

# Flash on 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 service station  
E waiter service  
F self-service

4

1 welfare catering 7 cafés  
2 transport catering 8 fast food outlets  
3 hotels 9 schools  
4 restaurants 10 prisons  
5 pubs 11 eat-in  
6 bars 12 waiter service

5

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

6 1

### Conversation 1

**Waiter** Are you ready to order, Sir?  
**Customer** Yes, I'll have prawn cocktail 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 pasta. They had some really tasty lasagna last week.

### Conversation 4

**Cabin staff** Would you like a complimentary in flight drink, 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 pasta bake and a warm bacon and tomato salad.  
**Customer** Mmm! (4) **I'll have** the warm bacon and tomato salad, please.  
**Waiter** (5) **Would you like** some bread with that?  
**Customer** (6) **Could I have** some garlic 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 Pub food is usually home-made and tradition and bar food tends to be European-style.

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 10 F

7  3

**Conversation 1**

**Hostess** Good evening (1) **Madam**. Good evening Sir.

**Man and woman** Good evening.

**Hostess** Have you (2) **booked a table**?

**Man** Yes, we booked a table (3) **for two**.

**Hostess** (4) **What's your name**, Sir?

**Man** Mr Kilburn.

**Hostess** (5) **Would you like to have** a drink at the bar and (6) **I'll call you** when your table is ready?

**Man and woman** Thank you.

**Conversation 2**

**Bartender** Good evening. Would you like to order (7) **some drinks**?

**Woman** Yes, please. I'll have (8) **a glass of dry white** wine, please.

**Man** And (9) **I'll have** a pint of lager, please.

**Bartender** Please (10) **take a seat** and I'll bring your drinks over.

**Man and woman** Thank you.

**Bartender** (11) **You're welcome**.

**Conversation 3**

**Woman** What would you (12) **recommend**?

**Wine waiter** Well, if you are having (13) **the fish** I recommend a white wine like Sauvignon Blanc.

**Man** No, I think we're both having (14) **meat dishes**.

**Wine waiter** In that case, (15) **there is a very good** Merlot or a Shiraz.

**Woman** (16) **We'd prefer** the Merlot, please.

**Conversation 4**

**Hostess** (17) **Your table is ready**. Would you like to follow me?

**Man and woman** Thank you.

**Hostess** (18) **Here are the menus**. The waiter will be here (19) **to take your orders** as soon as you are ready.

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

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!

- |  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> bandana  | <input checked="" type="checkbox"/> jacket | <input checked="" type="checkbox"/> buttons |
| <input checked="" type="checkbox"/> triangle | <input checked="" type="checkbox"/> apron  | <input checked="" type="checkbox"/> torchon |
| <input checked="" type="checkbox"/> trousers | <input checked="" type="checkbox"/> 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 sausages, stuffing 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, sausages, burgers, lentils, peas</i>	<i>apple, kiwi, strawberries, melon, spinach, green beans, carrots, peas, sweetcorn, tomato</i>

- 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 rocket 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, rocket, vinaigrette dressing

**11**  
2 salt  
3 lemon  
4 crumble  
5 caster 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?  
**Man** I'd like some sparkling mineral water, please.  
**Woman** I'll have a glass of house red wine, please.  
**Waiter** 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 prawn cocktail, please.  
**Man** ...and I'll have the pâté de foie gras with crunchy bread.  
**Waiter** ...and for your main course?  
**Woman** I'll have the barbecue pork, done medium rare, please.  
**Man** I'll have the same please, but well-done.  
**Waiter** Do you want any side orders apart from the salad that comes with the pork?  
**Woman** Maybe French fries to share, please.

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

**6**  
Personal answers

**7**  
1 A 2 B

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

**9**  
2 dips  
3 French fries  
4 flame grilled  
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 or Italian	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
Russian	a lot of personal attention; only one server needed; fast and efficient	requires a lot of silverware and platters
Buffet	free to choose; more time to serve	service is less personal

**4**  
2 gueridon  
3 flambéed  
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 cover and the wine glass to the right of that.  
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 pork
- 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 pork.  
 Typical drinks: *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: beer and 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 drinks: red wine.

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  
pub, coffee bar, cocktail bar

3

Types of bar	Alcohol	Food	Night	Day	Expensive	Atmosphere	Speciality	Other characteristics
pub	✓	✓	✓	✓	DS	informal	beer	pool rooms, jukeboxes special nights
cocktail	✓	DS	✓	✓	✓	sophisticated	cocktails	happy hour
coffee	✗	✓	✗	✓	✗	friendly	coffee	small restaurant
snack	✗	✓	✗	✓	✗	informal restaurant	snacks	
lounge	✓	DS	✓	✓	✓	luxurious	DS	public room in a hotel or restaurant
wine	✓	✓	✓	✓	✓	sophisticated	wine	
nightclub	✓	DS	✓	✗	✓	exciting		dance, watch entertainment like live music

- 4
- 2 happy hour
- 3 refreshments
- 4 luxurious
- 5 nightclub
- 6 pool
- 7 jukebox
- 8 quiz
- 9 live

5 16

### Conversation 1

**Server** What would you like?  
**Customer** Can I have three bottles of lager?  
**Server** Four bottles of lager?  
**Customer** No, I said three.  
**Server** Sorry. I couldn't hear you over the music!  
 Do you want some glasses?  
**Customer** No, thanks.

### Conversation 2

**Server** Who's next please?  
**Customer** Can I have two coffees and two pieces of  
 chocolate cake?  
**Server** What kind of coffees would you like?  
**Customer** One cappuccino and one americano.  
**Server** That's seven pounds fifty, please.

### Conversation 3

**Server** Hi! What can I get you, ladies? All our  
 cocktails are half price!  
**Customer 1** I'll have a Bellini, please.  
**Customer 2** ...and I'll have a Pina Colada.  
**Server** Coming right up!

### Conversation 4

**Customer** What white wine would you recommend?  
**Server** We have a nice Italian Pinot Grigio and a  
 good Australian Chardonnay.  
**Customer** I'll try the Pinot please.  
**Server** Certainly.

Conversation 2: coffee bar  
 Conversation 3: cocktail bar  
 Conversation 4: wine bar

6  16

- 2 Do you want some glasses
- 3 Who's next please
- 4 One cappuccino and one americano
- 5 What can I get you, ladies
- 6 Coming right up
- 7 would you recommend
- 8 I'll try

7

Personal answers

8

- B highball glass
- C goblet
- D ice bucket
- E cocktail shaker
- F cocktail glass
- G champagne flute
- H old-fashioned glass
- I long bar spoon
- J paring knife

10

- 2 bottle opener
- 3 cork
- 4 gadget
- 5 stem
- 6 garnish

11  17

**Bar Manager** OK let's start with spirits. Gin?  
**Barman** We've got three bottles.  
**Bar Manager** That's enough. What about vodka.  
**Barman** We've only got one bottle in stock.  
**Bar Manager** OK. Let's order two bottles. Rum?  
**Barman** We've got two bottles of dark rum and no bottles of light rum.  
**Bar Manager** So let's order just two of light rum.  
**Barman** We're OK for whisky and bourbon. We've got three bottles of each, and we don't need brandy. We've got two bottles in stock.  
**Bar Manager** How about wine?  
**Barman** Well, we need five bottles of dry white, because we've only got two in stock. I don't think we need sweet white or sweet red. We've got two bottles of each and nobody drinks them. But we need four bottles of dry red, as we've only got four left, and rosé is fine. We've got three bottles.  
**Bar Manager** Champagne is fine too. We had a delivery of six bottles yesterday  
**Barman** We need five cases of bottled beer. We've only got two in stock.  
**Bar Manager** Let's go on to liqueurs then.  
**Barman** Let me see. We've got a bottle of crème de cacao, crème de menthe, cointreau, amaretto and... no, the sambuca is finished, so we need one bottle.  
**Bar Manager** We've almost finished. How is the hot drink situation?  
**Barman** Well, we've got five packets of coffee, three of tea, but only one of chocolate.  
**Bar Manager** Let's order one of chocolate, then.  
**Barman** OK.  
**Bar Manager** Great! Last thing... How about mixers and soft drinks? Fruit juices?

**Barman** I think we're OK. We've got three cartons of orange, two of pineapple and one of tomato.  
**Bar Manager** ...maybe just one carton of tomato juice then.  
**Barman** We don't need any lemonade, cola, soda or tonic water. We've got four cases of each, but we need three cases of mineral water. We haven't got any left.

Item	Quantity in stock	Number to order
<b>Spirits</b>		
bottles of gin	3	0
bottles of vodka	1	2
bottles of dark rum	2	0
bottles of light rum	0	2
bottles of whisky	3	0
bottles of bourbon	3	0
bottles of brandy	2	0
<b>Wine</b>		
bottles of dry white	2	5
bottles of sweet white	2	0
bottles of dry red	3	4
bottles of sweet red	2	0
bottles of rosé	3	0
bottles of champagne	6	0
<b>Beer</b>		
cases of bottled beer	2	5
<b>Liqueurs</b>		
bottles of crème de cacao	1	0
bottles of crème de menthe	1	0
bottles of cointreau	1	0
bottles of amaretto	1	0
bottles of sambuca	0	1
<b>Hot drinks</b>		
packets of tea	3	0
packets of coffee	5	0
packets of hot chocolate	1	1
<b>Soft drinks/Mixers</b>		
cartons of fruit juice:		
orange	3	0
pineapple	2	0
tomato	1	1
bottles of lemonade	4	0
bottles of cola	4	0
bottles of soda	4	0
bottles of tonic	4	0
bottles of mineral water	0	3

12

Personal answer

## 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 +39.
- 3 a one small    b one big    c two small    d three small
- 4 a B&B            b half board    c full board
- 5 En suite 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

<b>Receptionist</b>	Hello, reception. Can I help you?
<b>Customer</b>	Yes please. Could you tell me where the fitness facilities are located?
<b>Receptionist</b>	They're on the 3 <sup>rd</sup> floor, Madam.
<b>Customer</b>	Thank you. Oh, and the swimming pool?
<b>Receptionist</b>	That's next door to the fitness facilities on the third floor. Is there anything else I can help you with?
<b>Customer</b>	Yes, I'd like to eat something.
<b>Receptionist</b>	Well, room service is available 24/7, or you could have a sandwich in the coffee bar on the ground floor near reception or a bar snack in the terrace bar, which is on the 7 <sup>th</sup> floor. Otherwise the two restaurants will be open in an hour. The buffet service restaurant is on the 1 <sup>st</sup> floor and the à la carte restaurant is on the 3 <sup>rd</sup> floor.
<b>Customer</b>	Thank you. That's very helpful.
<b>Receptionist</b>	If you just want to drink, you can go to the lounge bar behind the à la carte restaurant on the 3 <sup>rd</sup> floor.
<b>Customer</b>	Thank you.

- 2 3<sup>rd</sup> floor
- 3 ground floor
- 4 7<sup>th</sup> floor

5 1<sup>st</sup> floor6 3<sup>rd</sup> floor7 3<sup>rd</sup> floor

11

Personal answers

12  19

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

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

## Conversation 2

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

## Conversation 3

<b>Server</b>	Can I help you Sir?
<b>Customer</b>	Do you have a table for two?
<b>Server</b>	Do you have a reservation, Sir?
<b>Customer</b>	No, I'm afraid I didn't book.
<b>Server</b>	If you take a seat at the bar, I'll find you a table as soon as possible.
<b>Customer</b>	Thank you very much.
<b>Server</b>	You're welcome.

**Conversation 4**

**Server** Is there a problem with the bill, Madam?  
**Customer** You didn't give me the right change.  
**Server** I do apologise, Madam. 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