

EASY at Work: Service & Hospitality

Unit 4, Lesson 1: Lesson Script

Teresa Mmm. Something smells good.
Chef John Teresa, my favorite HR person!
Teresa Chef John, if you're busy now I can come back later.
Chef John No, this can wait. Let me turn the gas off.
Teresa Chef John, I'd like you to meet Luis Mireles, he'll be helping you this week.
Teresa Luis, this is Chef John Brown, the best chef in town.
Chef John Welcome to our kitchen, Luis.
Luis Thank you, Mr. Brown.
Chef John Oh, just call me Chef John. We use first names here.
Teresa Luis is going to be a busboy, but first he needs to understand the kitchen.
Teresa So, Luis is on your schedule for two weeks.
Teresa I see he's working 8 a.m. to 4 p.m., Tuesday through Saturday this week.
Luis Will I have the same schedule for both weeks?
Teresa No. At first you'll be on a flex schedule.
Luis What's that?
Teresa Chef John will schedule you as he needs you. Sometimes they're busy. Sometimes they're not.
Luis When will I know my schedule?
Chef John We put up a new schedule every week.
Luis Where will it be?
Teresa On the employee bulletin board over there by the time clock.
Teresa Always check for announcements or changes in your schedule when you come in.
Teresa You're the new guy in the kitchen right now.
Teresa After a while, you can have more choice in your schedule.
Luis I understand.
Teresa Well, I'm going to leave you two now.
Teresa Chef John, can you get Luis started?
Teresa He finished all his paperwork. He's ready to work.
Chef John Good.
Teresa Thank you. See you later.
Chef John OK. First you need a uniform. Ruben, can you come over here please?
Chef John This is Luis, he'll be helping in the kitchen this week.
Chef John Luis, this is Ruben, our prep cook.
Luis Ruben, nice to meet you.

Ruben Nice to meet you.
Chef John Ruben, help Luis find a uniform.
Ruben Sure thing. Come on Luis.
Ruben OK, there are three types of uniforms. There's one for the waiter,
Ruben one for the bussers, and now, you need one for the kitchen, like this.
Ruben What size do you wear?
Luis Sometimes a medium, sometimes a large.
Ruben The label on this jacket says medium. Try this one on.
Luis OK.
Ruben How does it fit?
Luis I think it's too small.
Ruben OK. Take it off and I'll put it back on the rack.
Ruben Try the large one. How does that fit?
Luis It fits!
Ruben Good. Now, here's your scarf.
Luis OK.
Ruben And here's your hat.
Ruben Always wear your hat at work. No hair in the food.
Luis I understand.
Ruben And here's your apron. It should be clean. If it's dirty, just turn it around.
Luis Uh, like this?
Ruben Exactly! You see this sign over here?
Ruben Hygiene is very important in the kitchen.
Luis What does hygiene mean?
Ruben It means being clean.
Ruben You need to have clean and neat hair,
Ruben a clean uniform, clean hands and clean fingernails to work in the kitchen.
Luis I don't want to make anyone sick.
Ruben That's right.
Ruben Always make sure to wash your hands before you start work and after you use the restroom.
Ruben It's the law.
Teresa Chef John is busy. Should I come back later?
Luis No, it can wait.
Teresa Why is Chef John glad to see Luis?
Luis Because he needs help in the kitchen.
Ruben What size jacket does Luis wear?
Luis Sometimes a medium. Sometimes a large.

Ruben Why does Luis need to wear a hat in the kitchen?
Ruben So there's no hair in the food.
Ruben What does hygiene mean?
Luis It means being very clean.
Ruben Why is it important to wash your hands often when you work in the kitchen?
Luis You don't want to make anyone sick.

Unit 4, Lesson 1: Vocabulary & Phrases

bulletin board

label

rack

scarf

apron

fingernails

This can wait.

Where will it be?

How does it fit?

What size do you wear?

Turn it around.

I'll put it back on the rack.

Unit 4, Lesson 1: Conversation Practice

Luis Let's practice finding the right size of clothes.
Ruben What size do you wear?
Luis I wear a medium.
Ruben What size jacket do you wear?
Luis Sometimes I wear a medium, sometimes a large.
Ruben Do you wear a medium or a large?
Luis I'll try the medium.
Ruben Try on this one.
Luis It's too small.
Ruben Put on this one.
Luis It's too big.
Ruben How does that fit?
Luis The sleeves are too long.
Ruben How do the pants fit?
Luis The waist is good, but the legs are too long.
Ruben Does the hat fit?
Luis It fits great.

Unit 4, Lesson 2: Lesson Script

Ruben Hey Freddie, this is Luis, our help for the week.
Ruben Luis, this is Freddie. Freddie is our dishwasher.
Freddie How are you?
Luis How's it going?
Ruben Now Freddie, you're gonna work with Luis today.
Ruben Chef John wants you to explain your job to him.
Ruben He wants Luis to understand the whole kitchen before he starts his job as a busser.
Freddie I can do that.
Ruben Now Luis, if you don't understand anything, ask. OK?
Luis OK.
Ruben OK. I'll see you later.
Freddie Well, it's very simple. The restaurant uses a lot of dishes and I wash them:
Freddie plates, cups, glasses, silverware, pots and, of course, pans.
Luis By hand?
Freddie Well, I wash the pots and pans by hand, and I use this scrubber.
Luis Oh, well what about the rest of them?
Freddie I use that dishwasher. Here, I'll show you how.
Freddie First, I scrape the plates. The scraps go into the garbage.
Freddie Next, I rinse them with this sprayer. Then they go in that rack.
Freddie The glasses go in that rack right there, and the silverware goes in this basket.
Luis I can give you a hand with the rest of these.
Freddie After you load it, you pull the handle down, you push the button and it starts.
Luis Oh, how long does it take?
Freddie Each load takes about three minutes.
Luis What's that?
Freddie That is a temperature gauge.
Luis How hot does it get?
Freddie About 140 degrees.
Luis Wow! That's really hot.
Freddie Everything has to be very sanitary in a restaurant.
Luis Sanitary?
Freddie Yeah, clean with no germs, so people don't get sick.
Freddie When I'm not washing dishes, I keep the rest of this place clean.
Freddie At the end of the day, I roll up these mats.

Freddie Then I use that broom to sweep the floor.
Freddie Then I use this mop and the bucket with cleaning solution to mop the floors.
Luis Who takes out the garbage?
Freddie I do. Here, I need to take it out and empty it.
Luis I'll give you a hand with that.
Freddie Here, take these out to the bussing station.
Busser We need clean forks too.
Freddie Here you go. Make sure they're dry.
Luis Freddie, these glasses have spots on them.
Freddie Set them down. I'll run them through again. It happens sometimes.
Luis Thanks.
Freddie Do you have enough glasses?
Luis We're OK for now.
Luis Freddie, a busser dropped a pitcher of water. It's a mess.
Luis Can you bring out the mop and bucket?
Freddie I'll be right there.
Luis I can do it if you want?
Freddie Thanks. That would be great.
Freddie Make sure you put this orange cone over the area after you clean it up.
Luis So no one will trip and fall.
Freddie You've got it.
Luis Who is Freddie?
Luis He's the dishwasher.
Luis Does Freddie wash the dishes by hand?
Luis No, he uses the dishwasher. He washes the pots and pans by hand.
Luis What does sanitary mean?
Freddie It means very, very clean.
Freddie Who takes out the garbage?
Luis You do. You take out the garbage.
Freddie Why should Luis use the orange caution cone after he mops the floor?
Luis So no one will slip and fall.

Unit 4, Lesson 2: Vocabulary & Phrases

sprayer

rinse

detergent

temperature

scraps

empty the garbage

take out the garbage

slip and fall

dishes

plates

cups

pots

sweep

broom and dustpan

mop and bucket

orange cone

slip

How are you?

How's it going?

Can I give you a hand?

How long does it take?

We're OK for now, thanks.

Unit 4, Lesson 2: Conversation Practice 1 of 2

Ruben Now, practice getting things when asked.
Ruben Hey Freddie, we're out of glasses.
Freddie Just one minute.
Ruben Hey Freddie, we're out of spoons.
Freddie Here are some more.
Ruben Hey Freddie, we're out of plates.
Freddie This batch will be finished in just one minute.
Ruben Hey Freddie, are there any glasses back here?
Freddie This basket is ready.
Freddie There you are.
Ruben Thanks.

Unit 4, Lesson 2: Conversation Practice 2 of 2

Luis And now cleaning up.
Ruben Someone spilled a pitcher of water.
Luis I'll clean it up. I'll get the mop and bucket.
Ruben A server dropped a plate.
Luis I'll get the broom and dust pan.
Ruben The bathroom needs toilet paper and paper towels.
Luis I'll get it done.

Unit 4, Lesson 3: Lesson Script

Luis Hi Ruben.
Ruben Hey Luis, nice to see you again.
Luis Chef John told me to find you and work with you today.
Ruben Well, I'm happy you're here. We really need another person in the kitchen.
Luis Yeah, he told me you were one guy short.
Ruben Well, you know it gets really busy here.
Ruben Sometimes it's hard to keep up with the work.
Luis Well, I'm ready to work. What do you want me to do?
Ruben Help me with this rack. We're going to rotate the stock.
Luis Rotate?
Ruben We put the old bags of potatoes here, so we use them first.
Ruben Then we put the new stock on this rack.
Luis So nothing sits and gets old. Everything stays fresh.
Ruben Correct.
Ruben Oh Luis! Let's do it together.
Ruben You'll hurt your back if you carry too much.
Ruben And lift like this. Use your legs to lift things.
Luis Oh. You look just like the safety film.
Ruben Hey, you have to protect your back and that's no joke.
Ruben You have your belt for support, but you still have to lift things correctly.
Ruben So let's grab this and bring it over there.
Luis All right.
Ruben We need to wash all the produce.
Ruben So we wash it in this sink and drain it over there. OK?
Chef John Ruben, I want to talk to you for a minute.
Ruben What's wrong, Chef?
Chef John This is the second time we've had a problem with the spinach.
Chef John Last night a customer complained it was gritty.
Chef John It makes them think the food is not clean.
Ruben I do rinse it, but it's hard to get it perfect every time.
Ruben Sometimes it's just too much sand or grit on it.
Chef John Ruben, it has to be perfect.
Chef John I know you work hard, but you have to pay attention. Is that clear?
Ruben Yeah. It's clear.

Chef John Right. Good. Get back to your work.
Chef John And Ruben, I don't want to tell you again.
Luis That's a beautiful knife! Do you sharpen it everyday?
Ruben Oh yes. The knives have to be sharp.
Ruben You can't work with a dull knife. Sharp knives are safer, too.
Luis That makes sense. What do you use those knives for?
Ruben Well, this knife is for slicing and then this knife is for chopping.
Ruben Let's start with the tomatoes. We need a lot of these at lunch.
Ruben First, we slice it, like this. Make sure each slice is separated.
Ruben Then, you put it into this container.
Luis Hmm. Sliced tomatoes. I've got it.
Ruben And sometimes they want tomatoes cut into quarters.
Ruben First you slice it like this, then slice it again. It depends on the size.
Ruben Hand me one of those lemons.
Ruben Thanks.
Luis Here.
Ruben Lemon slices.
Ruben Lemon wedges. See?
Luis Good.
Ruben Hand me that zest peeler.
Luis Here you go.
Ruben Lemon zest or lemon peeler. Make sure not to use the white part.
Luis OK. What about the onions? There are bags of them.
Ruben We use a lot of onions and potatoes.
Ruben And sometimes we slice the onions, but usually we chop them, like this.
Ruben And then notice my fingers. Fold them in when you chop.
Luis Why is that?
Ruben You don't want to cut off your fingers.
Luis Oh.
Ruben It does happen. So be careful. We peel the potato over the sink.
Luis OK.
Ruben And this peeler is safer than a knife.
Luis How do you cut the potatoes?
Ruben Hand me one of those peeled potatoes over by the counter.
Luis Here you go.
Ruben Thanks. OK, so potatoes you cut lengthwise, or sometimes crosswise,
Ruben or you dice them like this.

Luis I think I can remember all this.
Ruben Well, sometimes the chef uses fancy French words, like julienne, and if you don't understand, just ask.
Ruben No one knows everything.
Luis That's for sure.
Ruben Here, you try. Lengthwise, like that.
Ruben Who is Luis?
Ruben He's the new guy.
Luis Why was Ruben happy to see me?
Luis Because they need another worker. They're one guy short in the kitchen.
Ruben How should Luis lift?
Ruben He should lift with his legs and not his back.
Luis Why was Chef John unhappy with Ruben?
Luis Because a customer complained about the spinach. It was gritty.
Ruben How did I cut the tomatoes?
Luis You sliced them.
Ruben How did I cut the onions?
Luis You chopped them.

Unit 4, Lesson 3: Vocabulary & Phrases

crate

produce

crate of produce

drain

slice

chop

quarter

grate

dice

peel

lengthwise

crosswise

Drain that spinach, now.

Slice and chop the onion.

Quarter that tomato.

Quickly, grate the cheese.

Dice the potatoes.

Cut the zucchini lengthwise.

Cut the carrots crosswise.

It's over there.

Is that clear?

That makes sense.

That's for sure.

Unit 4, Lesson 3: Conversation Practice

Ruben Let's practice getting vegetables ready.
Luis What do you want me to do?
Ruben Help me unload this.
Luis What do I do now?
Ruben Move these vegetables.
Luis Do you want me to unload this?
Ruben Go ahead.
Luis How should I cut this?
Ruben Slice it.
Luis How do you want these potatoes?
Ruben Dice them.
Luis What about the onions?
Ruben Quarter them.
Luis What do you want me to do with these lemons?
Ruben Grate the peel.
Luis Should I cut this zucchini lengthwise or crosswise?
Ruben Lengthwise. Watch your fingers.

Unit 4, Lesson 4: Lesson Script

Luis Is it OK if I sit here?
Ruben Sure.
Luis I saw what happened between you and Chef John.
Luis You shouldn't take it so hard. Everyone has bad days at work.
Ruben This is the second time this week he's complained about my work.
Ruben And in front of other people!
Luis Chef John is a good boss, but you have to do everything right in his kitchen.
Ruben I don't like working in kitchens. It's just not for me.
Luis But working at the hotel is a good job. You have good benefits.
Ruben I know. I have a wife and kids here.
Ruben I send money back home every month. I have to work.
Luis As for me, I'm lucky. I love restaurants.
Luis On my days off I help my sister Marta.
Luis She's starting a catering business.
Ruben OK.
Luis She does parties, weddings - things like that.
Ruben Do you think you'll always work here?
Luis Someday I want to have my own restaurant.
Luis I'll get married. My wife can do the books.
Luis Our kids can serve. My sister Marta, she can cook.
Luis And I'll be the manager, welcoming our customers. It's my dream.
Ruben That sounds great Luis. This job makes sense for you.
Ruben You could learn a lot now to help you later, but not me.
Luis What's your dream, Ruben?
Ruben I want to design things.
Luis Hmm, like what?
Ruben Well, sometimes I work with my cousin.
Ruben He's a gardener. He and another guy mow lawns and do maintenance.
Luis How does that connect to design?
Ruben Well, I see a lot of yards and gardens, and I know I could make them look really great!
Ruben I can design driveways and sidewalks.
Ruben I bet I could design swimming pools.
Luis Why don't you try it?
Ruben The truth is, I need more English and probably a contractor's license.

Luis You know the hotel will help you.
Luis You can ask them to pay for school if it helps you do your job better.
Ruben Really?
Luis You could get a job at the maintenance department here at the hotel.
Ruben I didn't think of it.
Luis Well, first you have to check the job openings.
Ruben How do I do that?
Luis Always check the job board outside the human resources department.
Ruben I can do that.
Luis You can also check online.
Ruben You mean on a computer?
Luis Yeah. They post jobs for hotel employees first. Do you have a computer?
Ruben No, but my cousin does.
Luis Come over our house after work.
Luis I'll show you how to get on to the hotel web site.
Ruben OK. I really appreciate this.
Luis No problem. But there's something that you need to do.
Ruben What's that?
Luis You need to talk to John and make things right with him.
Ruben What do you mean?
Luis You need to tell him that you will pay closer attention to your work.
Ruben But why? I'm trying to get out of the kitchen.
Luis But they will ask Chef John for a reference.
Luis You want him to know that you're trying.
Ruben I don't even know what to say to him.
Luis Just say, John, your feedback was right. I'm going to do a better job.
Ruben Yeah. You're right. I'll do it.
Ruben My break's almost over. I'd better get back. Thank you, Luis.
Luis Sure. Don't worry, Ruben. Things will get better.
Ruben I hope so.
Luis Why is Ruben upset?
Luis Because his boss complained about his work.
Ruben What dream does Luis have?
Ruben He wants to have his own restaurant someday.
Luis What's Ruben's dream?
Luis He wants to design things.
Luis What should Ruben say to his boss?

Ruben I should say, "Your feedback was right. I'm going to do a better job."

Unit 4, Lesson 4: Vocabulary & Phrases

lawn

mow

driveway

online

Is it OK if I sit here?

You shouldn't take it so hard.

Everyone has bad days.

That sounds great.

Why don't you try?

What do you mean?

Unit 4, Lesson 4: Conversation Practice 1 of 2

Ruben Here's a practice about joining someone at a table.
Ruben Is anybody sitting here?
Luis No, sit down.
Ruben Is it OK if I sit here?
Luis Sure.
Ruben May I join you?
Luis Please do.
Ruben May I join you?
Luis Certainly.
Ruben May I sit here?
Luis Of course.
Ruben Is this seat taken?
Luis No, it's not.
Ruben Is anyone sitting here?
Luis I'm sorry. This seat is taken, but that one isn't.

Unit 4, Lesson 4: Conversation Practice 2 of 2

Tiffany Practice using "make" and "made".
Tiffany We like to make our guests feel comfortable.
Ana We make sure the guests feel at home.
Tiffany You made that salad perfectly.
Ana Thank you. I try to make everything just right.
Tiffany There was a mistake made with the dinner order.
Ana I make lots of sandwiches at lunchtime.
Ana I made thirty-seven hamburgers today.
Ana Can I make an omelet for you, Tiffany?
Tiffany You made me an omelet yesterday.
Ana Did you make it to work on time?
Tiffany I made it to work on time.