supervisor: I'd be happy to help you with your 3 _____ What do you need to change?

Operator: Well, the problem is that I don't have a lot of 4 _____ This is actually my first job.

Supervisor: That's okay. You've gained a lot of skills in this position, haven't you?

Operator: I sure have. I learned how to use the PBX equipment in just a few weeks. And I know all of the hotel's 5 _____ about taking and directing calls.

Supervisor: There you go. You should mention all of that in your resume. Basically, show how this job has 6 _____ you to be a supervisor.

15. JOB INTERVIEWS

Getting the job

Tips for a successful interview

Job **interviews** can be stressful; however, with the proper planning and preparation, you *can* get the job. Read these tips to help you survive the interview and get a job offer!

Before the Interview

- Research the company and **prepare relevant** questions. **Interviewers** appreciate when job **candidates** demonstrate interest in **the** company **and** the available position.
- Organize all **paperwork**, including your resume, official **transcripts**, and **references** from previous employers.
- Plan responses to common interview questions and practice interviewing with a friend.
- Prepare for questions about your **salary** expectations by finding out how much employees in the position you are applying for are typically paid.

During the Interview

- Make a good first impression by arriving on time for the interview. Make sure to dress in clean and professional **attire**. Finally, be polite and use the interviewer's name when speaking.
- Respond to all questions clearly. Interviewees should provide solid examples of how their previous experience relates to skills needed for the new position. Also, be sure to explain your future career goals.

After the Interview:

- **Follow up** immediately with a **thank-you note** restating your interest in the position.
- Employers may request a **call-back** to obtain more information.

Reading

Read the article from a magazine, and then mark the following statements as true (T) or false (F).

1. _ A job candidate should ask about the company during an interview.
2. _ Interviewees make a good impression by dressing professionally for the interview.
3. _ A call-back is a typical way for job candidates to follow up after an interview.

Vocabulary

Complete the sentences with words or phrases from the word bank.

interview relevant followed up salary interviewee

1. Mac _____ by thanking his interviewer.
2. After the _____, Ms. Mills wasn't sure if Tara was right for the position.
3. Mr. Jones is paid a good _____.
4. The _____ arrived early and waited until the manager was ready.
5. Mr. George didn't write his height on the application because it was not _____.

Choose the correct words/phrases to go in the blanks.

1. transcript / resume

- A Mary's _____ lists her professional background.
B Steve requested a _____ from his university.

2. interviewer / job candidate

- A The _____ was impressed by Ms. Jones and offered her the job.
B Mr. Cruz decides to interview the _____.

3. attire / paperwork

- A The dress code requires professional _____.
B Ms. Jessup had to fill out some _____ before she could begin her new job.

4. reference / call-back

- A Traci received a _____ after the interview.
B Jason asked Ms. Watson if he could list her as a _____ on his job application.

5. thank-you note / job offer

- A Bob declined the _____ because he found a position at another company.
B Paige sent Mr. Trujillo a _____ for helping her complete the project.

Read a conversation between an interviewer and a job candidate. Then mark the following statements as true (T) or false (F).

Interviewer (W): Hi, John. Thanks for coming in today. My name is Sarah Rogers and I'll be interviewing you.

Candidate: Hello. It's nice to meet you, Ms. Rogers.

Interviewer: Thanks. First off, I'd just like to ask why you're interested in working for Royal Point Hotel as Hotel Manager.

Candidate: Well, I'm currently working as an assistant hotel manager, but I'm looking to advance my career.

Interviewer: Okay. According to your resume, you've held that position for five years,

right? **Candidate:** That's correct.

Interviewer: And what would you say has been your greatest accomplishment during those five years?

Candidate: Last year I created a very successful training system for new hotel employees.

Interviewer: Really? That's great.

Candidate: Yes, it's really helped our hotel run more smoothly.

Interviewer: So would you say you're a good leader then?

Candidate: Yes, but I'm always looking to improve.

Interviewer: Great.

Candidate: I've also attended many training sessions in hotel management.

Interviewer: It sounds like you're committed to improving. Now, I want to talk a little bit about your educational background.

Candidate: Of course.

- 1. _ The man wants a job as a manager.
- 2. _ The man has never worked in the hotel business before.
- 3. _ The man helps train new employees at his current job.

Fill in the blanks.

Candidate: Well, I'm currently working as an assistant hotel manager, but I'm looking to 1

_____ **Interviewer:** Okay. According to your resume, you've 2 _____ for five years, right?

Candidate: That's correct.

Interviewer: And what would you say has been your 3 _____ during those five years?

Candidate: Last year I created a very successful 4 _____ for new hotel employees.

Interviewer: Really? That's great.

Candidate: Yes, it's really helped our hotel run 5 _____.