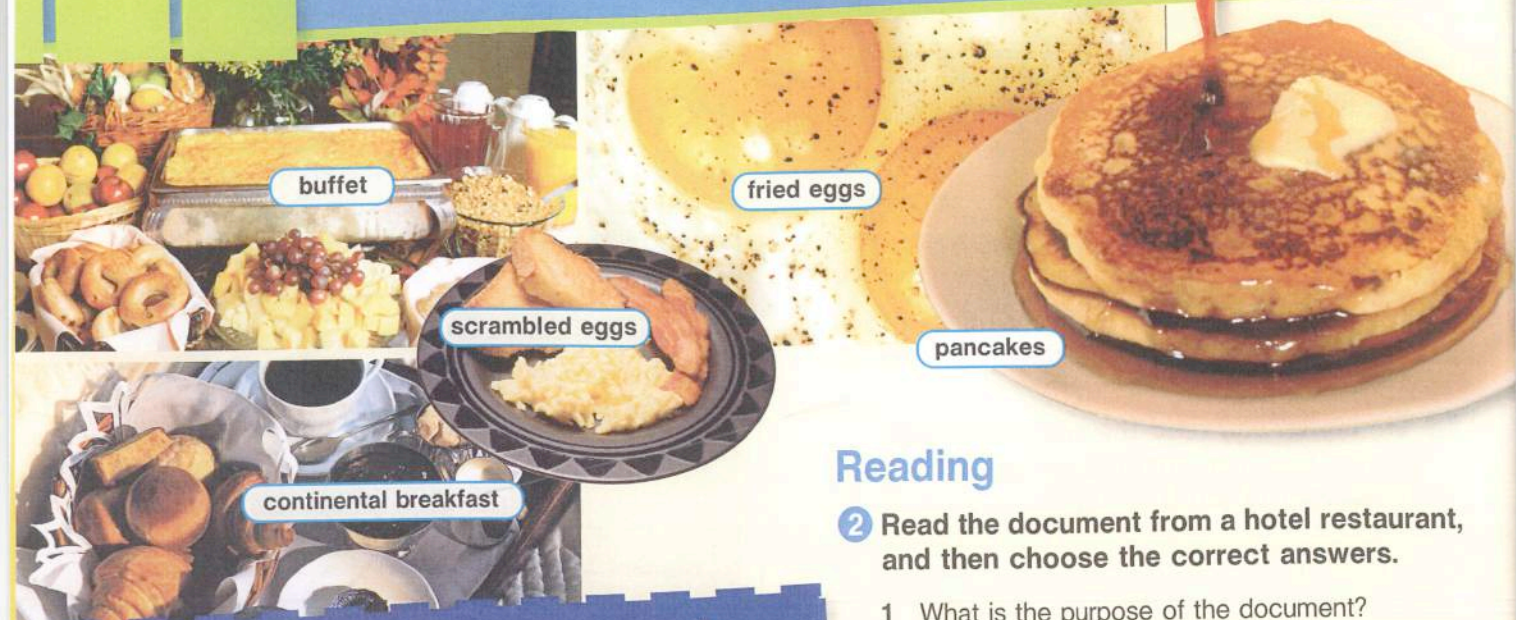


10 Breakfast service



buffet

fried eggs

pancakes

scrambled eggs

continental breakfast

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

☒ À 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**



toast

bagels

Get ready!

1 Before you read the passage, talk about these questions.

- What do people in your country eat in the morning?
- What foods do people eat in the morning in other countries?

Reading

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

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

Vocabulary

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

Word BANK

fried eggs eggs over easy pastry
pancakes toast scrambled eggs bagels

Continental Breakfast Items	À la carte Menu Items
_____	_____
_____	_____
_____	_____
_____	_____

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

1 ___ voucher

4 ___ buffet

2 ___ brunch

5 ___ gratuity

3 ___ refill

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

5 Listen and read the passage again.
How many types of breakfast are available?

Listening

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

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.

7 Listen again, and 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.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I have a breakfast voucher.

You have the... option.

What does that mean?

Student A: You are an employee at the restaurant. Talk to Student B about:

- what menu option he or she has
- how to order breakfast with that option

Make up details for Student B. Answer Student B's questions.

Student B: You are a restaurant customer. Ask questions about your breakfast.

Writing

9 Use the passage in Task 2 and the conversation in Task 8 to complete the breakfast voucher.

The Post Meridian Restaurant

at the Royal Point Hotel

Breakfast Voucher

(\$10 for brunch upgrade) No: 247896

☐ Continental breakfast

- Includes _____
- Free refills on beverages (including coffee, juice, or tea)

☐ Buffet breakfast

☐ À la carte menu (\$25 limit)

- Choose from _____

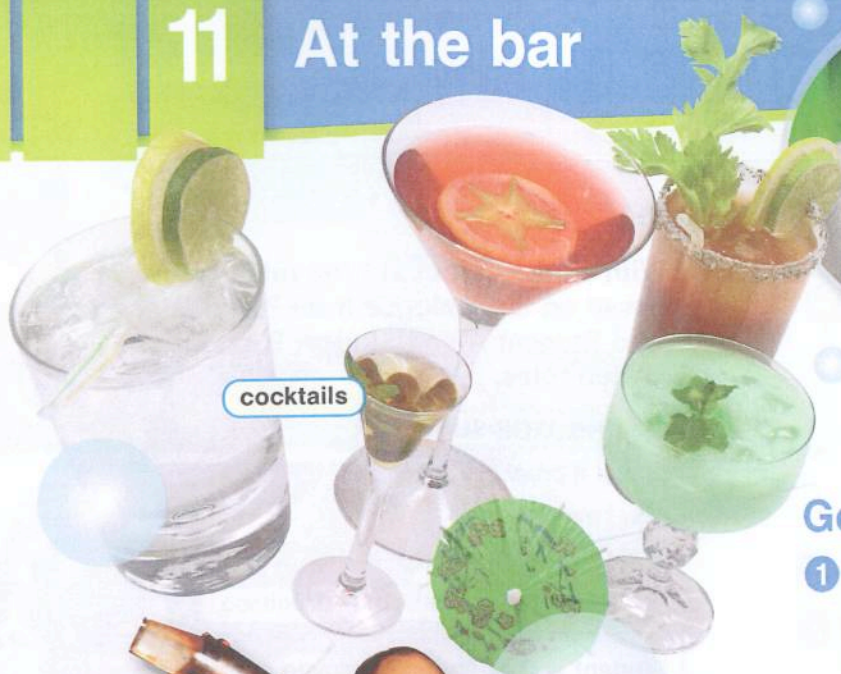
See menu for more options.

Hours: 7:30 am to 11:30 am

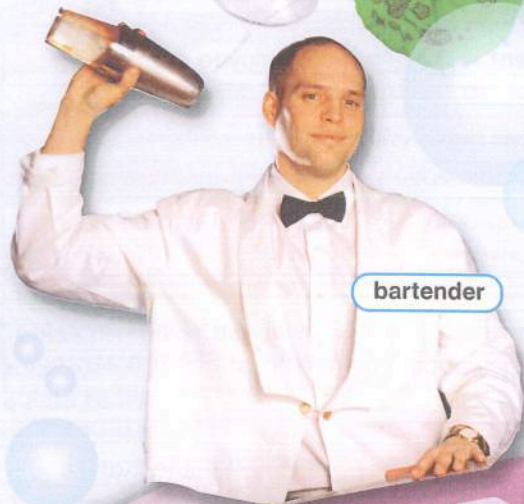
Name: _____ Room No.: _____ Date: 3 JUNE

Issued By: _____

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



cocktails



bartender

Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What are some drinks at a bar?
- 2 What kind of drinks do you order?

Reading

- 2 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

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

Word BANK

cocktail imported red well drink
white on tap house domestic

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

- 4 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 _ d e _

HAPPY HOUR at

The Post Meridian

Daily 5pm to 7pm

Imported and domestic beers on tap are half-price.
Finish two pitchers of beer, get the third free.

...
House wines by the glass are \$5.
Get half off when you order any bottle of red wine or white wine on our wine list.

...
All well drinks and cocktails are \$4.

...
Happy hour pricing does not apply to our top shelf liquors.
Please note, we don't serve minors
and our bartenders ask for ID.

- 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 _ _ _

- 5 Listen and read the flyer again. Which drinks are excluded from happy hour pricing?

Listen

- 6 Listen to a conversation between a bartender and a customer, and then choose the correct answers.
- 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.

- 7 Listen again, and 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 _____.

Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

What can I get you to drink?

I'll have a

Can I see some ID?

Student A: You are a bartender. Student B is a customer. Talk to Student B about:


- drink order
- types of drinks
- identification

Student B: You are a customer, and you want to order a drink. Ask about some drinks.

Writing

- 9 Use the flyer and the pictures below to complete the order that the bartender receives from a large group of customers. Create details for the party.





DRINK ORDERS

Party Name: _____

Number of drinks: _____

Type of drinks: _____

12 Meet the kitchen staff

Get ready!

1 Before you read the passage, talk about these questions.

- Who works in a restaurant kitchen?
- What tasks must different employees do?



butcher



head chef

pastry chef

Behind the Scenes

by Julie Redkin

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** listen to 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!

Reading

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

- What is the main idea of the article?
 - who creates the menu at the restaurant
 - the people who work in the kitchen at a restaurant
 - what makes the kitchen staff at the restaurant special
 - the most important customer service positions at a restaurant
- According to the article, what is true about the restaurant?
 - It has breakfast and lunch service.
 - It offers a special dish every night.
 - Its butcher and prep cooks do similar work.
 - Its chefs also serve food in the restaurant.
- Which of the following is NOT true about the head chef?
 - They work with the sous chef on a daily basis.
 - They influence what foods the restaurant serves.
 - They give instructions to the butcher.
 - They are responsible for preparing dessert.

Vocabulary

3 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 |

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

4 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 _ _
- 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 _ _

5 Listen and read the article again. How many different kitchen employees work in the mornings?

Listening

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

- 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.

7 Listen again, and 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.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE LIKE:

Is all the prep work done?

I'm in charge of the fish station.

Our special for tonight is...

Student A: You are a sous chef. Talk to Student B about:

- when the restaurant opens.
- the day's special
- if the food prep is done.

Student B: You are a line cook at the Post Meridian Restaurant. Answer Student A's questions and tell them what station you will work at.

Writing

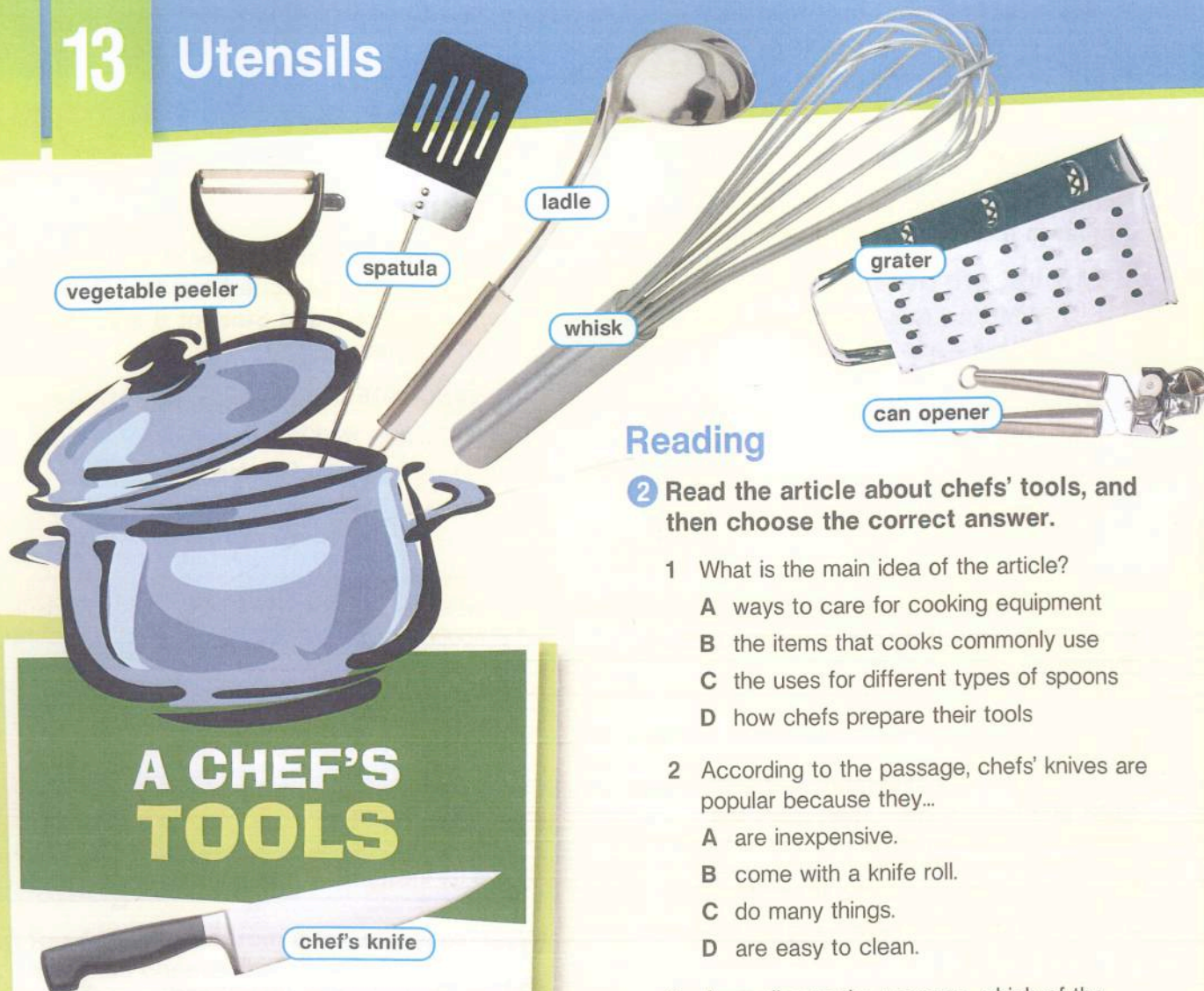
9 Use the article in Task 2 and the conversation in Task 8 to make a list of the kind of duties that the line cook needs to complete before the restaurant opens.



Station

1. Identify the night's _____
2. Do the _____
3. Ask the _____ for help

13 Utensils



A CHEF'S TOOLS

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.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What items do people use to prepare food?
- 2 What can you do with a chef's knife?

Reading

2 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

3 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	

4 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 _____.

5 Listen and read the article again. Which utensils are used to combine different types of food?

Listening

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

- 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.

7 Listen again, and 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.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I need your help.

I need a...

Do you want me to wash them for you?

Student A: You are a line cook. Tell Student B:

- what utensils you need
- where to put the clean utensils

Student B: You are a dishwasher. Listen to Student A and ask about:

- how you can help him or her
- where to put the clean utensils

Writing

9 Use the conversation in Task 8 to complete the instructions from the line cook to the dishwasher.



The Post Meridian Restaurant

Dear _____,

I need your help. Please wash the following utensils for me: _____

Place the clean tools _____

Thanks for your help.

Best, _____



14 Food service equipment



Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 What tools do chefs use to cook?
- 2 What items are in kitchens?

Reading

- 2 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

- 45 cm griddle • 2 open burners

Chasey Oven

- temperature range 65°-260°C
- automatic timer

Mix-A-Lot Mixer

- 3 speeds

Milton Countertop Deep Fryer

- two fry baskets

Bake It Oven Rack

- Fits 12 sheet pans

Mollier Stockpot

- stainless steel

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

- 3 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**).

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

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

5 Listen and read the letter again. What job does the person who wrote the letter do?

Listening

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

- Why does the man call the woman?
 - to inform her that he received her letter
 - to ask about the price of a product
 - to complain about a tool he purchased
 - to place an order for an item
- What will the man probably do next?
 - look for his credit card
 - give his credit card number
 - ask to pay with a check
 - call Com Kitchen Industries again

7 Listen again, and 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.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

This is ... from the ...

How can I help you?

I'd like to order the ...

Student A: You are a sales executive at a kitchen equipment company. Talk to Student B about:

- a product they want to order
- the features of that product
- when the company will send the product

Make up a delivery date.

Student B: You are an executive chef at a restaurant. Tell student A what you would like to order.

Writing

9 Use the passage in Task 2 and the conversation in Task 8 to complete the order form. Use today's date.



ORDER FORM

Date: _____

Sales Representative: _____

Customer's Name: _____

Product: _____

Ship Date: _____


Com Kitchen Industries
 THE FINEST FOOD SERVICE EQUIPMENT IN THE WORLD!

15 Food preparation



Reading

2 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

3 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

June 17 Breakfast Service

Food Prep List

Ingredients:

- 5 dozen eggs
- 1 kg onions
- 1 kg spinach
- 1 kg tomatoes
- 1 kg red peppers
- 400 g bacon
- 400 g cheese
- 500 g mushrooms
- 50 g garlic

Menu Item: Omelet Bar

1. **Peel** and **mince** the onions
2. Wash and **chop** the spinach
3. **Julienne** the tomatoes
4. **Dice** the red peppers
5. **Grate** the cheese
6. **Slice** the mushrooms

Notes: Place all of the prepared items in separate bowls and seal with **plastic wrap**. Then place all of them on cart number three and store in the **cooler**.

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do people do to food before it's cooked?
- 2 What foods require a lot of preparation?

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

- The lettuce must be cut into large, uneven pieces. c _ _ p _ _
- Sara takes the skin off the carrot before eating it. _ e e _ s
- Oscar takes a block of cheese and makes small, long strips of it. s h _ _ s

5 Listen and read the prep list again. Where should the food be placed before going in the cooler?

Listening

6 Listen to a conversation between a sous chef and a prep cook. Then choose the correct answers.

- What is the conversation about?
 - A changing the menu
 - B preparing a dish
 - C looking for ingredients
 - D writing a prep list
- What will the prep cook do first?
 - A peel the cucumbers
 - B slice the tomatoes
 - C wash the ingredients
 - D julienne the tomatoes

7 Listen again, and 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.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

Can you get started on the prep for the...?
What ingredients do I need?
Do you want me to... the... ?

Student A: You are a sous chef. Make up a dish. Then tell Student B to prepare the ingredients. Talk about:

- what ingredients are needed
- how to prepare each ingredient

Student B: You are a prep cook. Listen to Student A's instructions. Ask questions about:

- what ingredients are needed
- how to prepare each ingredient

Writing

9 Use the prep list in Task 2 and the conversation in Task 8 to complete the prep list.

Date: _____

Service: ☐ Breakfast ☐ Lunch ☐ Dinner

Menu Item: _____

Ingredients: _____

Prep Instructions:

- _____
- _____
- _____

The Post Meridian Restaurant

 at the Royal Point Hotel

