

# SERVICES ENGLISH

## INTRODUCTION

This textbook was made in the framework of NordPlus Adult project NPAD-2015/10009 Innovative vocational foreign language teaching- a key to adult learning motivation.

As the modern, constantly changing labor market is open for international manpower movement, the demand of foreign language is huge, that's why it is necessary to get and to improve speaking vocational foreign language competencies for an adult learner. Vocational foreign language teacher hasn't got enough competencies to determine the most actual and necessary topics of vocational subjects, which are oriented towards adult teaching.

For that purpose, coloboration among vocational teachers would be the best way to determine, purify and present the most essential teaching material, which will help to develop vocational, speaking and communication skills and motivate an adult learner. It will help them to integrate and join the labor market easier. This textbook is intended for the students of various services orientated professions. The aim of the textbook is to enlarge students' knowledge of special terms, to enhance their skills of comprehension, use of English, writing and reading, and to develop their communication abilities in professional aspects.

The module contains three units such as „Services at the cafe“, „Services at the restaurant“ and „Services at the bar“ each dealing with a key services concept, a glossary for appropriate topic terms some consolidation materials. The textbook comprises texts from the authentic sources; the texts are adapted to suit the educational needs. The reading passages are followed by a variety of comprehension activities to ensure that students have understood the most important ideas contained in each text. A variety of up-to-date writing tasks will ensure the development of writing skills with the purpose to act accordingly every day situations. Thematically linked to the topic of each unit there is a variety of exercises designed to focus on professional lexis and difficult points of grammar.

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## UNIT 1. INTRODUCTORY FORM

1.1 Title of unit - “Services at the café”	
Aims/ Goals	<ul style="list-style-type: none"><li>• To familiarize students with the vocabulary related to the chosen profession/professional area;</li><li>• To familiarize students with the discourse framework related to means of service;</li><li>• To consolidate unit’s vocabulary in a variety of written and oral exercises;</li><li>• To develop speaking, reading, writing and listening skills;</li><li>• To develop social skills (e.g. expressing one’s opinion, asking questions, active listening, etc.);</li><li>• To develop presentation skills (oral and written);</li><li>• To develop skills of feedback provision.</li></ul>
Learning Outcomes	<ul style="list-style-type: none"><li>• The students are able to use their professional profile to the target audience/addressee (both orally and in writing);</li><li>• The students are able to participate in the professional discussions: formulate profession-related questions, respond to them.</li></ul>
Duration	1 Unit 8-10 acad. hrs x 45 min –classwork+ homework
Material	Multimedia, <b>Student’s Course book</b> (1.1; 1.2; 1.3; 1.4; 1.5.); internet; tablets.
Description	<ul style="list-style-type: none"><li>• Stage 1: Dialogues. Introduction of the “Service at the café”;</li><li>• Stage 2: Vocabulary activities. Students work individually and with teacher’s assistance;</li><li>• Stage 3: Reading. Texts ‘Coffee’ and ‘History of Coffee’.-Analysis of the texts and related vocabulary. Reading comprehension exercises;</li><li>• Stage 4: Roleplay ‘Ordering Coffee’. Teaching the vocabulary of ordering food and drink;</li><li>• Stage 5: Test and oral task. Describing pictures related to cafés and answering café-related vocabulary.</li></ul>
Debriefing	<b>Links, support materials (available resources):</b> <a href="https://www.youtube.com/watch?v=LyoDt3egGHg">https://www.youtube.com/watch?v=LyoDt3egGHg</a> <a href="http://www.englishformyjob.com/english-vocabulary-cafe-staff1.html">http://www.englishformyjob.com/english-vocabulary-cafe-staff1.html</a> <a href="http://www.englishformyjob.com/english-vocabulary-cafe-staff2.html">http://www.englishformyjob.com/english-vocabulary-cafe-staff2.html</a> <a href="http://www.myenglishpages.com/site_php_files/reading-coffee-history.php">http://www.myenglishpages.com/site_php_files/reading-coffee-history.php</a> <a href="http://www.myenglishpages.com/site_php_files/reading-coffee.php">http://www.myenglishpages.com/site_php_files/reading-coffee.php</a> <a href="http://www.handoutsonline.com/fs/ordering_coffee.pdf">http://www.handoutsonline.com/fs/ordering_coffee.pdf</a> <a href="http://www.dreamstime.com/stock-images-girls-cafe-black-woman-white-outfit-white-woman-green-sitting-having-coffee-image39302134">http://www.dreamstime.com/stock-images-girls-cafe-black-woman-white-outfit-white-woman-green-sitting-having-coffee-image39302134</a> <a href="https://www.google.ee/search?q=MEN+AT+THE+CAFE&amp;biw=1280&amp;bih=887&amp;source=lnms&amp;tbm=isch&amp;sa=X&amp;ved=oahUKEwic2Nas3uDMAhWFICwKHYuQBgYQ_AUIBigB#imgrc=VcwWafdGqp8fFM%3A">https://www.google.ee/search?q=MEN+AT+THE+CAFE&amp;biw=1280&amp;bih=887&amp;source=lnms&amp;tbm=isch&amp;sa=X&amp;ved=oahUKEwic2Nas3uDMAhWFICwKHYuQBgYQ_AUIBigB#imgrc=VcwWafdGqp8fFM%3A</a>

	<a href="https://www.quora.com/Why-do-people-like-to-sit-in-cafes-drinking-coffee-and-using-their-computers-rather-than-just-doing-that-at-home">https://www.quora.com/Why-do-people-like-to-sit-in-cafes-drinking-coffee-and-using-their-computers-rather-than-just-doing-that-at-home</a> <a href="http://www.myenglishpages.com/site_php_files/vocabulary-lesson-coffee.php">http://www.myenglishpages.com/site_php_files/vocabulary-lesson-coffee.php</a> <a href="https://www.vocabulary.com/dictionary/cafeteria">https://www.vocabulary.com/dictionary/cafeteria</a> <a href="https://www.vocabulary.com/dictionary/cafe">https://www.vocabulary.com/dictionary/cafe</a> <a href="http://www.sacarellogibraltar.com/the-vocabulary-of-a-barista/">http://www.sacarellogibraltar.com/the-vocabulary-of-a-barista/</a> <a href="https://www.youtube.com/watch?v=6WeGIDzw-Wg">https://www.youtube.com/watch?v=6WeGIDzw-Wg</a>
Key terms	beverage n – (LT) gėrimas; (EST) jook; black coffee n – (LT) juoda kava; (EST) must kohv; cafeteria n – (LT) kavinė; (EST) kohvik; caffeine n – (LT) kofeinas; (EST) kofeiin; caffè Americano n – (LT) kava Americano; (EST) Ameerika kohv (tavaline must kohv); caffè macchiato n – (LT) Macchiato kava (kitaip vadinama „taškuota kava”); (EST) espresso vähese aurutatud piimaga; cappuccino n – (LT) kapučino kava; (EST) cappuccino (espresso kuuma piima- ja piimavahuga); coffee-addict n – (LT) žmogus, priklausomas nuo kavos; (EST) kohvisõltlane; coffee beans n – (LT) kavos pupelės; (EST) kohvioad; counter n – (LT) prekystalis; (EST) lett; decaffeinated coffee n – (LT) kava be kofeino; (EST) kofeiinivaba kohv; drip coffee n – (LT) filtruota kava; (EST) filtrikohv; espresso n – (LT) espreso kava; (EST) espresso, ‘kiire kohv’; flavour n – (LT) skonis, kvapas; (EST) maitse; ground coffee n – (LT) malta kava; (EST) jahvatatud kohv; high-quality adv – (LT) aukštos kokybės; (EST) kõrgekvaliteediline; instant coffee n – (LT) tirpi kava; (EST) lahustuv kohv; latte n – (LT) latte kava; (EST) mahe piimakohv; mocha n – (LT) kava moka; (EST) mokakohv; white coffee n – (LT) balta kava; (EST) kohv piima- või koorega; aroma n – (LT) aromatas; (EST) aroom; barista n – (LT) barista; (EST) inimene, kes valmistab ja serveerib espressol põhinevaid jooke professionaalsel viisil; bitter adj – (LT) kartus; (EST) mõru; blend n – (LT) mišinys; (EST) segu; scone n – (LT) paplotėlis, sklindis; (EST) väike vormikook; cream n – (LT) grietinėlė; (EST) koor; exotic adj – (LT) egzotiškas; (EST) eksootiline; froth or foam n – (LT) putas; (EST) vaht; prepare v – (LT) paruošti; (EST) valmistama; spicy adj – (LT) aštrus, pikantiškas; (EST) vürtsikas.



## 1.1. VOCABULARY. SERVICES AT THE CAFE.

### I. Study the „Coffee“ vocabulary and insert translation in your mother tongue.

Coffee is one of the most popular drinks in the world. This page will provide a list of coffee vocabulary.

**caffeine** [ˈkæfi:n] *noun* a chemical, found in coffee, that stimulates the central nervous system and body metabolism

(*transl.* \_\_\_\_\_)

**caffè Americano** [kæfei ə,meriˈkɑ:nəʊ] *noun* caffè Americano is a style of coffee prepared by adding hot water to espresso

(*transl.* \_\_\_\_\_)

**caffè macchiato** [kæfei mɑːˈkʃɑ:təʊ] *noun* sometimes called espresso macchiato, is an espresso coffee drink with a small amount of milk added. In Italian, macchiato means stained or spotted so the literal translation of caffè macchiato is stained coffee, or coffee with a spot of milk

(*transl.* \_\_\_\_\_)

**cappuccino** [ˌkæpuˈtʃi:nəʊ] *noun* cappuccino is an Italian coffee drink which is traditionally prepared with espresso, hot milk and steamed milk foam

(*transl.* \_\_\_\_\_)

**coffee beans** [ˈkɒfi bi:nz] *noun* coffee bean is a seed of the coffee plant. Once ripe, coffee beans are picked, processed, and dried

(*transl.* \_\_\_\_\_)

**black coffee** [blæk ˈkɒfi] *noun* black coffee, refers to coffee served as a drink without cream or milk added to it

(*transl.* \_\_\_\_\_)

**decaffeinated coffee** [diˈkæfə,netəd ˈkɒfi] *noun* decaffeinated coffee is a coffee that has undergone a certain process to remove caffeine from coffee beans

(*transl.* \_\_\_\_\_)

**drip coffee** [dri:p ˈkɒfi] *noun* also called filtered coffee. It is made by pouring water over roasted, ground coffee beans contained in a filter

(*transl.* \_\_\_\_\_)

**espresso** [eˈspresəʊ] *noun* strong, dark coffee prepared by forcing a small amount of nearly boiling water under pressure through finely ground coffee beans

(*transl.* \_\_\_\_\_)

**flat white** [flæt waɪt] *noun* flat white is a coffee beverage invented in around the 1970's-1980s in New Zealand and perhaps in Australia. It is prepared by pouring microfoam

(steamed milk with small, fine bubbles and a glossy or velvety consistency) over a single or double shot of espresso

(transl. \_\_\_\_\_)

**instant coffee** [ˈɪnstənt ˈkɒfi] *noun* instant coffee is dried into soluble powder or freeze-dried into granules that can be quickly dissolved in hot water. Originally invented for the convenience of consumers who do not want to prepare their own coffee.

(transl. \_\_\_\_\_)

**latte** [ˈlɑː te] *noun* a latte is a coffee drink made with espresso and steamed milk

(transl. \_\_\_\_\_)

**long black** [ˈlɒŋ blæk] *noun* a long black is made by pouring a double-shot of espresso over hot water

(transl. \_\_\_\_\_)

**mocha** [ˈmɒkə] *noun* this may refer either to a rich pungent Arabian coffee or to a coffee beverage flavored with milk, sugar, and cocoa.

(transl. \_\_\_\_\_)

**skinny coffee** [ˈskɪni ˈkɒfi] *noun* skinny coffee refers to coffee with skimmed milk

(transl. \_\_\_\_\_)

**white coffee** [waɪt ˈkɒfi] *noun* in most English speaking countries white coffee refers to regular black coffee with milk, cream or some other "whitener" added to it. In the US the same beverage might be called "coffee light" in the New York City area, "light coffee", "coffee with milk," or even "regular coffee" in New England.

(transl. \_\_\_\_\_)

**cafeteria** [ˌkæfəˈtɪəriə] *noun* a cafeteria is a restaurant where you serve yourself, then pay a cashier. Most schools have a cafeteria serving up sloppy joes and square pizza. "Let's go to the cafeteria!" usually means "Let's eat!" Most people think of school cafeterias, but they can exist elsewhere — a lot of Ikea stores actually have cafeterias for the customers.

Cafeteria-style refers to any restaurant where you grab what you want and then pay for it before eating. Cafeterias usually aren't known for having the best food in the world, so if you have another option, go for it.

(transl. \_\_\_\_\_)

**Cafe** [ˈkæfeɪ] *noun* a cafe is a coffee shop, or a small restaurant where coffee is served.

Your neighborhood cafe might be a good place to get a piece of pie and a cup of coffee.

You could stop by a cafe for lunch, or just grab a coffee and a muffin to go. You can also call a cafe a "coffeehouse" or "coffee shop," and while the word is similar to cafeteria — and the two share a root word — a cafeteria tends to be a buffet-style restaurant or dining hall. Cafe comes from the French café, which means both "coffee" and "coffeehouse."

(transl. \_\_\_\_\_)

## II. Study „the vocabulary of a barista“ and insert translation in your mother tongue.

**acidity** [əˈsɪdəti] *noun* the sharp lively quality characteristic of high-grown coffee, tasted mainly at the tip of the tongue. The brisk, snappy quality that makes coffee refreshing. It is NOT the same as bitter or sour and has nothing to do with pH factors. Coffees are low in acidity, between 5 and 6 on the pH scale

(transl. \_\_\_\_\_)

**Americano** [əˈmerɪˈkɑːnəʊ] *noun* a shot or two of espresso that has been poured into a cup, which is then filled with hot water

(transl. \_\_\_\_\_)

**aroma** [əˈrəʊmə] *noun* the fragrance of brewed coffee. The smell of coffee grounds is referred to as the Bouquet

(*transl.* \_\_\_\_\_)

**barista** [bəˈrɪstə] *noun* a person who makes coffee drinks as a profession

(*transl.* \_\_\_\_\_)

**bitter** [bɪtə] *adj* the taste perceived at the back of the tongue. Dark Roasts are intentionally bitter. Over-extraction (too little coffee at too fine a grind) can cause a bad bitterness

(*transl.* \_\_\_\_\_)

**blend** [blend] *noun* a mixture of two or more individual varietals of coffee.

(*transl.* \_\_\_\_\_)

**cupping** [ˈkʌpɪŋ] *noun* while tasting wine is called “tasting”, tasting coffee is called “cupping” (*transl.* \_\_\_\_\_)

**crema** [kri:mə] *noun* the caramel coloured foam that appears on top of a shot of espresso during the brewing period. It should remain for at least one minute. If your Crema is gone then you waited too long...or you received a bad shot! The crema makes a ‘cap’ which helps retain the aromatics and flavors of the espresso within the cup – the presence of crema indicates an acceptable brew... Crema is due to colloids and lipids forced out into an emulsion under the pressure of an espresso machine.

(*transl.* \_\_\_\_\_)

**exotic** [ɪgˈzɒtɪk] *adj* unusual aromatic and flavor notes, such as berry or floral

(*transl.* \_\_\_\_\_)

**French Press** [frentʃ pres] *noun* a device for making coffee in which ground coffee is steeped in water. The grounds are then removed from the coffee by means of a filter plunger which presses the grounds to the bottom of the pot. Also referred to as plunger pot, or cafetiere (*transl.* \_\_\_\_\_)

**froth or foam** [frʊθ ɔː fəʊm] *noun* milk which has been made thick and foamy by aerating it with hot steam solo a single shot of espresso. Also see doppio

(*transl.* \_\_\_\_\_)

**spicy** [ˈspɪsi] *adj* the flavour of particular spices

(*transl.* \_\_\_\_\_)



## 1.2. VOCABULARY ACTIVITIES. SERVICES AT THE CAFE.

**I. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. All of our coffee drinks are espresso- (rooted/based).
2. This drink has two \_\_\_\_\_ (shots/shoots) of espresso. It's very strong.
3. The milk is on the little table at the end of the \_\_\_\_\_ (counter/floor).
4. A tip- (jar/compartment) is a container where customers can leave tips for baristas.
5. (Decaf/Caffeinated) is short for "decaffeinated."
6. If someone is lactose- (intolerant/introspective) it means that they can't drink milk.
7. This is the smallest \_\_\_\_\_ (size/dimension) cup we have.
8. A \_\_\_\_\_ (hot/heat) cup is a paper cup that is designed to hold hot liquids like coffee.
9. Starbucks is an example of a \_\_\_\_\_ (chain/keychain). (= a cafe/restaurant which has multiple locations)
10. Your coffee will be in a ready in a \_\_\_\_\_ couple/few) of minutes. I'll call you.

**II. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. An Americano is a shot of espresso \_\_\_\_\_ (poured/placed) into a glass of hot water.
2. If you prefer, we can \_\_\_\_\_ (substitute/change) the regular milk with soy milk.
3. Our muffins are \_\_\_\_\_ (baked/cooked) fresh every morning.
4. All of our coffees are made from high- \_\_\_\_\_ (worth/quality) beans.
5. Make sure you grind the coffee beans right before you \_\_\_\_\_ (brew/do) the coffee.
6. A cappuccino is a combination of coffee, \_\_\_\_\_ (steamed/steam) milk, and foam.
7. Milk foam is commonly referred to as " \_\_\_\_\_ " (froth/freight).
8. This is our most \_\_\_\_\_ (populist/popular) coffee = This is the coffee that we sell the most
9. All the tables inside are occupied, but our outside \_\_\_\_\_ (patio/zone) has plenty of free tables.
10. " \_\_\_\_\_ " (Java/Brownie) is a very common slang word for "coffee."





### 1.3. READING COMPREHENSION EXERCISES. SERVICES AT THE CAFE.

**I. Develop your reading skills. Read the following text and do the comprehension questions.**

#### **The history of coffee**

The origin of coffee as a drink or a plant dates back to the middle of the 15th century in the Sufi Muslim monasteries around Mocha in Yemen. It was in Arabia that coffee seeds were first roasted and brewed, in a similar way to how it is now prepared. By the 16th century, it had reached the rest of the Middle East, Persia, Turkey, and northern Africa. The first coffee smuggled out of the Middle East was by Sufi Baba Budan from Yemen to India in 1670. Before then, all exported coffee was boiled or otherwise sterilized. Portraits of Baba Budan depict him as having smuggled seven coffee seeds by strapping them to his chest. The first plants grown from these smuggled seeds were planted in Mysore, in the state of Karnataka, India. Coffee then spread to Italy, and to the rest of Europe, to Indonesia, and to the Americas.

When coffee reached North America during the Colonial period, it was initially not as successful as it had been in Europe as alcoholic beverages remained more popular. During the Revolutionary War, the demand for coffee increased so much that dealers had to hoard their scarce supplies and raise prices dramatically.

Coffee was introduced to Brazil in 1727, although its cultivation did not gather momentum until independence in 1822. After this time massive tracts of rainforest were cleared for coffee plantations, first in the vicinity of Rio de Janeiro and later São Paulo.

#### **Comprehension statements:**

1. The origin of coffee dates back to the 16th century. A) True B) False
2. It was a Sufi who smuggled coffee seeds out of the Middle East. A) True B) False
3. Once coffee reached North America, it was an instant success. A) True B) False
4. Coffee was cultivated at a large scale in Brazil in 1727. A) True B) False

## II. Read the following text and complete comprehension statements.

### *Coffee*

Coffee is a popular brewed drink prepared from roasted coffee beans. Coffee plants are cultivated in over 70 countries, primarily in the equatorial regions of the Americas, Southeast Asia, India and Africa. Once ripe, coffee beans are picked, processed, and dried. Green (unroasted) coffee beans are one of the most traded agricultural commodities in the world. Once traded, the beans are roasted to varying degrees, depending on the desired flavor, before being ground and brewed to create coffee. The two most commonly grown coffee beans are the highly regarded arabica, and the less sophisticated but stronger and more hardy robusta.

### *The drink*

Coffee is one of the most popular drinks in the world. It is slightly acidic and can have a stimulating effect on humans because of its caffeine content. It can be prepared and presented in a variety of ways. The effect of coffee on human health has been a subject of many studies; however, results have varied in terms of coffee's relative benefit. The majority of recent research suggests that moderate coffee consumption is benign or mildly beneficial in healthy adults.

### *History*

Coffee cultivation first took place in Southern Arabia. The earliest credible evidence of coffee-drinking appears in the middle of the 15th century in the Sufi shrines of Yemen. In the Horn of Africa and Yemen, coffee was used in local religious ceremonies. As these ceremonies conflicted with the beliefs of the Christian church, the Ethiopian Church banned the secular consumption of coffee until the reign of Emperor Menelik II. The beverage was also banned in Ottoman Turkey during the 17th century for political reasons, and was associated with rebellious political activities in Europe.

### *Economy*

Coffee is a major export commodity: it was the top agricultural export for twelve countries in 2004, the world's seventh-largest legal agricultural export by value in 2005, and "the second most valuable commodity exported by developing countries," from 1970 to 2000. Further, green (unroasted) coffee is one of the most traded agricultural commodities in the world. Some controversy is associated with coffee cultivation and its impact on the environment. Consequently, organic coffee is an expanding market.

### **Comprehension statements.**

1. Most of the coffee plants are grown in northern countries.      A) True      B) False
2. There are two major types of grown coffee beans.              A) True      B) False
3. Coffee as a drink was first prepared in Ethiopia.                A) True      B) False
4. Coffee cultivation has no effect on the environment.            A) True      B) False



#### **1.4. VIDEO LISTENING ACTIVITIES. SERVICES AT THE CAFE.**

##### **Idioms with food**

##### **I. Watch the video and learn the idioms.**

<https://www.youtube.com/watch?v=6WeGlDzw-Wg> (11:12)

##### **II. Revise the idioms and find their counterparts in your language.**

1. EGG HEAD – an intelligent/smart person
2. BIG CHEESE – an influential/powerful person
3. COUCH POTATO – a lazy person watching TV
4. TOUGH COOKIE – a determined/difficult to deal with person
5. TOP BANANA – a leader (heading a group)
6. BAD APPLE – a criminal/trouble maker
7. SOUR GRAPE - pretending to not want something
8. LEMON LAW – a law that protects people against the sale of defective goods

##### **III. Watch the following video and try to make the same kind of dialogues.**

Video: <https://www.youtube.com/watch?v=LyoDt3egGHg> (2:59)

Read the scripts of the dialogues:

##### **ORDERING COFFEE**

- Hello, I would like a cup of coffee, please.
- Which size?
- A large cup.
- Any particular flavor?
- A hazelnut coffee. Is whipped cream extra?
- No, the same price. Is that all?
- Yes, that's it. Thanks.

#### DO YOU WANT TO GO TO STARBUCKS

- Do you want to go to Starbucks?
- I do not drink coffee. Do they have other things?
- Of course! They have tea, water, hot chocolate and pastries.
- That sounds great. I'm going to get a scone and green tea.
- Delicious!

#### A SMALL CUP OF COFFEE

- Hi, how may I help you?
- I usually get a large coffee but would like something lighter today. What do you have?
- You could get any small coffee, a cappuccino or a shot of espresso.
- I think I will try the small Cappuccino. What flavors do you have?
- Of course. And for you, sir? -

Watch the video again at <https://www.youtube.com/watch?v=LyoDt3egGHg>

Now, try to make the same kinds of dialogues.

### 1.5. WRITING TEST AND SPEAKING ACTIVITIES. SERVICES AT THE CAFE. (Classroom activities ONLY)



Complete the writing test (30 min).

**I. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. An Americano is a shot of espresso \_\_\_\_\_ (*poured/placed*) into a glass of hot water.
2. If you prefer, we can \_\_\_\_\_ (*substitute/change*) the regular milk with soy milk.
3. Our muffins are \_\_\_\_\_ (*baked/cooked*) fresh every morning.
4. All of our coffees are made from high-\_\_\_\_\_ (*worth/quality*) beans.
5. Make sure you grind the coffee beans right before you \_\_\_\_\_ (*brew/do*) the coffee.
6. A cappuccino is a combination of coffee, \_\_\_\_\_ (*steamed/steam*) milk, and foam.
7. Milk foam is commonly referred to as " \_\_\_\_\_ " (*froth/freight*).
8. This is our most \_\_\_\_\_ (*populist/popular*) coffee = This is the coffee that we sell the most
9. All the tables inside are occupied, but our outside \_\_\_\_\_ (*patio/zone*) has plenty of free tables.
10. " \_\_\_\_\_ " (*Java/Brownie*) is a very common slang word for "coffee."

**(Marks ...../10)**

**II. You are going to read an article about coffee. Match the following headings with the paragraphs.**

*What is the Bean Belt?*

*Who ship, roast and retail the coffee?*

*How did it all begin?*

*What made Kaldi's goats dance?*

*How did it spread?*

*Is it harvested by man or machine?*

*Who were the first coffee addicts?*

**Coffee**

You may know that around the world more people drink coffee than tea. And that, after oil, it is the second biggest traded commodity. You may also know that the drink comes from beans which are first roasted and then ground. But what else do you know about this popular stimulant?



1 \_\_\_\_\_

It is said that the story of coffee started with an Ethiopian goatherd named Kaldi. One day Kaldi was surprised to see that his goats were behaving very strangely: instead of grazing quietly as normal they were jumping around, almost dancing. He also noticed the red cherries from a plant that the goats were eating. He tried some himself and was surprised by the feeling of extreme happiness and excitement - he felt like dancing too!

2 \_\_\_\_\_

But it wasn't used as a drink at first, but as a food. The coffee berries, mixed with animal fat, were used by monks to stay awake during long hours of prayer. From Ethiopia coffee was later cultivated in Yemen and the first hot drink was developed there around AD 1000. Three centuries later Muslims were keen coffee drinkers and as Islam spread, so did coffee. Coffee houses appeared in Cairo and Mecca.

3 \_\_\_\_\_

For hundreds of years the plants were guarded safely. But some beans were smuggled out of Arabia and taken to India. In the 17th century coffee was soon growing in a new continent. From India to Indonesia and then a century later beans were smuggled once again to Brazil-which is now the largest coffee producer in the world.

4 \_\_\_\_\_

It is the caffeine, an addictive stimulant drug, which made the goats dance and kept the monks awake. Although it is found in other soft drinks, including tea, coffee has the most caffeine. 150 milligrams is the minimum dose needed to stimulate the nervous system and this can be found in a single strong cup of coffee. In the short-term a couple of cups can prevent fatigue and delay sleep. But several cups a day, every day, can cause anxiety and restlessness.

5 \_\_\_\_\_

This is the band around the middle of the world between the tropics of Capricorn and Cancer. A coffee plant likes lots of rain and shaded sun with rich soil, and the climate in the bean belt is ideal. 70 - 75% of the world production is the milder, higher quality Arabica that originated in Ethiopia. It grows best in higher altitudes where it is not so hot. The remaining 25% is the stronger Robusta which can survive in higher temperatures and lower altitudes.

6 \_\_\_\_\_

Before becoming beans the fruit of the coffee trees, known as a cherry, is harvested. The most common method is for the cherries to be picked by hand and then dried in the

sun on tables or on the ground. Once they are dried all the outer layers are removed. The red cherries have become green beans. Known now as green coffee the beans are put in 60kg bags and shipped abroad.

7 \_\_\_\_\_

Although the coffee is grown and harvested in the tropics 70% of the total coffee production is imported by countries in the North who control the market. How long the coffee is roasted for depends on the market: only 7 minutes for the North Americans who prefer a light roast, but double that time for espresso coffee favoured by the Italians. Nestle and Kraft account for almost 80% of all the instant-coffee sales worldwide.

(Marks ...../7)

**(Total ...../17)**



**Conversation questions (15 min.)**

**I. Please describe, compare and contrast the following two pictures (you have got 1 minute of uninterrupted preparation time and 2 minutes for speaking).**



**II. Answer the following questions.**

1. Why do people like to sit in cafes drinking coffee and using their computers, rather than just doing that at home?

2. Do people talk louder after drinking coffee?
3. Is it true that people who do not drink coffee have higher energy level than people who drink coffee every day?
4. What do coffee shops owners think of people who buy a single coffee and then sit at a table with with a laptop for entire day?
5. Other than coffee, what drinks do you prefer? Why?



## UNIT 2. INTRODUCTORY FORM

2.1 Title of unit - "Services at the restaurant"	
Aims/ Goals	<ul style="list-style-type: none"> <li>• To familiarize students with the vocabulary related to the chosen profession/professional area;</li> <li>• To familiarize students with the discourse framework related to means of service;</li> <li>• To consolidate unit's vocabulary in a variety of written and oral exercises;</li> <li>• To develop speaking, reading, writing and listening skills;</li> <li>• To develop social skills (e.g. expressing one's opinion, asking questions, active listening, etc.);</li> <li>• To develop presentation skills (oral and written);</li> <li>• To develop skills of feedback provision.</li> </ul>
Learning Outcomes	<ul style="list-style-type: none"> <li>• The students are able to use their professional profile to the target audience/addressee (both orally and in writing);</li> </ul>

	<ul style="list-style-type: none"> <li>The students are able to participate in the professional discussions: formulate profession-related questions, respond to them.</li> </ul>
Duration	1 Unit 8-10 acad. hrs x 45 min –classwork+ homework
Material	Multimedia, <b>Student's Course book</b> (2.1; 2.2; 2.3; 2.4; 2.5.); internet; tablets.
Description	<ul style="list-style-type: none"> <li>Stage 1: Dialogues. Introduction of the “Service at the restaurant”;</li> <li>Stage 2: Vocabulary activities. Students work individually and with teacher’s assistance;</li> <li>Stage 3: Reading. Texts ‘Breakfast’ and ‘What a British Person Should Know When Eating Out in America’. - Analysis of the texts and related vocabulary. Reading comprehension exercises;</li> <li>Stage 4: Video listening activities ‘Ordering Food in a Restaurant’;</li> <li>Stage 5: Test and speaking activities.</li> </ul>
Debriefing	<p><b>Links, support materials (available resources):</b></p> <p><a href="http://www.eslvideo.com/esl_video_quiz_beginning.php?id=6332">http://www.eslvideo.com/esl_video_quiz_beginning.php?id=6332</a>  <a href="http://www.eslvideo.com/esl_video_quiz_beginning.php?id=6332">http://www.eslvideo.com/esl_video_quiz_beginning.php?id=6332</a>  <a href="http://www.englishformyjob.com/english-restaurants-general1.html">http://www.englishformyjob.com/english-restaurants-general1.html</a>  <a href="http://www.englishformyjob.com/english-restaurants-general2.html">http://www.englishformyjob.com/english-restaurants-general2.html</a>  <a href="http://www.englishdaily626.com/reading_comprehension.php?022">http://www.englishdaily626.com/reading_comprehension.php?022</a>  <a href="http://www.excellentesl4u.com/esl-eating-out-reading.html">http://www.excellentesl4u.com/esl-eating-out-reading.html</a>  <a href="http://www.fed.cuhk.edu.hk/~english/Secondary/1929%20S1%20Ordering%20of%20in%20a%20restaurant/1929%20S1%20Ordering%20of%20in%20a%20restaurant%20_modal%20verbs%20'would%20like'%20&amp;2%20'can'.pdf">http://www.fed.cuhk.edu.hk/~english/Secondary/1929%20S1%20Ordering%20of%20in%20a%20restaurant/1929%20S1%20Ordering%20of%20in%20a%20restaurant%20_modal%20verbs%20'would%20like'%20&amp;2%20'can'.pdf</a>  <a href="https://www.lenordik.com/pictures/restaurant/">https://www.lenordik.com/pictures/restaurant/</a>  <a href="https://www.google.ee/search?q=restaurant&amp;biw=1280&amp;bih=887&amp;source=lnms&amp;tbm=isch&amp;sa=X&amp;ved=0ahUKEwjll4_CxvLMAhUEliwKHWOUdvcQ_AUIBigB#imgre=BnfD9QmGN6j6rM%3A">https://www.google.ee/search?q=restaurant&amp;biw=1280&amp;bih=887&amp;source=lnms&amp;tbm=isch&amp;sa=X&amp;ved=0ahUKEwjll4_CxvLMAhUEliwKHWOUdvcQ_AUIBigB#imgre=BnfD9QmGN6j6rM%3A</a>  <a href="https://upserve.com/blog/restaurant-questions-you-can-ask-any-guest/">https://upserve.com/blog/restaurant-questions-you-can-ask-any-guest/</a>  <a href="https://www.livecareer.com/interview-tips/industry/restaurant">https://www.livecareer.com/interview-tips/industry/restaurant</a>  <a href="https://www.englishclub.com/english-for-work/food-drink-vocabulary.htm">https://www.englishclub.com/english-for-work/food-drink-vocabulary.htm</a>  <a href="http://dictionary.cambridge.org/">http://dictionary.cambridge.org/</a></p>
Key terms	<p>à la carte n – (LT) maisto pasirinkimas pagal pateiktą valgiaraštį; (EST); eritellimusel valmistatav roog (tellimine menüü järgi); appetizer n – (LT) užkandis, aperityvas; (EST) eelroog; awful (taste) adj – (LT) baisus skonis; (EST) kohutav; beverage n – (LT) gėrimas; (EST) jook; bill, cheque, check n – (LT) sąskaita; (EST) arve; bread basket n – (LT) krepšelis duonos; (EST) leivakorvike; buffet n – (LT) švediškas stalas; (EST) Rootsi laud; chef n – (LT) vyriausias virėjas; (EST) kokk; complaint n – (LT) skundas, nusiskundimas; (EST) kaebus; counter n – (LT) prekystalis; (EST) lett; complimentary adj – (LT) nemokamas; (EST) tasuta; consist v – (LT) susidėti, susidaryti; (EST) koosnema; customer n – (LT) klientas, pirkėjas; (EST) klient; dessert n – (LT) desertas, saldus patiekalas (EST) magustoit; discount n – (LT) nuolaida; (EST) allahindlus; main course n – (LT) pagrindinis patiekalas; (EST) pearoog;</p>



<p>garnish n – (LT) garnyras, papuošimas; (EST) garneering;  happy hour n – (LT) „laimės valanda“ kai gėrimai bare parduodami mažesne kaina; (EST) sooduspakkumiste aeg;  ingredients n – (LT) ingredientai, sudedamosios dalys; (EST) koostisosad;  non-alcoholic beverage n – (LT) nealkoholinis gėrimas; (EST) alkoholivaba jook;  pack up v – (LT) supakuoti; (EST) kaasa pakkima;  portion n – (LT) porcija; (EST) portsjon;  recipe n – (LT) receptas; (EST) retsept;  regulars n – (LT) pastovus klientas; (EST) püsikliendid;  reservation n – (LT) rezervacija; (EST) reserveering;  sauce n – (LT) padažas; (EST) kaste;  specialty n – (LT) firminis patiekalas; (EST) eriroog;  take-out adj – (LT) maistas išsinešimui; (EST) kiirtoit;  vegetarian n – (LT) vegetaras; (EST) taimetoitlane;  well- done adj – (LT) gerai iškeptas; (EST) läbiküpsetatud/hästi kúpsetatud.</p>
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## 2.1. VOCABULARY. SERVICES AT THE RESTAURANT.

**I. Study the „Food and Beverage“ vocabulary and insert translation in your mother tongue.**

Many English words and expressions about food come directly from French. This is why some words about food are written with an accent (for example: à la carte). However, you may also see such words written without accent.

**à la carte** [ə la: 'ka:t] *noun* (of a menu or a section of a menu) having dishes listed separately and individually priced Compare table d'hôte; (of a dish) offered on such a menu; not part of a set meal without a side dish

(transl. \_\_\_\_\_)

**appetizer** ['æpɪtaɪzə] *noun* small snack before a meal

(transl. \_\_\_\_\_)

**awful (taste)** ['ɔ:fl teɪst] *adj* very bad taste

(transl. \_\_\_\_\_)

**beverage** ['bevərɪdʒ] *noun* any potable liquid, especially one other than water, as tea, coffee, beer, or milk

(transl. \_\_\_\_\_)

**bill, cheque, check** [bɪl] [tʃek] [tʃek] *noun* the slip of paper that tells the customer how much to pay

(transl. \_\_\_\_\_)

**bread basket** [bred 'bɑ:skɪt] *noun* slices of bread and butter served before and with a meal (transl. \_\_\_\_\_)

**buffet** ['bʊfeɪ] *noun* self-serve tables of food that are set out for the customer to pick and choose from

(transl. \_\_\_\_\_)

**chef** [ʃef] *noun* staff member who is professionally trained to prepare food

(transl. \_\_\_\_\_)

**complaint** [kəm'pleɪnt] *noun* an expression of discontent, regret, pain, censure, resentment, or grief; lament; fault finding

(transl. \_\_\_\_\_)

**counter** ['kaʊntə] *noun* flat area often used for placing dishes on or preparing food

(transl. \_\_\_\_\_)

**complimentary** [ˌkɒmplɪ'mentri] *adj* something given or supplied without charge, as lodging, transportation, or meals, especially as an inducement to prospective customers

(transl. \_\_\_\_\_)

**deep fried** [di:p fraɪd] *adj* cooked in a large pot of oil

(transl. \_\_\_\_\_)

**dessert** [dɪ'zɜ:t] *noun* cake, pie, fruit, pudding, ice cream, etc., served as the final course of a meal

(transl. \_\_\_\_\_)

**entrée, main course** ['ɒntreɪ] [meɪn kɔ:s] *noun* the largest part of a meal (after appetizer, before dessert)

(transl. \_\_\_\_\_)

**garnish** ['gɑ:nɪʃ] *noun* food that is added to a plate for appearance or colour (i.e. parsley or fruit)

(transl. \_\_\_\_\_)

**happy hour** ['hæpi 'aʊə] *noun* short amount of time when alcoholic drinks are on sale

(transl. \_\_\_\_\_)

**ingredients** [ɪn'grɪ:dɪənts] *noun* all of the different foods that are combined in a recipe

(transl. \_\_\_\_\_)

**non-alcoholic beverage** [nɒn ˌælkə'hɒlɪk 'bevərɪdʒ] *noun* a drink that resembles a certain drink without the alcohol

(transl. \_\_\_\_\_)

**pack up** *verb* put in a take-out container for the customer to bring home

(transl. \_\_\_\_\_)

**portion** [pɔ:k ʌp] *noun* a separate amount of food

(transl. \_\_\_\_\_)

**punch in, punch out** [pʌntʃ ɪn] [pʌntʃ aʊt] *verb* put a card in the punch clock to mark the time you start and end a shift

(*transl.* \_\_\_\_\_)

**recipe** [ˈresəpi] *noun* list of ingredients and instructions for preparing a certain type of food (*transl.* \_\_\_\_\_)

**regulars** [ˈregjələz] *noun* people who come into an establishment often

(*transl.* \_\_\_\_\_)

**reservation** [ˌrezəˈveɪʃn] *noun* a request to have a table saved for a certain amount of people (*transl.* \_\_\_\_\_)

**sauce** [sɔːs] *noun* liquid flavouring added to food

(*transl.* \_\_\_\_\_)

**specialty** [ˈspeʃəlti] *noun* food item that a restaurant is popular for

(*transl.* \_\_\_\_\_)

**take-out** [teɪk aʊt] *adj* food that is packed up and eaten at home

(*transl.* \_\_\_\_\_)

**well-done** [wel dʌn] *adj* cooked for longer than average

(*transl.* \_\_\_\_\_)



## 2.2. VOCABULARY ACTIVITIES. SERVICES AT THE RESTAURANT.

**I. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. Are you \_\_\_\_\_ (prepared/ready) to order?

2. The soup of the \_\_\_\_\_ (day/special) is "Cream of Broccoli."
3. Our \_\_\_\_\_ (specials/deals) are listed on the board.
4. I \_\_\_\_\_ (recommend/request) the vegetarian chili.
5. We can \_\_\_\_\_ (substitute/subtract) the bacon for cheese, if you like. (= We can give you cheese instead of bacon)
6. I'll be right \_\_\_\_\_ (back/return) with your drinks.
7. This meal consists of three courses - soup, the \_\_\_\_\_ (main/prime) course, and dessert.
8. The chicken \_\_\_\_\_ (comes/arrives) with your choice of rice or potatoes.
9. I'm sorry, we're fully/completely \_\_\_\_\_ (booked/baked) (= we have no free tables) right now.
10. If you would like, you can wait at the bar until a table \_\_\_\_\_ (opens/comes) up. (= becomes available)

**II. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. I'm sorry for the \_\_\_\_\_ (tardiness/delay). Your food will be right out.
2. Are you paying together, or would you like separate \_\_\_\_\_ (bills/receipts)? (= Americans say "checks")
3. There's an automatic 15% \_\_\_\_\_ (grace/gratuity) added to parties of 8 or more.
4. We accept all \_\_\_\_\_ (primary/major) credit cards.
5. The bread is free-of- \_\_\_\_\_ (charging/charge). (= You don't have to pay for it)
6. The drinks are in the \_\_\_\_\_ (back/rear) of the menu.
7. We have \_\_\_\_\_ (plenty/plentiful) of (= many) vegetarian options as well.
8. Follow me, please - I'll \_\_\_\_\_ (show/seat) you to your table.
9. You can get the salad on the \_\_\_\_\_ (side/separate). (= not on the same dish as the main meal)
10. It'll \_\_\_\_\_ (take/last) about half an hour to prepare.



**2.3. READING COMPREHENSION EXERCISES.  
SERVICES AT THE RESTAURANT.**

**I. Read the passage below and answer the questions that follow.**

## BREAKFAST

One Sunday morning, my family and I went to a popular restaurant for breakfast. As soon as we walked into Restaurant Happy Meal, a young waitress showed us to a table. We ordered our food and soon after, our food came. Just as we were about to begin our meal, we heard someone shouting for the proprietor.

"What is this ? A dead fly in my food !" a man with a deep scar across his face roared angrily. He banged his fist on the table and swept the plates and cups off it. *These* came crashing to the floor, breaking into pieces. His companion, a huge man with a tattoo on his arm, stared angrily at the proprietor who stood nervously in front of the two gangsters. The proprietor apologized repeatedly to the angry customers and tried to pacify them by offering to replace their food. He even told them that they could have their meal for free. The commotion affected the business of the restaurant. Fearing that a brawl would *ensue*, many customers quickly paid for their meals and left the restaurant hurriedly. Some of them had not even finished their breakfast.

My father told us to eat our food quickly and not to look at the two angry men. We obeyed him and finished our food within minutes. *That was probably the quietest and fastest breakfast my family ever had.*

Although my father warned us not to look at the two unruly customers, I could not help stealing a glance at them.

I saw that the proprietor had managed to pacify the two angry customers. Fresh food and drinks were brought to their table. They sat down again and continued their breakfast. Meanwhile, the waitress who had shown us to our table earlier swept up the broken china.

### II. Choose correct answer with the information from the text.

1. The word 'These' refers to the

a) tables; b) cups and plates; c) two angry customers; d) dead fly and the food.

2. The fourth paragraph tells us that the owner of the restaurant was

a) sorry for what had happened; b) angry with the two customers; c) unsure of what to do to calm the two customers; d) disappointed that the men created problems in the restaurant.

3. The word 'ensue' can best be replaced by

a) occur; b) debut; c) initiate; d) take off.

4. The line *That was probably the quietest and fastest breakfast my family ever had* tells us that the writer and his family

a) often talked while they ate; b) ordered a lot of food each time they ate out;  
c) often ate silently and that day was no exception; d) usually did not like to be disturbed while they ate.

5. The following statements are true except

a) the two customers did not have to pay for their food; b) the writer and his family ate their food without a word;  
c) one of the waitresses cleared up the mess on the floor; d) many customers ran out of the restaurant without paying.

6. Which word describes the atmosphere at the restaurant when the angry customer found a dead fly in his food?  
a) *sad*;            b) *tense*;            c) *happy*;            d) *distracted*.

### III. Read the passage below and answer the questions that follow.

#### What a British Person Should Know When Eating Out in America?

Eating out may be a simple thing, but for British people who have just come to America, it could be an experience full of surprises. Here are five main differences a Brit should pay attention to when eating out in a restaurant in America.

**Ordering Drinks** The first thing a waiter would ask when you sit down in an American restaurant is whether you would like bottled or tap water. If you choose bottled, you will then be asked whether you would prefer still or sparkling. Soon, the water you ordered will be brought to you. Coffee and soft drinks will also be gladly refilled. The waiter will proactively ask if you want another coffee or coke. In Britain, water and soft drinks must be requested and they are not free.

**The Service Waiters** in American restaurants are more pleasant and attentive. They are always chatty and often come to your table during the meal to refill drinks and check everything is okay. In England, waiters are less likely to frequently check on customers. If you need something, you can raise your hand and waive at the waiter or else, you will be left alone for hours.

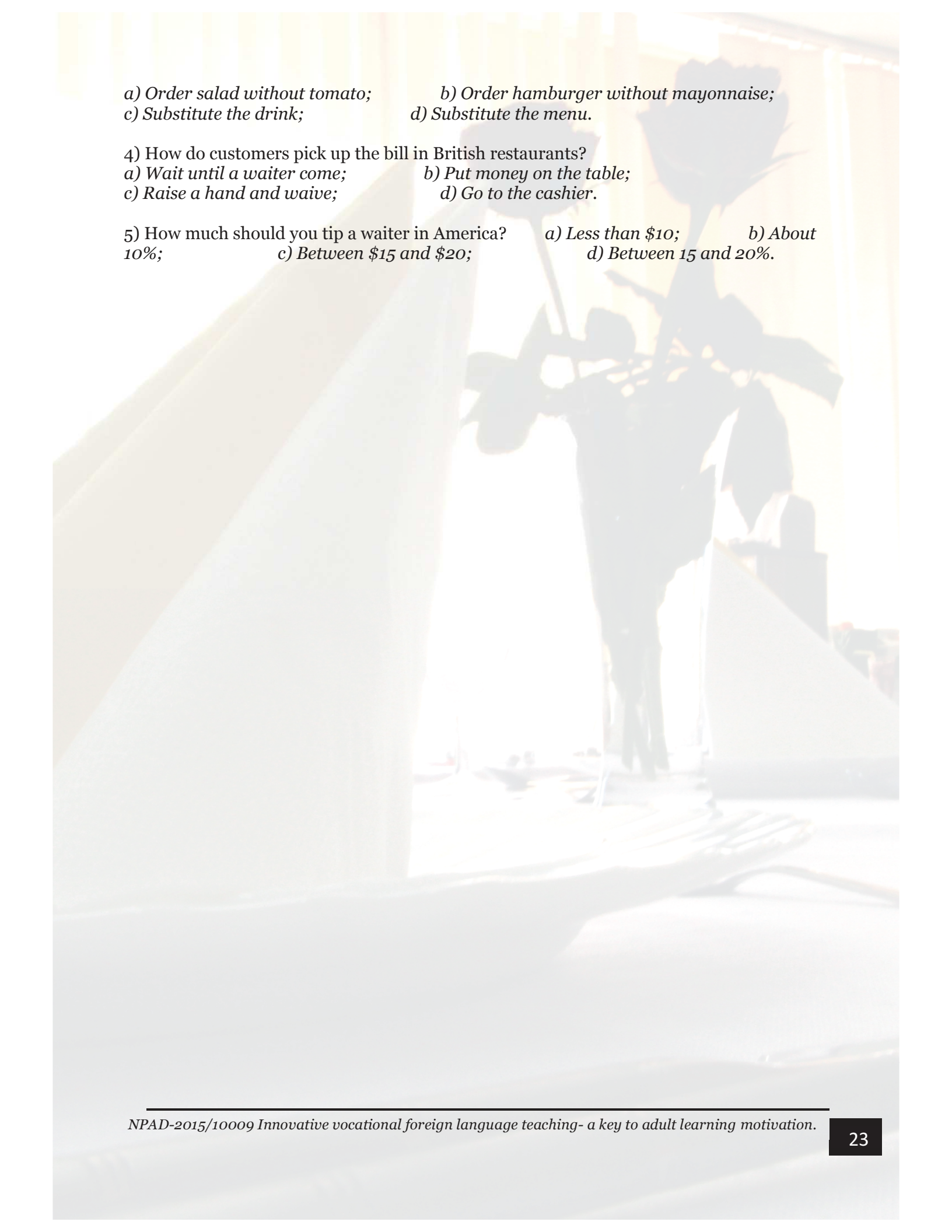
**The Menu** In an American restaurant, picky eaters can customize the menu to suit their exact preferences by reeling off special requirements and substitutions. You can order salad but without tomato or with a special dressing to accommodate your diet. There is a friendly atmosphere that encourages you to have exactly what you want and satisfy your appetite. On the other hand, people in England tend to order a meal with all the options that come with it. It is less common for them to complain about the food or have the waiter send dishes back to the kitchen.

**Picking up the Bill** In America, a waiter will bring you the bill even though you have not asked for it. This would be seen as very impolite by British customers, as it implies that they are being hurried out of the restaurant.

**Tipping** Tipping in England is optional. You will tip if you are satisfied with the meal and service, which is generally about 10%. If you are dissatisfied, you do not need to tip and this is quite common. In America, a tip of 15-20% is generally mandatory. For American waiters, tipping is the main source of their income. Even if the service is bad you should still tip, but it makes sense to give a smaller tip.

### IV. Answer reading comprehension questions that go with the above reading passage.

- 1) What would a waiter ask first in an American restaurant?  
a) *Whether you would like water or soft drink;*            b) *Whether you would like bottled or tap water;*  
c) *Whether you would like coffee;*            d) *Whether you would like a cocktail.*
- 2) What is a waiter in Britain less likely to do?  
a) *Check on customers;*            b) *Ask for tips;*            c) *Bring the menu;*            d) *Take an order.*
- 3) What are British customers less likely to do when eating out?

- 
- a) *Order salad without tomato;*  
c) *Substitute the drink;*
- b) *Order hamburger without mayonnaise;*  
d) *Substitute the menu.*
- 4) *How do customers pick up the bill in British restaurants?*  
a) *Wait until a waiter come;*  
c) *Raise a hand and waive;*
- b) *Put money on the table;*  
d) *Go to the cashier.*
- 5) *How much should you tip a waiter in America?*  
10%;
- a) *Less than \$10;*  
c) *Between \$15 and \$20;*
- b) *About*  
d) *Between 15 and 20%.*



## 2.4. VIDEO LISTENING ACTIVITIES. SERVICES AT THE RESTAURANT.

### I. Watch the following video and try to make the same kind of dialogues.

[http://www.eslvideo.com/esl\\_video\\_quiz\\_beginning.php?id=6332](http://www.eslvideo.com/esl_video_quiz_beginning.php?id=6332) (1:55)

#### Read the scripts of the dialogues:

**DINING OUT** - Hi, I'm Lori, I'll be your waitress today.

Can I get you anything to drink?

- Just water.
- Would you like bottled or regular?
- Regular.
- And for you?
- I'll have a diet soda.
- Great. I'll be right back.

**ORDERING** - Have you decided what you'd like or do you need some more time?

- I'll have the grilled chicken and a dinner salad.
- And what kind of dressing would you like?
- What kind do you have?
- Italian, blue cheese, and French.
- I'll have the Italian, and can you serve that on the side?
- The Peppered Salmon, is that very spicy?
- Yes.
- I don't like spicy, I'll have the steak.
- And how would you like that cooked?
- Medium, please.
- Alright, so that's chicken with salad, Italian dressing on the side, and one steak, medium.
- Yes.
- Thank you.

**SERVING** - Be careful, it's hot!

- Can I get that for you?
- Yes, please.
- And is there anything else I can get you?
- May I have a steak knife?
- Of course. I'll get that right away. ....
- How is everything?
- Excellent!
- Very good!
- Great!



**FINISHING THE MEAL** - Are you still working on that or shall I wrap it up for you?

- I'm done.
- I'll take this to go.
- Would you like a dessert menu?
- Yes, please.
- Would you like coffee?
- Yes. - I'll have some too. - Cream or sugar? - I'd like some cream. - I'll have sugar.

**ORDERING DESSERT** - Have you decided what you'd like for dessert?

- I'll have the chocolate cake.
- And for you?
- I'll have the cheesecake.
- Excellent, I'll be right back.

**GET THE CHECK** - Did you enjoy your meal?

- It was wonderful!
- Can I get you anything else, or should I get your check?
- We'll take the check.
- Thank you for coming.

## **II. Watch the video again.**

[http://www.eslvideo.com/esl\\_video\\_quiz\\_beginning.php?id=6332](http://www.eslvideo.com/esl_video_quiz_beginning.php?id=6332) (1:55)

**Now, try to make the same kinds of dialogues.**

**2.5. WRITING TEST AND SPEAKING ACTIVITIES.  
SERVICES AT THE RESTAURANT. (Classroom activities ONLY)**



**Complete the writing test (30 min).**

**I. Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation.**

1. Are you \_\_\_\_\_ (prepared/ready) to order? 2. The soup of the \_\_\_\_\_ (day/special) is "Cream of Broccoli." 3. Our \_\_\_\_\_ (specials/deals) are listed on the board. 4. I \_\_\_\_\_ (recommend/request) the vegetarian chili. 5. We can \_\_\_\_\_ (substitute/subtract) the bacon for cheese, if you like. (= We can give you cheese instead of bacon) 6. I'll be right \_\_\_\_\_ (back/return) with your drinks. 7. This meal consists of three courses - soup, the \_\_\_\_\_ (main/prime) course, and dessert. 8. The chicken \_\_\_\_\_ (comes/arrives) with your choice of rice or potatoes. 9. I'm sorry, we're fully/completely \_\_\_\_\_ (booked/baked) (= we have no free tables) right now. 10. If you would like, you can wait at the bar until a table \_\_\_\_\_ (opens/comes) up. (= becomes available)  
**(Marks ...../10)**

**II. Read the dialogue „Eating out“ and complete the task below. Mark the statements at the end of the text as True, False or Doesn't say (not mentioned in the script).**

**Eating Out**

*It's 8pm. Mr Smith (Jack) and Mrs Smith (Jill) are celebrating their 10th wedding anniversary. They have just arrived at the restaurant.*

**Mr Smith:** Well here we are. What do you think?

**Mrs Smith:** It's lovely Jack. Are you sure we can afford it?

**Mr Smith:** Well I may have to do some washing up, but you're worth it.

*The waiter arrives.*

**Waiter:** Good evening sir, madame.

**Mr Smith:** Good evening. We have a reservation for a table for two in the name of Smith.

**Waiter:** Yes sir. May I take your coats?

*The waiter takes their coats and hangs them up.*

**Mr & Mrs Smith:** Thank you.