

Present English for Cooking, Catering and Reception – Answer key and Transcripts

Unit 1, pp. 4-7

1

1 T 2 F 3 F

3

A buffet car
C fast food outlet
D aeroplane
E waiter service
F self-service

4

1 welfare catering 6 fast food outlets
2 transport catering 7 schools
3 hotels 8 prisons
4 restaurants 9 eat-in
5 cafés 10 waiter service

5

2 reception
3 café
4 beverages
5 takeaway
6 profit
7 subsidised
8 provision

6

1

Conversation 1

Waiter Are you ready to order, Sir?
Customer Yes, I'll have lentil soup as a starter, please.
Waiter And for your main course?
Customer I'd like the lamb, please.
Waiter Certainly, Sir.

Conversation 2

Server Next!
Customer Two cheeseburgers, please.
Server Do you want fries with those?
Customer Yes please.
Server Any drinks?
Customer Two cokes please.
Server That's four pounds fifty.

Conversation 3

Colleague 1 Hi John. Did you have a good weekend?
Colleague 2 Great, thanks! It's really hard going back to work on Monday!
Colleague 1 I agree! I'm taking my lunch break now...
Colleague 2 Me too. I wonder what they have on the menu today. I fancy a nice salad.
Colleague 1 I'm really hungry, I think I'll have a cooked meal.
Colleague 2 If you're lucky they'll have some stews. They had some really tasty chickpea stew last week.

Conversation 4

Cabin staff Would you like a complimentary in flight beverage, Sir?
Passenger Can I have an orange juice, please?
Cabin staff Do you want ice with that?
Passenger Yes, please.
Cabin staff Here you are, Sir.

	Venue	Relationship
Conversation 1	<i>restaurant</i>	customer and waiter
Conversation 2	fast food outlet	<i>customer and waiter</i>
Conversation 3	workplace canteen	colleagues
Conversation 4	on an aeroplane	cabin staff and passenger

7 2

Waiter Are you (1) **ready to order**?
Customer Yes. (2) **Can you tell me** what today's specials are, please?
Waiter (3) **We have two options**, a vegetarian casserole with chickpeas and onions and a warm chicken and tomato salad.
Customer Mmm! (4) **I'll have** the warm chicken and tomato salad, please.
Waiter (5) **Would you like** some bread with that?
Customer (6) **Could I have** some pita bread, please?
Waiter (7) **Yes, of course!** What would you like to drink with your meal?
Customer (8) **Just** water, please.
Waiter (9) **Still or sparkling?**
Customer (10) **I'd like** sparkling water, please.

8

Personal answers

9

2 Recommendations from important food critics and organisations.
3 Table d'hôte has a fixed price menu and a limit of choices and items are ready at the same time. À la carte is made to order and items are individually priced.
4 Steak, seafood or vegetarian food.
5 Italian, Indian and Chinese.
6 Because they have unified menus, service, ambiance and cost.
7 They prepare food which is served and eaten quickly.
8 During the day.
9 In public places such as markets or from stand on the street.

10

Personal answers

11

Personal answer

Unit 2, pp. 8-11

1

- 1 chef de cuisine
- 2 sous chef
- 3 chef de partie
- 4 commis chef

2

The food and beverage manager

3

1 C 2 D 3 B 4 A

4

Commis chef

- takes care of **meal** preparation
- organises basic **ingredients**
- carries out **simple** activities
- checks **quality** and **quantity** of food
- checks correct functioning of **equipment**

Chef de partie

- checks **maintenance** and **hygiene** of equipment and premises
- assigns **tasks**, coordinates **subordinates**
- manages **orders** and **deliveries** from suppliers
- promotes new dishes and **techniques**
- promotes new **equipment**

Sous chef

- **supports** the chef de cuisine and substitutes him/her when **absent**
- preserves and stores **goods**
- checks **communication** between the different kitchen **sectors**

Chef de cuisine

- manages the **kitchen**
- gives **directions** on **dish** preparation
- takes **decisions** about **portions** and service to the **public**
- does the most **difficult** processes
- checks **materials**, preparation **times** and methods
- plans staff **tasks** and **hours**
- is responsible for **apprentices**, planning **menus** and buying **raw** materials
- supervises **communication** of orders and **deliveries** to the **kitchen** and restaurant

5

Personal answer

6

2 T 3 T 4 F 5 F 6 T 7 F 8 T 9 T

7

3

Conversation 1

Host: Good evening, (1) **Sir**.

Man: Good evening.

Host: Have you (2) **booked a table**?

Man: Yes, I booked a table for two. I'm expecting a colleague to join me.

Host: Can I have (3) **your name**, Sir?

Man: Mr Al-Qahtani.

Host: Ah, yes. I'll (4) **show you to your table**. (5) **Would you like** some tea while you're waiting for your colleague?

Man: Yes, please.

Conversation 2

Waiter: Good evening, Sir. Would you like to see (6) **a menu**?

Man: Yes, please. Do you have (7) **any specials** today?

Waiter: Yes, Sir. Our chef has made mixed (8) **lamb and beef** in a tomato and garlic sauce.

Man: That sounds interesting. Can you (9) **bring me** some water while I decide, please?

Waiter: Certainly, Sir. I'll be back in a few minutes to (10) **take your order**.

Man: Thank you.

Conversation 3

Waiter: Good afternoon. Would you like to order (11) **something to drink**?

Man: Yes, please. I'll have (12) **a coffee**, please. And my wife would like a (13) **lemon tea** with mint.

Waiter: Would you like (14) **cream and sugar** in your coffee, Sir?

Man: Just (15) **a little** cream, please. No sugar.

Waiter: One coffee with cream, one lemon tea with mint coming up!

Conversation 4

Waiter: How is (16) **everything**, Sir?

Man: Well, to be quite honest, the meat is dry, and the vegetables are (17) **overcooked**. There is also (18) **too much salt** in this sauce.

Waiter: I'm terribly sorry, Sir. I'll get the (19) **chef** right away. I'm sure he would like to apologize.

Man: Thank you—and please bring me (20) **the bill**.

8

Personal answers

Unit 3, pp. 12-15

1

2 T 3 T 4 F

3

- B triangle
- C double-breasted jacket
- D bandana
- E apron
- F trousers
- G shoes

4

2 i 3 f 4 c 5 a 6 j 7 h 8 e 9 g 10 d

5

- 2 clean
- 3 Cover
- 4 hair
- 5 triangle
- 6 neck
- 7 jacket
- 8 emergency
- 9 apron
- 10 waist
- 11 top
- 12 ankles
- 13 pick up
- 14 move
- 15 Wear
- 16 materials
- 17 Don't
- 18 trousers
- 19 burns
- 20 accidents
- 21 shoes

2

6 4

Head chef Where's your toque?
Commis chef I haven't got one chef, but I've got a bandana.
Head chef OK. Wear it then! That jacket should be double-breasted.
Commis chef I know, chef. Sorry, chef!
Head chef What are the buttons made of?
Commis chef They're plastic, chef.
Head chef Hmm! Have you got a triangle?
Commis chef No chef, but I've got a long apron.
Head chef Good! Tie it carefully around your waist and fold the top over.
Commis chef Like this chef?
Head chef That's right, but you need to tie your torchon to your apron.
Commis chef Yes, chef!
Head chef Let me look at your trousers... Good, they're nonflammable and there's no hem.
Commis chef No, chef!
Head chef But you need to buy new shoes. Those have anti-slip soles, but they don't have a protective steel cap.
Commis chef No, chef! Sorry, chef! I'll buy some new ones tomorrow.
Head chef One more thing... Put your clothes away in a locker. You can't leave them out like that. There may be germs on them.
Commis chef Right away chef!
Head chef At least your uniform is clean, which is something!

[✓] bandana [X] jacket [✓] buttons
 [X] triangle [✓] apron [X] torchon
 [✓] trousers [X] shoes

7 4

1 double-breasted
 2 buttons
 3 waist
 4 nonflammable
 5 hem
 6 anti-slip soles
 7 protective steel
 8 germs

8
 2 F 3 C 4 A 5 B 6 E

9
 1 B 2 A 3 A 4 D 5 B 6 B 7 B 8 C 9 C 10 C

11
 Personal answer

Unit 4, pp. 16-19

1
 2 f 3 d 4 a 5 e 6 b

3
 1 The location, the type of customer, the number of covers, the menu, the service and the number of staff.
 2 Efficiency.
 3 Contamination.
 4 Between the storage areas and the restaurant.
 5 To avoid wasting space and to ensure the regular supply of raw materials.
 6 Near the cold storage rooms.

7 In the storeroom.
 8 In the dishwashing area.

4
 1 b
 2 d
 3 e
 4 c
 5 a

5 5

Manager What ideas (1) **have you got** for the kitchen design, chef?
Head chef Well, the new menu isn't too big or complicated, so (2) **I suggest** a simple linear design.
Manager Where (3) **do you think** the storage areas should be?
Head chef The cold storage (4) **can go** next to the storeroom at the back of the kitchen with external access for deliveries and internal access to the cold preparation section.
Manager OK, but (5) **they need to be** quite small, because there isn't a lot of space back there.
Head chef That's fine. (6) **I don't like to** have too many goods in storage.
Manager (7) **What about** the main kitchen and the dishwashing area?
Head chef Well, the main kitchen (8) **should be** directly in front of the cold preparation area, which should be behind the service area so we get hot dishes out quickly to the serving staff.
Manager (9) **Do you agree?**
Head chef Yes, (10) **I do!**
Manager And the dishwashing area (11) **could be** either to the left or the right side of the main kitchen so that dirty dishes can come back into the kitchen without getting in the way of the preparation area.
Head chef Yes, that (12) **all sounds good** to me!

6
 Personal answers

7
 B 5 mincer
 C 3 food blender
 D 2 weighing scales
 E 4 food mixer

8 6

A is a meat slicer, to cut cold and cooked meat.
 B is a mincer, to chop meat finely to make soups or sauces.
 C is a food blender, to mix, blend and purée ingredients.
 D are weighing scales, to measure quantities.
 E is a food mixer, to beat, whip and mix ingredients together in a bowl.

- 9
- 2 good: safer from fire risk; easier to operate than a gas oven
bad: expensive
 - 3 good: cooking is faster and easier as well as more energy-efficient
 - 4 good: can cook and drain the food; can run on gas or electricity; food is crispy
bad: food can be fatty
 - 5 good: can run on gas or electricity; cooking quality is excellent
bad: only one or two dishes can cook at a time
 - 6 good: heats quickly and evenly so many dishes can cook simultaneously
 - 7 good: good for reheating or defrosting food or quickly cooking products with a high water content
bad: some worries about the health risks

10 7

A casserole dish is cylinder-shaped with one or two (1) **handles** and a lid. It is wide and low and can be (2) **made** of aluminium, cast iron, iron, earthenware or stainless steel. It is used to boil (3) **rice**, pasta, pulses and prepare soups, sauces, stocks and creams.

A frying pan is (4) **round** or oval-shaped with a rounded edge. It has one long handle and has (5) **low** sides. It can be made of aluminium, steel or cast iron. It is used for frying, sautéing or roasting.

A stockpot is a wide and high, cylinder-shaped pan with one or two (6) **handles** and a lid. It is usually made of aluminium or stainless steel and is used for boiling (7) **water** for pasta or making stocks.

A sauteuse is a low casserole (8) **dish**, generally made of stainless steel with one handle and outward curving edges, used to sauté and prepare (9) **sauces**.

A braising pan has high sides and is long and (10) **wide**, usually rectangular in shape. It is made of stainless steel, has a lid and is used to braise or stew big (11) **pieces** of meat.

A fish kettle has (12) **high** sides and is a long oval or rectangular shape, usually made of aluminium. It has a lid and a pierced, double (13) **bottom** you can lift up to drain a fish after boiling or steaming it.

A roasting pan is a wide, but low (14) **rectangle** usually made of aluminium, steel or heat-resistant earthenware. It has two handles and is used to roast meat, etc. in the (15) **oven**.

- 1 A 2 E 3 D 4 B 5 G 6 C 7 F

Unit 5, pp. 20-23

- 1
- A bread, other cereals and potatoes
 - B meat, fish, eggs, etc.
 - C foods and drinks high in fat and/or sugar
 - D milk and dairy foods
 - E fruit and vegetables

3

Calcium	Carbohydrates	Fats & Sugars	Protein	Vitamins & Minerals
<i>milk, cheese, yoghurt</i>	<i>potatoes, bread, rice, pasta, grains</i>	<i>cakes, biscuits, butter, oil, chocolate, cream, crème fraîche, soft drinks</i>	<i>beef, lamb, fish, eggs, beans, chicken, turkey, lentils, peas</i>	<i>apple, kiwi, strawberries, melon, spinach, green beans, carrots, peas, sweetcorn, tomato</i>

4

- 4
- 2 calories
 - 3 energy
 - 4 bones
 - 5 Saturated
 - 6 Red meats
 - 7 Pulses
 - 8 Unsaturated
 - 9 obesity

5
Personal answers

6
Personal answers

- 7
- B 3 grilling
 - C 9 poaching
 - D 7 roasting
 - E 6 baking
 - F 5 steaming
 - G 2 boiling
 - H 10 sautéing
 - I 8 barbecuing
 - J 4 microwaving

8 8

The preparation time for Fish Pie is 45 minutes. The cooking time is 30 minutes. The ingredients are: 400 g of skinless white fish; 400 g of skinless smoked fish; 600 ml of full-fat milk; 1 small onion, (1) **cut** into four; herbs; 4 eggs; (2) **chopped** parsley; 100 g of butter; 50 g of plain flour; 1 kg of potatoes, peeled and evenly (3) **sliced**; 50 g of (4) **grated** cheese.

The preparation method is:
(5) **Poach** the fish in 500 ml of milk, together with the onion and the herbs for 8 minutes. When ready, remove the fish, (6) **drain** the milk, allowing it to cool and flake the fish into large pieces in the baking dish.
(7) **Boil** the eggs in water for 8 minutes. When ready, drain the eggs and let them cool in cold water. Then peel, slice and put them on top of the fish. (8) **Add** the chopped parsley. To make the sauce, melt half the butter in a pan, (9) **stir** in the flour and cook for 1 minute over moderate heat. Remove the pan from the heat, (10) **pour** in a little of the cold poaching milk, then stir until blended. Continue to add the milk gradually, mixing well until you have a smooth sauce. Return it to the heat, bring to the boil and cook for 5 minutes, stirring continuously. Remove from the heat, (11) **season** with salt, pepper and then pour over the fish. (12) **Heat** the oven to 200°C/fan 180°C/gas mark 6. Boil the potatoes for 20 minutes. Drain, season and mash them with the remaining butter and milk. Put them on top of the pie, arranging them with a fork. Add the cheese and then (13) **bake** for 30 minutes.

9 9

Wash four large flat mushrooms, cut off the stems and chop them finely. Blend together the mushroom stems, bread, herbs, garlic, salt and pepper. Brush the top of the mushroom with olive oil and butter and grill for 4 minutes. Remove from the grill, stuff with the blended mixture and grated cheese. Return to the grill and cook for an additional 4 minutes. Serve on a bed of fresh lettuce with a vinaigrette dressing.

- a 2 b 3 c 4 d 5 e 6 f 1

10
bread, herbs, garlic, salt and pepper, olive oil, butter, grated cheese, lettuce, vinaigrette dressing

11
2 salt
3 lemon
4 crumble
5 sugar

12
Personal answer

13
Personal answers

Unit 6, pp. 24-27

1
2 T 3 F 4 T 5 F 6 T 7 F 8 T

3
1 d The job of a menu
2 c The importance of doing your research
3 a Checking the menu is accessible to customer
4 b Helping customers order

4
A starters
B main courses
C side orders
D desserts
E beverages

5 10

Waiter: Good evening. Would you like anything to drink while you look at the menu?
Man: I'd like some sparkling mineral water, please.
Woman: And I'll have a glass of tomato juice, please.
Waiter: Here are your drinks. Are you ready to order food?
Man: Yes, I think we are, thank you.
Waiter: Would you like any starters?
Woman: I'd like the chickpea salad, please.
Man: And I'll have shrimp in tomato-garlic sauce.
Waiter: And for your main course?
Man: I would like the roast lamb with couscous and apricots.
Woman: And I'm going to try the grilled aubergine and mushrooms.
Waiter: Would you like any side orders?
Woman: Maybe some spicy sautéed potatoes to share, please.

The order is: 7, 2, 10, 4, 8, 3, 9, 1, 5, 11, 12, 6, 13

6
Personal answers

7
1 A 2 B

8
1 A, B 2 A 3 A, B 4 B 5 B 6 A

9
2 dressing
3 fries
4 roast
5 vegetarian option
6 savoury

10
Personal answers

11
Personal answer

12
Personal answers

Unit 7, pp. 28-31

1
Personal answer

3

Service technique	Advantages	Disadvantages
English or Silver	guest receives a lot of personal attention; fast and efficient	requires a lot of silverware and platters
Pre-plated	very fast, economical and efficient	guests can't decide their portion sizes
Family	efficient because orders limited, easier to take and food is fast to prepare and serve; cheaper because requires less staff and less ingredients	too informal and similar to eating at home
Gueridon	formal and elegant; guests love the show	takes a lot of time, skill and space; can require two servers
Buffet	free to choose; more time to serve	service is less personal

4
2 gueridon
3 portion
4 tray
5 silverware
6 laid
7 crockery
8 cutlery

5
Personal answer

6, 7 11

1 **Put** an undercover on the table.
2 **Lay** the tablecloth on the undercover.
3 **Check** the tablecloth is clean and tidy and ironed.
4 **Fold** the napkins and place them on the left of the service plates.
5 **Set** the knives to the right and the forks to the left, with space for a plate in between.
6 **Order** the cutlery from the outside to the inside according to when it will be used.
7 **Position** the water glass to the right of the plate.
8 **Place** salt and pepper mills, flowers and candles at the centre of the table.

8, 9 12

Welcome the customer.
Show the customer to a table.
Take a menu to the customer.
Take the customer's order.
Take the order to the kitchen.
Collect the food from the kitchen.
Take the food to the customer.
Clear the table.
Bring the bill to the customer.
Say goodbye to the customer.

The order is: a 8, b 6, c 10, d 2, e 3, f 4, g 9, h 7, i 5, j 1

10

1 A 2 B 3 C 4 C 5 B 6 A 7 A 8 A 9 B 10 A

12

Things to eat with	Things to eat from	Things to drink from
cutlery, silver, forks, spoons, knives	plate, dish, bowl	cup, glass

13 13

You should never keep a (1) **customer** waiting for the (2) **bill**, but either present it to them straight after the last (3) **course** is served, or as soon as customers finish (4) **eating**. You should always take the bill to the (5) **table** in a bill cover and place it to the (6) **right** of the host or at the (7) **centre** of the table if you don't know who the (8) **host** is. Always ask if customers need anything else. Never show you expect a (9) **tip**, nor look disappointed if you don't get one. Always thank the (10) **diners** for their custom. As they are leaving, offer to get their (11) **coats**, wish them a pleasant (12) **evening** and tell them you look forward to seeing them again. Try to change the way in which you say (13) **goodbye** to each customer to make it seem more (14) **personal**.

14 14

Waiter (1) **Here's your bill, Sir.**
Customer Thank you.
Waiter (2) **Would you like anything else?**
Customer No, thank you.
Waiter (3) **How would you like to pay?**
Customer By card, please.
Waiter (4) **Certainly. Please check the amount and enter your pin number, please.**
Customer Here you are. [*Giving the machine back to waiter*]
Waiter (5) **This is your copy of the receipt and your card.**
Customer Thank you.
Waiter (6) **I'll get your coat. Here it is.**
Customer Thank you.
Waiter (7) **Goodbye now. I hope you have a pleasant evening and we see you again soon.**
Customer Goodbye.

15

Personal answers

Unit 8, pp. 32-35

1

A rice and curry
B sweet and sour chicken
C enchiladas
D meze

3

Personal answers

4

Factfile on Indian food

Typical meal: rice and curry meat, fish or vegetables cooked in a spicy sauce served with rice and bread.
Spices/Sauces/Dips: chilli, cumin, turmeric, ginger, coriander and garlic; mango chutney, lime pickle and raita.
Traditional cooking technique/pot: tandoori clay oven.
Habits and customs: *often vegetarian; eat by hand*.
Typical dishes: tandoori chicken.
Typical drinks: masala chai, lassi.

Factfile on Chinese food

Typical meal: several dishes of meat, fish, tofu with vegetables and served with rice or noodles.
Spices/Sauces: *ginger, garlic, cloves and peppers; soy, oyster, yellow bean sauce*.
Traditional cooking technique/pot: stir-frying in a wok.
Habits and customs: yin and yang; eat with chopsticks.
Typical dishes: sweet and sour chicken.
Typical drink: *green tea*.

Factfile on Mexican food

Typical meal: tortilla with meat, fish, vegetables, beans and cheese.
Spices/Sauces/Dips: chilli, garlic, oregano; salsa, sour cream, guacamole.
Traditional cooking technique/pot: *barbacoa*.
Habits and customs: they love to eat together.
Typical dishes: *enchilada*.
Typical drink: fresh fruit juice.

Factfile on Greek food

Typical meal: *meze, dips, bread and a main course*.
Spices/Sauces/Dips: oregano, mint, garlic, onion, dill and bay leaves; taramosalata and tzatziki.
Traditional cooking technique/pot: *skewered meat grilled on an open fire*.
Habits and customs: Mediterranean.
Typical dishes: meze, moussaka, souvlaki.
Typical drink: coffee.

5 15

Spices are very important in Moroccan food, particularly cinnamon, cumin, turmeric, ginger, paprika, mint and saffron. Moroccans like to add fruit and nuts to their savoury dishes for an exotic flavour. Lunch is the main meal of the day, which usually consists of hot or cold salads followed by a *tagine*, a stew of spiced meat or fish with vegetables slowly cooked in a *tagine*, a low earthenware cooking dish with a tall cone-shaped lid. This is often served with couscous, a kind of grain, and always with bread. Moroccans are usually Muslims, so don't drink alcohol, but prefer to accompany their meals with sweet mint tea. They also avoid eating pork and eat *halal* meat, prepared according to Islamic law. Another typical dish is *harira*, a soup made of meat, lentils and chickpeas.

- 2 mint
- 3 hot or cold salads
- 4 couscous and bread
- 5 tagine
- 6 do not eat pork
- 7 mint tea
- 8 tagine
- 9 harira

6
Personal answer

7
A 1 B 3 C 2

8

Fruit	Vegetables	Meat/ Fish	Dairy products	Seasoning and condiments	Sweet ingredients
lime, lemon	potatoes, cabbage, carrots, beetroot, onion, peppers	minced beef, salmon	butter, double cream, milk, crème fraîche	soy sauce, chilli, garlic, ginger, coriander, sesame oil, salt and black pepper, nutmeg, vegetable oil, tomato purée, dill	maple syrup

9
b 2 c 1, 2 d 1 e 1, 3 f 1 g 3 h 3

10
Personal answers

Unit 9, pp. 36-39

1
Personal answers

3

	Challenges for customers	Solutions
Airline food	(1) low-quality food (2) need to stay hydrated	(5) food options to suit various diets (6) water service
Fast food	(3) little nutritional value	(7) low-calorie choices
Street food	(4) risk of food contamination	(8) education programmes for cooks

4
2 long-haul flight
3 mass-produced
4 reputation
5 gluten-free
6 dehydrated
7 contamination

8 sanitary
9 food-borne disease

5
Conversation 1

Employee: Excuse me, Sir, did you pre-order a vegetarian meal?
Passenger: Yes, I did. Is this my meal?
Employee: Yes, this is yours. You've got a dish of brown rice and grilled vegetables, with a garden salad on the side and a plate of fruit.
Passenger: That sounds perfect! Can I have a glass of water?
Employee: Certainly, Sir.

Conversation 2

Customer: That looks interesting. What is it?
Employee: It's a pita filled with shawarma meat.
Customer: Ooh! What does that mean? It smells delicious.
Employee: It's meat that's cooked slowly on a spit. Look—I'll put the meat inside the pita, and you can have some tomatoes and onions on the top. You can take it with you.
Customer: Sounds great. I'll take two, one for me and one for my friend.
Employee: Lamb or chicken?

Conversation 3

Employee: Next, please. Can I help you?
Customer: Yes, I'll have a cheeseburger and fries.
Employee: Large or small fries?
Customer: Large. And I'll have a diet cola.
Employee: Anything else with that?
Customer: No, that's fine.
Employee: That's six-eighty-five, please.

Conversation 4

Employee: Would you like tea or coffee?
Passenger: Tea, please. Milk, no sugar.
Employee: Here you are, sir. Be careful; it's hot.
Passenger: Yes. This is a bumpy flight. How long until we land?
Employee: We're due to arrive at a quarter past five. We'll be at the gate by five-thirty, right on schedule.
Passenger: Great, thanks.

Conversation 2: street food stand
Conversation 3: fast food restaurant
Conversation 4: aeroplane

6
2 grilled vegetables
3 on the side
4 slowly on a spit
5 take two
6 Next, please
7 Anything else with that
8 Here you are

7
Personal answers

8
A falafel
B almonds
C satay
D French fries
E sandwich
F samosas
G fish and chips

10

- 2 skewer
- 3 mayonnaise
- 4 triangle
- 5 sandwich
- 6 treat

11  17

Interviewer: Today I'm talking to Tom White, catering manager with Elite Airlines. Tom, thank you for talking to us today. Let's start with a general overview of travellers with special dietary needs. So many people are travelling these days, and lots of those people seem to have special dietary needs. Can you tell me a bit about that?

Catering manager: Yes, it's true that people's food requirements can be quite specific, and it's our job in the hospitality industry to cater for those needs. With airline travellers, we see three different groups of travellers with special dietary needs. These are people with medical conditions, people whose religious beliefs specify a certain diet, and people who have made personal choices, such as not to eat meat. We provide meals for all of these travellers, and we're happy to do this.

Interviewer: Let's talk first about people with medical conditions. I'm assuming you're talking about people with diabetes, for example...

Catering manager: Yes, diabetes is a good example of a medical condition that requires a special diet. Diabetics need to be careful with sugar; they can't eat sweet desserts like cakes or biscuits, and they can't have sweet sauces. They are well advised to eat fruit, yoghurt, and other foods low in sugar; we can provide these meals. On the other hand, people with high blood pressure need to be careful with salt; we can provide meals that are low in sodium, such as fresh vegetables. Another thing we're very careful about these days is allergies. A lot of people have allergies to nuts, especially peanuts, so all of our flights are now nut-free. We provide snacks that don't contain nuts, and that have not been made in the same kitchen as nut-based foods, and we don't allow passengers to bring their own nuts on board. We want to keep everyone safe.

Interviewer: Interesting. Let's talk about religious requirements. I know travellers from the Middle East don't eat pork for religious reasons.

Catering manager: That's true. Followers of Islam cannot eat pork, so our flights to Middle Eastern countries usually have meals based around lamb, chicken or beef. On the other hand, followers of the

Hindu religion cannot eat beef, so our flights to India have meals with chicken and seafood. We respect all religions, and we do our best to make sure there is something for everyone. Of course, there are people whose food choices are personal and not related to any religion. Some people just don't want to eat meat, and we respect that, too. Vegetarians need to avoid red meat, poultry and seafood; a cheese omelette is usually a good choice. If you're a vegan, though, you can't eat egg products or dairy products, so we provide vegetable plates for vegans.

Interviewer: This is very useful information. Is there anything else that travellers should know about planning their meals on a long flight?

Catering manager: We are always here to help, and all you need to do is ask. We do request that you pre-order your special meal at least 24 hours in advance so we have time to get it ready for you. If you have any questions at all, our staff will be happy to advise you.

Interviewer: That was Tom White, catering manager for Elite Airlines. Thank you, Tom, for that helpful advice.

Catering manager: My pleasure.

Travellers	Foods to avoid	Suitable foods: examples
People with medical conditions		
Diabetes	sugar, desserts, sauces	fruit, yoghurt
High blood pressure	salt	fresh vegetables
Allergies	peanuts	nut-free snacks
People with religious beliefs		
Followers of Islam	pork	lamb, chicken, beef
Followers of Hinduism	beef	chicken, seafood
People who have made personal choices		
Vegetarians	red meat, poultry, seafood	cheese omelette
Vegans	meat, eggs, dairy products	vegetable plate
Final advice: pre-order your special meal at least 24 hours in advance		

12

Personal answers

Unit 10, pp. 40-43

1
2 ✓ 3 ✓ 4 ✓ 5 ✓ 6 ✓ 7 ✓ 8 ✓

3
2 Providing
3 Taking, passing
4 Giving
5 Dealing
6 Carrying out
7 Keeping
8 Doubling up

4
1 Within 24 to 48 hours.
2 personal answers
3 a one small b one big c two small d three small
4 a B&B b half board c full board
5 Ensuite bathroom.

5
Personal answers

6
Personal answer

7
2 E 3 C 4 A 5 B 6 D

8
1 ✓ 2 ✓ 3 ✓ 4 ✓ 5 ✓ 6 ✗

9
1 Multiple small meeting rooms, multiple conference/meeting rooms, banquet facilities, computer rental, audio-visual equipment, secretarial services.
2 Two.
3 In-room childcare, pets staying.
4 Surf the Internet, study, iron, sew, have a shower or have a bath, put your makeup on or shave, watch TV.

10 18

Receptionist Hello, reception. Can I help you?
Customer Yes please. Could you tell me where the fitness facilities are located?
Receptionist They're on the 3rd floor, Sir.
Customer Thank you. Oh, and the swimming pool?
Receptionist That's next door to the fitness facilities on the third floor. Is there anything else I can help you with?
Customer Yes, I'd like to eat something.
Receptionist Well, room service is available 24/7, or you could have a sandwich in the coffee shop on the ground floor near reception. Otherwise the two restaurants will be open in an hour. The buffet service restaurant is on the 1st floor and the à la carte restaurant is on the 3rd floor.
Customer Thank you. That's very helpful. One more question—where can I get a newspaper?
Receptionist Just come down to reception on the ground floor; we have several daily newspapers here.
Customer Thank you.

2 3rd floor
3 ground floor
4 1st floor
5 3rd floor
6 ground floor

11
Personal answers

12 19

Customer (1) *Hi! I'd like to check out, please.*
Receptionist Just a moment and I'll get your bill. Here you are, Sir. Please check it.
Customer Yes, that seems OK. (2) **Can I pay by debit card?**
Receptionist Yes, of course.
Customer (3) **I'd like a receipt, please.**
Receptionist Certainly. Here it is. Is there anything else I can help you with?
Customer (4) **Could you book me a taxi to the station, please?**
Receptionist Your taxi is here, Sir. Have a pleasant trip.
Customer (5) **Thank you very much.** Goodbye.
Receptionist Goodbye Sir. We hope to see you here again soon.

Unit 11, pp. 44-47

1
1 D 2 B 3 E 4 A 5 C

3
2 Go to the kitchen and check how long the food will be and tell the customer.
3 Apologise to the customer and correct the order as soon as possible.
4 Carefully check all orders before they leave the kitchen.
5 Offer the customer additional food.
6 Check the bill immediately and correct it.

4
Personal answers

5 20

Conversation 1
Customer Excuse me!
Server Yes, Sir?
Customer Can you take my order please? I'm in a hurry.
Server No problem. I'll take your order immediately.

Conversation 2
Server Is everything OK with your meal Sir?
Customer Not really. You brought me the wrong side order. I wanted a salad with my steak, but you brought me chips.
Server I'm terribly sorry, Sir. I'll change it for you.

Conversation 3
Server Can I help you Sir?
Customer Do you have a table for two?
Server Do you have a reservation, Sir?
Customer No, I'm afraid I didn't book.
Server If you can wait just a moment, I'll find you a table as soon as possible.
Customer Thank you very much.
Server You're welcome.

Conversation 4

Server Is there a problem with the bill, Sir?
Customer You didn't give me the right change.
Server I do apologise, Sir. I'll check the bill straight away.
Customer Thank you.
Server Not at all.

Conversation 5

Customer Excuse me, there's something in my drink!
Server I'm very sorry. I'll get you a fresh one!
Customer Thank you.
Server Don't mention it.

2 a 3 b 4 e 5 c

6

Personal answers

7

2 Always
3 isn't
4 positive, better
5 immediately
6 away from
7 don't want
8 Ask
9 Listen
10 Stay

9

Personal answers

10

Personal answers

11

Personal answer