

English for Tourism and Restaurants

Book 2

3rd Edition

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+ MP3

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2. Recommending interesting spots to hotel guests
3. Arranging for water sports

Grammar

Sentence Structure/
Phrase Focus

1. ... is one of the most famous ... in the world.
2. ... is the most well-known ... in the world.
3. ... is/are noted/famous/renowned for ...
4. You will be impressed by the ... of ...
5. ... is built in the ... style
6. ... is an example of ...-style architecture.

Training in Listening and Speaking

Practice recommending interesting spots to visit and describing their features

Words and Phrases

1. Planning a local tour
2. Types of water sports
3. Describing architecture

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Transportation (1): Taxis and Buses

1. Taking a taxi
2. Taking a bus

1. Where would you ...?
2. Take the number ... bus to ...

1. Practice conversations for reserving a taxi
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Taxis and buses

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1. Give time and fare information about trains and the subway
2. Practice conversations about renting cars

1. Trains and stations
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Shopping (1): Basic Expressions

1. Striking a bargain
2. Explaining the tax refund procedure

1. Practice explaining the size, color, and style of a product
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3. Explain the tax refund regulation to a guest

1. Shopping
2. Colors
3. Tax refund

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Shopping (2): Clothes, Cosmetics, and Jewelry

1. Shopping for clothes and shoes
2. Shopping for cosmetics
3. Shopping for jewelry

Adjectives and nouns for describing scents

1. Would you like to try on ...?
2. It is made of ...
3. This is the latest ...
4. This product can help ...

1. Practice conversations inside a clothes or shoe store
2. Practice recommending cosmetics according to a guest's needs
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4. Describing cosmetics or perfumes
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Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
<ol style="list-style-type: none"> Booking a flight Changing flights Confirming a flight 		<ol style="list-style-type: none"> I'd like to book a ... ticket to ... I would like to change to a ... flight. Your reservation to ... is confirmed/ canceled/ delayed, etc. 	Practice conversations between a passenger and the ground staff of an airline	<ol style="list-style-type: none"> Flights Classes of airplane cabins

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**Making an
 Emergency
 Announcement**

Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
<ol style="list-style-type: none"> When there is a fire When there is an earthquake When there is a power outage 	<p>"Because" and "because of"</p>	<ol style="list-style-type: none"> Please . . . Please do not . . . It is dangerous to . . . 	<ol style="list-style-type: none"> Practice conversations between a housekeeper and a guest in a hotel in an emergency situation Listen to and read some emergency announcements in a hotel 	<p>A fire, an earthquake, and a power outage</p>

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 Banquets and
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<ol style="list-style-type: none"> Explaining conference services and charges Explaining banquet services and charges 	<p>Some useful "of" phrases</p>	<ol style="list-style-type: none"> The room seats up to . . . people. We can provide . . . We can assist you with . . . 	<p>Practice describing conference and banquet services to a guest</p>	<p>Conference or banquet facilities</p>
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Dealing With Complaints in a Restaurant (2): Service

1. When a guest complains about the wrong food order
2. When a guest complains about the tableware
3. When a guest complains about a late order

Adjectives for describing tableware

1. I will bring you ...
2. I will be right back with ...

Practice conversations dealing with service problems

Describing tableware

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Dealing With Complaints in a Restaurant (3): Other Problems

1. When drinks or food is spilled on a guest
2. When a guest complains about other noisy guests

1. The verb "need"
2. Stop / forget / remember plus to V/ V-ing

1. I'm sorry that I spilled ... on your clothes.
2. It's noisy/cold/freezing in here.

Practice conversations dealing with service problems and noisy guests

Poor service

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Dealing With Complaints in a Hotel (1): Accidents in Public Areas and Rooms

1. When an accident occurs in a hotel
2. Providing items in a hotel room

Phrasal verbs

1. I've tripped over ...
2. He was hit/cut/burned on the head/arm/leg.

Practice conversations dealing with hotel accidents and room problems

Hotel accidents and room problems

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Dealing With Complaints in a Hotel (2): Laundry Service and Guest Rooms

1. When a guest complains about the laundry service
2. When a guest complains about an improperly cleaned room

1. Verb or noun?
2. Past participles and adjectives used with specific prepositions

Could/Would you do something about ... ?

Practice conversations dealing with laundry problems

Describing laundry problems

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Dealing With Complaints in a Hotel and at the Airport

1. Dealing with problems with the appliances in a hotel room
2. Dealing with problems related to the room temperature
3. Dealing with complaints about delayed flights or schedules

Phrasal verbs

1. I will send another ...
2. The flight was delayed because ...

1. Practice conversations dealing with room problems
2. Practice conversations dealing with scheduling problems

1. Describing room problems
2. Flight schedules

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Preface

English for the tourism and restaurant industries is quite different from our daily spoken English. As an employee, you should speak and behave in a very polite manner, no matter what kind of customer you are dealing with. Your listening, speaking, reading, and writing skills may need to be modified.

English for Tourism and Restaurants is written specially for those who want to work in a hotel, a restaurant, or a travel agency, for an airline, or on a cruise ship. This book offers practice in comprehensive listening and speaking and training in English for anyone entering the tourism and restaurant industries. Whether you're interested in working as a receptionist, food server, bellhop, housekeeper, telephone operator, tour guide, store salesperson, cook, or flight attendant, this book will help you learn the expressions needed to handle a variety of situations as they arise. By studying this book, you'll improve your English for use in these professional fields.

The efficient arrangement of lessons in this book will help you:

- ★ Become familiar with the tourism and restaurant industries through more than 100 *dialogs* about various situations.
- ★ Learn essential grammar through the use of *simple sentences* and *clear charts*.
- ★ Enrich your vocabulary by studying the *Words & Phrases*, *Word Power*, and *Phrase Focus* sections.
- ★ Strengthen your *listening comprehension* through training.
- ★ Improve your speaking skills through frequent *Pair Work*.
- ★ Deepen your understanding of English for the service industry by doing multiple *exercises*.

Pictures in this book are carefully chosen to correspond with the words or phrases being taught. Photographs are often used to help learners understand the meaning of a certain word or phrase.

English for Tourism and Restaurants has two volumes. Each comes with an MP3 CD and is suitable for use as a textbook as well as a self-study reference.



01 Taking Orders

Dialog 1 / Standard Procedures for Taking an Order

1 **G** Guest **W** Waiter

W Good afternoon, ma'am. Would you like to see our lunch menu?

G Yes, thank you.

W May I bring you something to drink while you're deciding?

G Not yet, thanks.

W All right. I'll be back shortly to take your order.
(Five minutes later.) Are you ready to order, ma'am?

G Yes, I think so. What is the soup of the day?

W Cream of broccoli. I highly recommend it.

G That sounds good. I'll have a cup of that and the seafood pasta. Is there fish in the pasta, by the way?

W No, ma'am. Just shrimp, squid, and clams.

G That's fine.

W And will you have anything to drink with your meal, ma'am?

G Yes, I'd like a glass of white wine and a glass of water without ice.

W Your meal comes with bread. Would you prefer Italian bread or a soft roll?

G Italian bread, thank you.

W Very good. A cup of today's soup, seafood pasta with Italian bread, one glass of white wine, and one glass of water, no ice. Anything else, ma'am?

G No, thank you. That's all.

W All right, then. I'll bring your drinks in just a moment.



cream of broccoli soup



seafood pasta



soft roll



Italian bread

★ Exercise Choose the correct word or phrase to fill in each blank.

Eating ⁽¹⁾ _____ means ordering and paying for each dish separately. Guests choose different soups, salads, main courses, and desserts from the menu. Often, there is a low-priced daily ⁽²⁾ _____ listed/shown on the first page of the menu. It may also be called the *plat du jour*, which is French for the ⁽³⁾ _____ of the day. The daily special can be served ⁽⁴⁾ _____. It is also less expensive than many of the other items on the menu. At most restaurants, a different special is ⁽⁵⁾ _____ each day.

- | | | | |
|------------------------------|---------------------|--------------------|--------------------|
| _____ 1. A à la carte | B set course | C fast food | D breakfast |
| _____ 2. A miracle | B brand name | C special | D chef |
| _____ 3. A spoon | B bowl | C cook | D dish |
| _____ 4. A honestly | B quickly | C slowly | D loudly |
| | B prepared | C touched | D mopped |

★ Pair Work

Practice the following conversations with a partner.

Change roles and practice again. **G** Guest **W** Waiter/Waitress

- 1** **W** | Would you like to order now | , sir/Ms.?
 | May I take your order
 | May I have your order
 | Are you ready to order

- G** | Yes, please.
 | I need more time.

- 2** **W** | What would you like to order?

- G** | We want two orders of braised beef and two orders of roast beef.
 | We want one order of lamb stew and four orders of beef stew.
 | We want bacon, sausages, and scrambled eggs for five.
 | We want poached fish with rice and spinach for three.
 | We'll take two orders of broiled chicken and a hamburger.
 | Three T-bone steaks and a Russian salad, please.
 | I'll have the braised silverside with mushrooms, beets, and potato chips.
 | My wife will have broiled steak and mashed potatoes, and I want a cheeseburger.
 | We would like two bowls of cornflakes, a scone with strawberry jam, and three cups of coffee.

- W** | Two orders of braised beef and two orders of roast beef.

(Repeat the order without looking at the text.)

- G** | That's correct.
 | No, I said . . .



★ More Expressions

G Guest **W** Waiter/Waitress

- 3**
- The tea is complimentary, sir.
 - There is no charge for the tea.
 - Here is a hot towel for wiping your hands.
 - What would you like to order, Ms.?
 - Would you like to start with an hors d'oeuvre?
 - I'm sorry, but vegetables are not included with the main dish. Would you like to order them separately?
 - When should I bring your salad?
 - Would you like your drink right away or after you have finished the meal?
 - Would you like to order an entrée now?
 - Can you show me on the menu?
 - Which number is it, sir? (Use this sentence if the items are numbered on the menu.)

2

Words & Phrases for Taking Orders

following *a.*
 complimentary *a.*
 separately *adv.*
 page *n.*
 later *adv.*

- I recommend that you order a set course.
- G** Is chicken on the menu?
W Yes, we have grilled chicken.
- G** Where are the soups listed?
W They're on the next page, sir.
- G** What's the soup of the day?
W Today, we have lobster soup.
- Is that all for now?

Dialog 2

Ordering a Salad and a Steak



G Guest W Waitress

- W Are you ready to order, sir?
- G Yes, I am. I'd like a steak.
- W And how would you like that cooked—rare, medium, or well-done?
- G Medium, please.
- W Certainly. Do you prefer a baked potato or rice with your steak?
- G I'll have the rice, thank you.
- W Okay. And can I get you anything else, sir?
- G Yes. What salads do you have?
- W We have a mixed vegetable salad, a Greek salad, and a pasta salad.
- G The mixed vegetable salad sounds good, thanks.
- W And would you care for something to drink with your meal?
- G Yes, I'd like a beer.
- W Very good, sir. Our beer list is on the last page of your menu.
- G Oh. Let's see now. . . . *(The guest turns to the last page of the menu.)*



baked potato

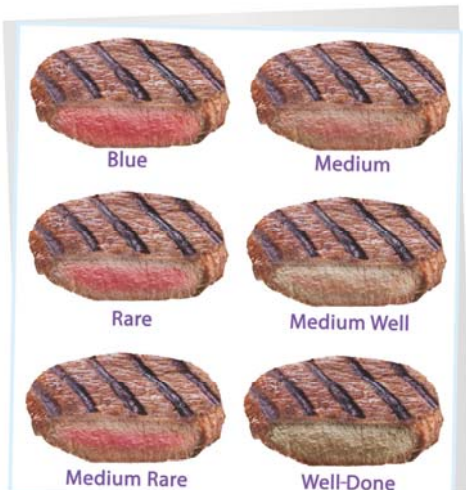


Grammar: Types of personal pronouns

Study the chart below and circle the correct pronoun in the sentences that follow.

	Subjective	Objective	Possessive	
			Determiner	Pronoun
First person	I	me	my	mine
	we	us	our	ours
Second person	you	you	your	yours
Third person	he	him	his	his
	she	her	her	hers
	it	it	its	
	they	them	their	theirs

Examples I'd like *my* steak well-done.
I'd like *mine* well-done.
Please give *me* a glass of water.



- I see *she/her* at the bar every Friday.
- Isn't *she/her* a good waitress?
- He/Him* is going to a dinner party on Sunday.
- She/Her* and John often dine in this restaurant.
- Yours/Your* salad is good, and so is *my/mine*.
- I hurt *my/mine* finger when I was cutting the meat.
- Can you bring us *our/ours* drinks now?
- Mary and *I/me* would rather have Chinese food tonight.
- Everyone has to do *their/his or her* own exercises.
- Just between you and *I/me*, I don't like this food.

Pair Work Practice the following conversations with a partner.
Change roles and practice again. **G** Guest **W** Waiter/Waitress



- 1** **G** | a What's today's special?
| b What's the special today?
| c Do you have a special today? |
- W** | a b Today's special is scallops with rice.
| c Yes. Today's special is chicken with curry and rice. |

- 2** **G** Which dish should I | have?
| order?
| choose? |
- W** | You might like the tenderloin steak or the chuck roast.
| You might try the rump steak or the sirloin steak.
| The pepper steak and tournedos are worth trying.
| Filet mignon and minute steaks are very popular.
| The oysters are excellent this time of year. |

- 3** **W** Would you | like a salad?
| like to order a salad?
| care for a salad? |

G Yes.

W What kind of salad would you like? We have | chicken salad | and | fruit salad | today.
| Caesar salad | | tuna salad |

G A | chicken | salad, please.
| Caesar
| fruit
| tuna |

4 **W** How would you like your steak?

G | Rare
| Medium rare
| Medium
| Medium well
| Well-done | , please.

5 **W** Would you like to see our ?

- G** | a Yes, what choices do I have?
| b Yes, where is the salad bar?
| c Yes, I'd like to take a look at your dessert cart.
| d No, thank you.
| e Yes, please show me the wine list. |

Words & Phrases for Taking Orders

rare *a.*
medium rare
medium *a.*
medium well
well-done
salad bar
worth *a.*
help yourself
serve yourself



tournedos



a cheese board



b salad bar



c dessert cart



d cake selection



e wine list

Dialog 3 / Changing the Side Dish

6 **G** Guest **W** Waitress

W Can I take your order now, ma'am?

G Yes. Do you have any recommendations?

W Well, the grilled mackerel is our chef's choice, and it just came in this morning.

G Wonderful! I love fish. And what does it come with?

W Yellow rice.

G Could I possibly have a salad instead?

W I'm sorry, ma'am, but we don't offer salad as a side dish. Would steamed vegetables be all right?

G Yes, that would be fine.

W And would you care for something to drink?

G Just a glass of water, please.



grilled mackerel



steamed vegetables

★ Pair Work Practice the following conversations with a partner.

Change roles and practice again. **G** Guest **W** Waiter/Waitress

1 **G** I don't want **a chicken salad.** Can I have **a fruit salad** instead?
French fries. **mashed potatoes**

W I am sorry, sir/Ms. We don't have **a fruit salad.** **May I suggest** **a baked potato?**
mashed potatoes. **How about** **onion rings?**

2 **G** I'll have **a a cherry tart.**
b the pork chops.
c the pineapple shrimp.
d the roast duck.



cherry tart

W I am afraid **a it is not in season.**
b they are sold out.
c they are not on the menu.
d it must be ordered a day in advance.

Would you like to try something else?

3 **G** I'd like this course for one, please.

W I am sorry, but **this course is meant for four people.**
we don't have any set courses for just one person.
this course is suitable for four people.

7

Words & Phrases for Taking Orders

be sold out
in advance
minimum *n.*
portion *n.*

★ More Expressions **G** Guest **W** Waiter/Waitress

8 1. This dish is suitable for four people.

2. This is the price per person.

3. **G** Have we ordered enough for five people?

W You might want to order two more dishes, perhaps the beef, the seafood, or a vegetable.

4. Would you like large or small portions?

5. I recommend that you order a set course for 10 people.

6. This course serves a minimum of four people; I think the portions are too large for two people.

7. I think the chef will be able to make this. I'll check with him. Just a moment, please.

PRACTICE

1 Match the word or phrase in the left column with the proper explanation in the right column.

- | | |
|-------------------|---|
| 1 today's special | a a menu with each dish priced separately |
| 2 à la carte | b a piece of wood or plastic used for serving cheese |
| 3 set course | c a small amount of food served with the main course |
| 4 side dish | d an extra, often lower-priced meal available on today's menu |
| 5 cheese board | e a course that includes several dishes for a single price |

2 Choose the proper phrases from the list below to fill in the blanks. Each phrase can be used only once.

- in season
- in advance
- sold out
- take your time
- care for
- instead of

- 1 The roast duck must be ordered a day _____.
- 2 Melon juice is not _____.
May I suggest orange juice?
- 3 I'd like to order coffee _____ tea.
- 4 I don't _____ beef.
Do you have any pork dishes on the menu?
- 5 I'm sorry, but the cherry pie is _____.
Would you like to try our apple pie?
- 6 Here is the menu, sir. Please _____.

3 Look at the menu. Then listen to the conversations on the CD and write down the items ordered.



1 _____

2 _____

3 _____

FOOD AND DRINK	
Appetizers	
• Smoked Salmon	\$6
• Oysters With Caviar	\$8
Soup	
• Cream Soup	\$5
• Onion Soup	\$5
Salads	
• Mixed Salad	\$8
• Chicken Salad	\$9
• Fruit Salad	\$5
Main Courses	
• Braised Beef	\$15
• Stewed Lamb	\$15
• Pork Chop With Rice	\$12
• T-Bone Steak With Mashed Potatoes	\$18
• Baked Cauliflower With Cheese	\$10
Desserts	
• Cheesecake	\$5
• Chocolate Pudding	\$4
• Black Forest Cake	\$5
Beverages	
• Iced Coffee	\$5
• Fruit Tea	\$4
• Beer	\$6
ALWAYS FRESH AND THE BEST	