

EASY at Work: Service & Hospitality

Unit 9, Lesson 1: Lesson Script

Ana This is our freezer. We don't have any fresh shrimp tonight. We need to use frozen shrimp.

Victor Do you want me to get them?

Ana Yeah, we need to defrost a dozen orders.

Victor Where are they?

Ana They're in the front, on the right.

Ana Look at the dates on the packages. We want to use the oldest one first.

Ana The date should be on the front.

Ana Meet me back in the kitchen.

Victor So, you rotate the stock on the frozen food too?

Ana Absolutely. We put the date on every item. We have to keep the inventory fresh.

Victor So the food inventory is all the food the restaurant has?

Ana That's right.

Victor Should I get the frozen French fries out too?

Ana No, we don't defrost them. We use them frozen.

Ana They go directly into that deep-fat fryer over there.

Ana I'm in the middle of making this rice. Unwrap the shrimp for me, would you?

Victor Sure.

Victor How do you know how many shrimp to give someone?

Victor Or, how do you know how much liquid to use in the rice?

Ana The restaurant has portions.

Ana In other words, three big shrimp make one serving or one portion.

Ana The portion and the price are connected.

Victor That makes sense.

Ana The chef has recipes. All the cooks follow the recipes.

Ana The food has to be the same for each customer.

Victor Is it hard to remember the recipes?

Ana Not really. The only new thing for me was the measuring system here.

Victor What do you mean?

Ana They don't use liters or kilograms. The U.S. uses cups, quarts and pounds.

Ana For example, this container is four cups or one quart.

Ana It's a little less than a liter. It's about the same.

Ana These are measuring spoons: the tablespoon is the big one;

Ana this is the teaspoon;
Ana this is half a teaspoon and this is a quarter teaspoon.
Victor The temperature is different too, isn't it?
Ana Oh sure. I set the oven to 350 degrees Fahrenheit to bake.
Ana That's different from Centigrade.
Victor Do you ever get mixed up?
Ana If I get confused, I check this conversion chart.
Ana See. 350 Fahrenheit is 177 Centigrade.
Luis Good evening, Chef John. Hi, Tiffany.
Chef John Good evening, Luis. How's it going? You're here early.
Luis I'm going to get a bite to eat at the bar, maybe a sandwich.
Luis I want to study a little bit before my shift starts.
Tiffany What are you studying?
Luis Jake gave me some information about the bar. I like to learn new things.
Tiffany I saw Victor studying in the employee lounge.
Tiffany He's in the hospitality program at City College, you know, restaurant and hotel management.
Luis City College is a great place to learn new things.
Tiffany I hear it's not too expensive. Victor said he has a student loan to help pay for his books.
Chef John Is it hard to get in to City College?
Luis Anyone can make an appointment with the Admissions Department.
Luis They have lots of information and can help students get financial aid.
Tiffany Financial aid is money to go to school.
Tiffany Maybe I'll check it out and go back to school too.
Luis See you later.
Tiffany Nic, how's my order for table 15 coming? They are really ready to eat.
Nic Give me another minute.
Nic Ana is cooking the eggs and then the whole order will be done.
Tiffany OK... And how much longer for the two shrimp scampi?
Ana We're running a little behind on that one.
Ana We had to defrost more shrimp, but I'll have it for you in two or three minutes.
Tiffany OK, but my customers are tired of waiting.
Nic I hear you.
Victor OK, Ana. I finished everything.
Ana Good. I'm just going to finish closing and then I'm going home too.
Victor How do you know what to do?
Ana I just follow the check list. That way I don't forget anything.
Victor Well, I'm going to call it a night.

Ana See you tomorrow. Good night.
Ana What's Victor going to get in the freezer?
Ana He's going to get the frozen shrimp.
Victor What do we have to do before we can cook the shrimp?
Ana You have to defrost them.
Ana Does the United States use liters and kilograms to measure?
Victor No, in the United States, most people use cups, quarts and pounds to measure.
Ana What is the temperature system used in the U.S.?
Victor The U.S. uses the Fahrenheit system.
Ana What is Nic studying at City College?
Victor He's studying hotel and restaurant management.

Unit 9, Lesson 1: Vocabulary & Phrases

inventory

deep-fat fryer

unwrap

Fahrenheit

Centigrade

conversion chart

vegetarian entrée

potatoes

mashed

baked

French fries

steak

soup of the day

rotate the stock

How would you like it cooked?

cooked to order

medium-rare

Can I bring you something else?

Are you ready to order?

Are you done?

Give me a minute.

It's not too expensive.

We don't have...

need to use

a dozen

Where are they?

in the front

Unit 9, Lesson 1: Conversation Practice 1 of 2

Marcus Working as a team is really important. Let's watch.
Luis Marcus, can you get some water to table five?
Marcus OK.
Luis Marcus, get some water to table five, please.
Marcus Sure.
Luis Marcus, table five needs water.
Marcus Right away.
Luis Marcus, table nine needs coffee refills, please.
Marcus I can do that.
Luis Marcus, see if table nine needs coffee refills, will you?
Marcus No problem. Let me finish this table first.
Luis Marcus, there's a spill by table four.
Marcus I'll mop it up right away.
Luis Marcus, can you help me bring these trays out?
Marcus Lead the way.
Luis Marcus, give me a hand with these trays?
Marcus You bet.
Luis Marcus, help me take these trays out?
Marcus I'm with you.

Unit 9, Lesson 1: Conversation Practice 2 of 2

Ana Sometimes we have to correct an order, let's see.
Tiffany Ana, these French fries are cold.
Ana OK, here is a hot batch out of the fryer.
Tiffany Ana, the customer doesn't want roast beef.
Ana What does he want to substitute?
Tiffany Ana, this steak is too rare.
Ana Let me grill it longer.
Tiffany Ana, this steak is too well-done.
Ana Looks OK to me, but I'll cook another piece.
Tiffany Ana, this sandwich should have mayo on the side.
Ana OK, no mayo this time.
Tiffany Ana, table seven doesn't want the chicken.
Ana OK, what do they want instead?
Tiffany Ana, I need to switch the roast chicken for the meat loaf.
Ana OK, give me a minute.

Unit 9, Lesson 2: Lesson Script

Chef John Good evening everyone and welcome Luis.
Chef John You're working with Tiffany tonight, right?
Luis Yes.
Chef John Great. I'd like to go over tonight's special. This is our new vegetarian entree.
Tiffany Wow! It looks beautiful.
Chef John It's pasta tossed with fresh spring vegetables and topped with two cheeses.
Luis What are the two cheeses?
Chef John Good question. Parmesan and cheddar.
Luis Sounds good.
Chef John We also have grilled London Broil served with new green peas and choice of potato:
Chef John mashed, baked or French fries.
Tiffany Is the steak cooked to order?
Chef John Of course. Rare, medium-rare or well-done.
Chef John It's important to ask the customer. And please, write it clearly on your order.
Tiffany Do we have mustard?
Chef John The London Broil is served with mustard or horseradish.
Chef John We garnish it with parsley.
Luis What is the soup of the day?
Chef John The soup "du jour" is fresh vegetable.
Tiffany That smells so good. Perfect for tonight.
Chef John Thank you. Any questions?
Tiffany Are there any substitutions for the green peas?
Chef John If they don't want peas, I can do green beans.
Chef John Any other questions?
Chef John No? OK everybody, have a great night.
Luis Thanks, John. The specials look delicious.
Tiffany Are you ready for tonight?
Luis I think so.
Tiffany OK. This is our section.
Tiffany Look at the map. We have these five tables, numbered 11 to 15.
Tiffany OK. Everything looks good.
Tiffany Always check. The bussers set it up, but everything must be perfect for the customers.
Luis Is this our serving station?
Tiffany Yes. Always make sure it's ready: ice water, butter, bread, coffee, cream and sugar.

Tiffany Here's an order pad for you.
Luis I've got a cork screw in my pocket and a crumber.
Tiffany You are ready! Here's our first party.
Tiffany See. The hostess seats them and gives them menus. Just watch me.
Tiffany Good evening. Our specials are on the front and our other entrees are inside.
Tiffany Can I bring you something else to drink while you're looking at your menus?
Mr. Crane I'd like a diet cola.
Mrs. Crane I'd like an iced tea, please.
Mrs. Wing Nothing for me at this time.
Tiffany OK. I'll be right back.
Tiffany Are you ready to order or do you need a few more minutes?
Mr. Crane I think we're ready. Helen, why don't you start?
Mrs. Crane This Mediterranean chicken looks good. Does it come with anything?
Tiffany Yes, it comes with fresh mixed vegetables and rice pilaf.
Tiffany You also have a choice of either soup or salad.
Mrs. Crane What is the soup?
Tiffany Fresh vegetable.
Mrs. Crane That sounds good. I'll have the soup and the Mediterranean chicken.
Tiffany Would you want something else to drink with that?
Mrs. Crane No, I'll stay with the iced tea.
Tiffany And you, ma'am?
Mrs. Wing I think I'll take the London Broil with mashed potatoes.
Tiffany Very good. How would you like it cooked?
Mrs. Wing Medium-rare, please.
Tiffany Soup or salad, ma'am?
Mrs. Wing I'll have the salad and what kind of dressing do you have?
Tiffany Italian, blue cheese, ranch and a low-fat vinaigrette.
Mrs. Wing Blue cheese, please.
Tiffany Very good. And you, sir?
Mr. Crane I'll order the fish and may I have rice instead of the potatoes?
Tiffany Of course. And would you like soup or salad with that?
Mr. Crane Salad. And can I have low-fat dressing on the side, please?
Tiffany Certainly. Can I get you something to drink?
Mrs. Wing I'd like a diet cola, please.
Tiffany Very good. OK. I'll be right back with your orders.
Tiffany Now, I'll put the orders into the computer and I'll send them to the back.
Tiffany The checks will have my number on them.

Luis How long will it take?
Tiffany About 20 minutes, but watch carefully. The food must be hot.
Tiffany On Saturday we'll have an expediter.
Luis What's that?
Tiffany Oh, he gets the whole order ready in the kitchen. It saves a lot of time.
Tiffany Now, you take the bread and butter out, I'll get the diet cola.
Tiffany Now, I'll pick up the soup and you can get the salad.
Luis Here's the one with the blue cheese dressing.
Luis And here is the one with the dressing on the side.
Tiffany Great. Remember to serve from the right if possible.
Tiffany I know and clear the empty dishes from the left.
Tiffany You sound very professional.
Luis Thank you!
Tiffany Excuse me. Fresh vegetable soup.
Luis A salad with blue cheese dressing.
Luis And a salad with dressing on the side.
Tiffany Can I get you anything else?
Mrs. Crane Could we have a little more bread, please?
Tiffany Certainly.
Tiffany The orders are almost ready. The bussers are busy.
Tiffany Let's clear. Be as quiet as possible.
Tiffany Excuse me, are you done, ma'am?
Tiffany OK, I'll take the chicken and the London Broil. Be careful. They're very hot.
Luis I'll get the fish.
Tiffany Mediterranean chicken for you, ma'am.
Mrs. Crane That looks great!
Tiffany And London Broil for you, ma'am.
Mrs. Wing Thank you, it looks wonderful.
Luis Another cola, sir?
Mr. Crane Sure.
Luis Can I get anyone else something to drink?
Mrs. Crane No thank you.
Luis Enjoy your dinners.
Luis What do we do now?
Tiffany Just watch. Go over to check the table, but don't interrupt the conversation.
Tiffany Excuse me, have you finished, ma'am?
Mrs. Crane Yes, I have.

Tiffany Would you like to take it home?
Mrs. Crane Yes, I would. Thank you.
Tiffany Coffee or tea for anyone?
Mr. Crane I'll have a decaf.
Mrs. Crane Me too.
Tiffany Cream and sugar for your coffee?
Mrs. Crane Yes, please.
Mrs. Wing Hot tea for me. And I'll try the cheesecake.
Mr. Crane Chocolate layer cake for me.
Mrs. Crane I'll pass. No dessert for me.
Luis Anymore coffee?
Mr. Crane Just the check, please.
Luis Thank you very much. Please come again.
Mrs. Crane Everything was excellent, thank you.
Luis I'll tell the chef. Thank you.
Luis We got a good tip.
Tiffany They were happy. They got good food and good service.
Luis I think I'm going to like this job!
Tiffany What did Luis do?
Tiffany He smelled the soup.
Luis Does Tiffany look like a good waitress?
Luis Yes, she does. She has good posture, a clean uniform and a nice smile.
Tiffany Why do we have to be careful with the plates?
Tiffany They're very hot!
Tiffany How should Luis clear the dishes?
Tiffany He should clear them quietly.
Luis What does Ms. Crane want to do with the rest of her dinner?
Luis She wants to take it home.
Luis Why did we get a good tip?
Tiffany Because the customers got good food and good service.

Unit 9, Lesson 2: Vocabulary & Phrases

vegetarian

entree

pasta

grill

rare

medium

well-done

corkscrew

substitution

Check the table.

Thank you very much.

Please come again.

How much longer?

Unit 9, Lesson 2: Conversation Practice 1 of 5

Tiffany Selling the special of the day is important, watch.
Tiffany May I tell you about our specials tonight?
Mr. Crane Sure.
Tiffany Tonight we have a poached salmon with rice pilaf and grilled vegetables.
Mr. Crane Well that sounds good.
Tiffany We also have medallions of beef with a brandy sauce and herb roasted potatoes.
Mr. Crane I might like that. Let me look over the menu first.
Tiffany Would you like an appetizer while you're thinking?
Mr. Crane Yes. I'd like some chips and salsa.
Luis Let me tell you about our wonderful specials.
Mr. Crane Yes, please.
Luis Our specials tonight are: a fresh sauteed trout with grilled red potatoes,
Luis or a pork loin grilled and served with pear sauce.
Mr. Crane Oh, I'd like the trout. That sounds good.
Luis Would you like an appetizer to start with?
Mr. Crane Yes, I'd like the chicken wings.
Luis Our lunch special is your choice of half of any deli sandwich and a cup of soup.
Mr. Crane Can I get the tuna on toasted wheat?
Luis Yes, and we have vegetable beef or cream of broccoli soup.

Unit 9, Lesson 2: Conversation Practice 2 of 5

Tiffany Customers have some requests that you must accept and not argue about.
Mr. Crane Waitress, can I change this soup for something else?
Tiffany Is there anything wrong with it, sir?
Mr. Crane No, I just don't like it.
Tiffany What would you like instead, sir?
Mr. Crane What do you have?
Tiffany We have a fresh vegetable soup. Would you like that instead?
Mrs. Crane Miss, I don't like this soup. Can you bring me something else?
Tiffany Yes. Would you like to see the menu again?
Mrs. Crane OK, let me see.
Mr. Crane Miss, can I get a side of fruit instead of these fries?
Tiffany Oh, yes. We do that all the time.
Mrs. Crane Waitress, the fries are kind of cold.
Tiffany I'm sorry. Let me bring a hot batch out to you.
Mrs. Crane The French fries aren't very hot.
Tiffany OK, I'll get those heated up for you.
Mr. Crane You know the chicken wasn't very well cooked.
Tiffany May I get you something else?
Mr. Crane No, I don't think I want anything else.
Tiffany I'll ask the manager to take that off your bill.

Unit 9, Lesson 2: Conversation 3 of 5

Tiffany Let's check in with our customers. Let's "touch the tables".
Tiffany Just checking, are your dinners OK?
Mr. Crane Delicious, but I'd like to have more water, please.
Tiffany May I offer you dessert or coffee?
Mr. Crane Yes, we'd like to have two coffees, please.
Tiffany Would you like to see our dessert cart tonight?
Mrs. Crane That's a good idea.
Tiffany Would you like some more rolls?
Mr. Crane Yes, please, and some more butter too?
Tiffany How was your chicken?
Mrs. Crane Just excellent, thank you.
Tiffany Can I get you anything else?
Mr. Crane A cup of coffee and then the check, please.
Tiffany Cream and sugar, sir?
Mr. Crane Of course.

Unit 9, Lesson 2: Conversation 4 of 5

Luis Sometimes our guests come in late.
Guest Could we get another salad here?
Luis Yes, I'll get you one.
Guest Excuse me, when will our entrees be arriving?
Luis Your table should be next. I'm sorry for the delay.
Luis Anything else?
Luis Would anyone like coffee here?

Unit 9, Lesson 2: Conversation Practice 5 of 5

Amy Guests can call for room service.
Amy Hello, Baker Bar and Grill. This is Amy. How may I help you?
Guest Can I get room service at this time?
Amy Until midnight.
Guest OK, I would like to order a sandwich.
Amy Yes, sir. Which type of sandwich?
Guest I would like the turkey melt with fries and a soda.
Amy That's the turkey melt with fries.
Amy That comes on wheat. Which soda?
Guest A diet cola would be good. How long will that be?
Amy We can have that up to you in about ten to fifteen minutes.
Guest OK, thanks.
Amy Room service. Can we help you?
Guest Can I still get a snack?
Guest Yes, miss.
Amy I would like a piece of pie and hot tea.
Amy Would you like apple, peach or banana cream pie?
Guest Apple, please.
Amy OK, apple pie. Do you want that a la mode?
Guest No thanks.
Amy OK. Apple pie with no ice cream. Would you like the pie warm?
Guest Yes, that would be nice.
Amy One warm apple pie and we'll bring an assortment of teas.
Guest Good. How long?
Amy We can get that up to you in about 15 minutes.
Amy Room service.
Guest Hello, can I put my order in for room service breakfast?
Amy Yes, you can. But there should be a breakfast checklist on your desk or bed.
Amy If you put that outside your door by midnight, we will bring you breakfast as early as 6 a.m.
Guest Oh, that will be fine. I'll do that.
Amy Room service.
Guest Is it too late to order breakfast?
Amy I'm sorry. We don't serve breakfast after 10 a.m.
Amy But the Grill downstairs is open.

Unit 9, Lesson 3: Lesson Script

Luis Hi. I'm Luis. I'm going to start working as a server.

Luis The manager told me to talk to the bartender.

Jake That's me. Hi Luis. I'm Jake.

Jake You just need a short orientation before you serve alcohol.

Luis Sure.

Jake The first thing you need to know: don't serve alcohol to anyone underage, you know, too young.

Jake It's against the law.

Luis Yes, I know.

Jake Here you have to be 21 years old, other places only 18.

Luis How do I know how old someone is?

Jake If you are not sure, ask for a photo ID. Usually it's a driver's license like this.

Jake Just say, "May I please see your ID?" If you are not sure about the ID, show me.

Jake It needs to be a government issued photo ID, like a passport or driver's license.

Luis OK. That makes sense.

Jake Now, we serve mixed drinks, beer and wine.

Luis So, I ask for drink orders when people sit down?

Jake That's right. Here's a drink menu. Most people order off the menu.

Luis I don't know much about drinks.

Jake Don't worry about it. Here, I'll show you a few things.

Jake On the rocks means over ice.

Jake So a martini "over" or "on the rocks" is like this.

Jake A martini "up" or "straight up" is in a glass like this.

Jake Neat means only the liquor, no ice.

Luis What about beer?

Jake We have two draft beers: Mavericks Amber and their Pale Ale.

Jake Here's our list of bottled beers. Take this list and memorize it.

Luis Sure. I can do that. What about wine?

Jake We have a wine list. We serve wine by the glass and by the bottle.

Jake We sell a few by the half bottle.

Luis I don't know much about wine either.

Jake A lot of people enjoy wine with their meal.

Jake Some people know a lot about wine. Other people want you to help them.

Luis Well, I know that red wine goes with red meat and white wine goes with white meat, like chicken or fish.

Jake That's the main idea, but people can order what they want.

Luis The chef said he will offer a wine recommendation with each entree.
Jake That's good. He knows what goes together.
Jake So, that's about it.
Jake We're going to have Happy Hour from five to seven.
Jake I need to set up the hors d'oeuvres and snacks now.
Luis What is Happy Hour?
Jake During Happy Hour all drinks are half-priced.
Jake We want customers to come in and stay for the dinner.
Luis Oh. Just one more thing. What about smoking?
Jake The dining room is non-smoking and so is the bar.
Jake But we do allow smoking on the patio outside.
Luis OK, well thanks for the information.
Jake Sure. If you have any questions, just ask. You know where you can find me.
Jake Remember, if you serve alcohol, you must know the rules.
Jake What does Luis need before he can serve alcohol?
Jake He needs an orientation. He must know the rules.
Luis Who can't drink alcohol?
Jake People who are too young, you know, underage.
Luis What kind of ID do you need to prove your age?
Jake A government issued photo ID.
Luis What does "on the rocks" mean?
Jake It means over ice.

Unit 9, Lesson 3: Vocabulary & Phrases

bartender

orientation

mixed drinks

underage

memorize

hors d'oeuvres

snack

patio

It's against the law.

May I please see your ID?

government issued

In other words, ...

For example, ...

Good evening.

on the rocks

over ice

by the glass

by the bottle

If you have any questions, just ask.

Unit 9, Lesson 3: Conversation Practice

Jake Let's see how they serve beer and wine.
Luis Would you care for a beer or wine with your meal tonight?
Mr. Crane I'll have a glass of wine.
Luis Here's the wine list. Our house wines are a Chardonnay and a Merlot.
Luis Some of our wines are available by the glass.
Mr. Crane How is the house wine?
Luis Customers like our house wine. I can offer you a taste.
Luis Would you like to try one of our beers or ales?
Mr. Crane What have you got?
Luis We have beers on tap or bottled.
Mr. Crane What have you got on tap?
Luis We have a light ale with a clean, smooth taste.
Luis There's a dark ale, and a pale ale that's slightly bitter.
Mr. Crane The light ale sounds good. I'll try that.
Luis Very good, sir.
Luis Would you be interested in seeing our wine list this evening?
Mr. Crane No thanks. I don't drink alcohol.
Luis That's fine. Would you like a soft drink or just water for now?