



UNIT 1: ORDERING OUT

RESTAURANTS



SKILLS
SCHOOL OF KNOWLEDGE FOR INDUSTRIAL LABOR,
LEADERSHIP, AND SERVICE

What do most people love to do? You guessed it, eat at a restaurant. Food is an important part of our daily lives and knowing how to order at a restaurant is going to be a SKILL you use often.

Vocabulary

FOOD:

APPETIZER	SIDE	ENTRÉE (MAIN COURSE)
DESSERT	BEVERAGE	BAR

PEOPLE:

SERVER	HOST/HOSTESS	BARTENDER
CASHIER	MANAGER	CHEF

Grammar 1

SENTENCE STRUCTURE:

_____ is a _____.
(food item) (food type)

EXAMPLE: **Fried Chicken** is an **entrée**.

GRAMMAR RULE 1: “article vs. NO article”

Some words require an article before it and some do not. In English there are only 3 articles: *a, an and the*.

EXAMPLE: **A** hamburger **is** an entrée.

Hamburgers **are** an entrée.

Pie **is** a dessert.

Canuck Chat: What’s what?



Use the sentence structure above to sort the pictures on the next page into the correct food type. Write the sentences in your notebook and then practice saying the sentences with a partner.

Finally think of 3 other appetizers, entrees, sides, beverages and desserts and create sentences explaining each one with your partner.

Appetizer	1. _____	2. _____	3. _____
Entrée	1. _____	2. _____	3. _____
Side	1. _____	2. _____	3. _____
Beverage	1. _____	2. _____	3. _____
Dessert	1. _____	2. _____	3. _____



Here’s a **tip!** Canada is a tipping culture. At a restaurant, customers tip the server 15-20% of the bill. The tip is based on the service given but it is assumed the customer will leave the tip. If your total bill is \$50.00, based on the information above how much money should you leave as a tip?

 **Mapleleaf Menu** 

APPETIZER **ENTREE** **SIDE** **BEVERAGE** **DESSERT**



Clubhouse sandwich



Brocoli



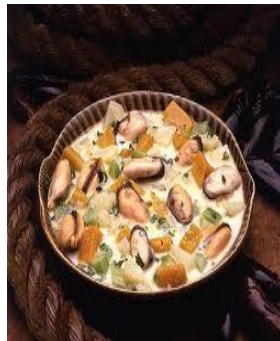
T-bone steak



Cake



Moosehead Beer



Seafood chowder



Blueberry pie



Caesar salad



Spaghetti



Poutine



Gingerale



Baked Potato

Grammar 2

Sentence Structure: Adjective Phrases

The _____ is _____, I like it.
(food item) (adjective phrase)

The _____ is _____, I don't like it.
(food item) (adjective phrase)

Use (too very/really not _____ enough) plus some of the adjectives below to describe your food.

salty

spicy

tasty

hot/cold

sweet

old

fresh

strong

At a restaurant there are also different cooking methods used by the chef to prepare the food.

WAITER: "How would you like your _____?"

HOW WOULD YOU LIKE = COOKING METHOD.

MEAT

well done medium rare blue

POTATO

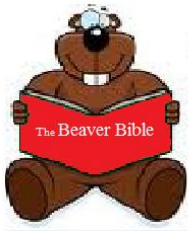
baked boiled fried mashed

EGGS

scrambled boiled (soft or hard) poached

fried (sunny side up, over easy)

The Beaver Bible: Customer Complaint Letter



After dining at the Keg, this customer was not a happy camper. Read the following letter to the manager about his dissatisfaction with the meal and service.

Dear Mr. Manager,

I am writing this letter of complaint to address a long list of problems I encountered while dining at the Keg Steakhouse. I visited the Queen Street location in Toronto on February 14. As you can see by the date it was a special occasion however due to several issues, the occasion was not special at all.

First of all, I called to make a reservation several weeks before the date as I know Valentine's Day is a busy time of year. I was given confirmation that I had a reservation for 2 at 8pm. I also called a few days before the date to reconfirm the reservation and make sure the additional requests I made were understood.

My special date and I arrived promptly on time and I was shocked when I was told "Sorry sir but we do not have your reservation and all tables are full" by the hostess. I was also embarrassed, as my date looked at me with disappointment. After almost 15 minutes, my reservation was finally found and we were seated. I wish I could say that was the end of our troubles at the Keg but alas there was more to come.

We ordered our appetizers, drinks and entrees with no issues until the food arrived. The white wine we requested was warm and the steaks we had were over cooked. ***It was like chewing on a piece of leather.*** The sides were also incorrect; we ordered a baked potato with both steaks but got french fries.

Our waitress was very rude when we pointed out the issues with our order. She said the white wine was the correct temperature and that we had asked for well-done steaks when in fact we requested medium-rare. Although we clearly requested she replace our orders she refused. So much for the concept of the ***customer is always right.***

The straw that broke the camel's back though was the dessert. I had pre-arranged for the engagement ring I bought to propose to my special lady, be placed on top of the cupcake. However, when the cupcake arrived there was no ring. To make matters worse, the staff

claimed they were never given a ring at all. A dinner date at the Keg now ended up costing me more than \$5000!

I am outraged to say the least at the lack of professionalism and accountability on behalf of your staff and the Keg Steakhouse in general. Each of the issues I mentioned above are something as a manager you should address with your staff, however losing an engagement ring is inexcusable.

My special lady was outraged by the mistake and thought I had lost the ring. Needless to say she broke up with me over the incident and I am now sadly, a single man!

I would like a complete apology and also compensation for the loss of the engagement ring. I hope you will handle this situation far better than your staff and compensate me accordingly.

Sincerely,

Mr. Lonely



CBC Interview- Answer the following reading comprehension questions about the above letter.

1. In the letter there are a few phrases highlighted. What do these phrases mean? Write your answers.

a) ***It was like chewing on a piece of leather -***

b) ***customer is always right-***

c) ***The straw that broke the camel's back-***

2. The customers had a reservation booked and arrived on time.

True

False

3. How many mistakes were there in Mr. Lonely's order?

a) 2

b) 4

c) 0

d) 1

4. What does Mr. Lonely request from the manager of the Keg?

5. Have you ever had a negative experience at a restaurant? Compare your experience with the complaints Mr. Lonely makes in his letter.



Lend me your Ear

Listen to the following conversation at a drive-thru restaurant in Canada. Fill in the blanks as you listen. You will hear the passage two times.

Drive- thru attendant: Welcome to Tim _____. May I take your order?

Customer: Yes, I'll have a medium _____, please.

Drive- thru attendant: Ok, that's one _____ coffee. Would you like anything else?

Customer: Yes, I will also take a 6 _____.

Drive- thru attendant: Sure, do you want an _____ box?

Customer: Yes, that would be fine.

Drive- thru attendant: Is that _____?

Customer: Yes, thank you.

Drive- thru attendant: Your _____ is _____. Please pay at the next window. Have a nice day.



You have just heard a typical conversation at a famous coffee shop in Canada. Tim Horton's was started by a Canadian hockey player and is very popular among Canadians. Check your answers at the end of the unit.

Practical Integration: Dining Out



Let's go out for dinner. In groups of three you will role play a visit to **THE MAPLEAF** restaurant. For this exercise, two students will play the customers and one student will be the host and one student the server. At the end of the meal, the customers will fill out a "Customer Satisfaction Card".

After reviewing the key phrases, select your role play scripts. Customers will place an order, comment on the service, pay the bill and fill out "Customer Satisfaction Cards". Hosts will greet the customers and bring them to their table. Servers will take the order, give the bill and collect the Customer Satisfaction Cards. Are you ready? Let's give it a try.

Key Phrases

What will you say when you encounter the following situations?



FORGOT



TASTES BAD



HYGIENE PROBLEM



MISTAKE



DELICIOUS

Hosts: Greet the customers and show them to their table.

Customers: After you order your meal, use the words above to explain how your food tasted and how the service was.

Servers: Ask the customers how their meal is and the service. If there are any problems, address the issue with the customer. Remember to apologize for any mistakes, after all the customer is always right!



Take a look at the "Customer Satisfaction Card" and the menu on the following pages. Use them to role play at a restaurant. You can also switch roles and practice being the host, server and customer.






THE MAPLELEAF

ROLE PLAY CARDS






Customer Satisfaction Card



Beverage:

Appetizer:






THE MAPLELEAF

ROLE PLAY CARDS






Customer Satisfaction Card



Entrée:

Dessert:

MENU



THE MAPLELEAF

MENU

APPETIZER

- Nachos \$7.95
- Poutine \$6.95
- Onion Rings \$3.95
- Potato Skins \$5.95

SOUP & SALAD

- Soup of the Day Cup \$2.95 Bowl \$3.95
- Seafood Chowder Cup \$4.95 Bowl \$5.95
- Caesar Salad Sm \$4.95 Lg \$5.95
- Toss Salad Sm \$2.95 Lg \$3.95

Choice of dressing: Italian, Ranch, French

ENTRÉE

- Spaghetti \$8.95
- Clubhouse sandwich & fries \$6.95
- Lasagna \$9.95
- T-bone Steak (choice of sides) \$15.95

SIDES

- Salad
- French Fries
- Onion rings
- Potato (baked, mashed)

DESSERT

- Chocolate cake \$3.95
- Blueberry Pie/a la mode \$3.95/\$4.95

BEVERAGES

- Tea/Coffee \$1.95
- Soda \$2.95

SCRIPT



Host/Server

ACT 1: ENTER THE RESTAURANT

Host Questions:

- 1) Do you have a reservation?
 - 2) How many people (in your party)?
 - 3) Smoking or Non-smoking section?
 - 4) Is this table ok?
 - 5) The server will be with you in a moment.
 - 6) Can I take your coats?
 - 7) How are you today?
-

ACT 2: ORDER

Server Questions:

- 1) Are you ready to order?
 - 2) What would you like to drink?
 - 3) Would you like an appetizer?
 - 4) What would you like to order?
 - 5) How would you like your ____?
 - 6) Is that everything?
-

ACT 3: COMMENT ON SERVICE

Server Questions:

- 1) Is everything ok?
 - 2) What would you like me to do?
 - 3) Is that better?
-

ACT 4: BRINGING THE BILL/CUSTOMER SATISFACTION PROGRAM

Server Questions:

- 1) Are you ready for the check?
- 2) How would you like the bill?
- 3) Was everything all right? Please fill out the Customer Satisfaction Cards.
- 4) Please come again.
- 5) Would you like any change?

SCRIPT



Customers

ACT 1: ENTER THE RESTAURANT

Customer Replies:

- 1) Yes, we have a reservation.
 - 2) There are two of us.
 - 3) Non-smoking, please.
 - 4) Yes, it's fine.
 - 5) Thank you.
 - 6) Sure, thanks.
 - 7) Very hungry. How are you?
-

ACT 2: ORDER

Customer Replies:

- 1) Yes, we are ready.
 - 2) I'll take a _____.
 - 3) I would like to start with _____.
 - 4) For my entrée, I'll have _____.
 - 5) I'd like my steak _____ / I'd like my potatoes _____.
 - 6) Yes, that's all for now.
-

ACT 3: COMMENT ON SERVICE

Customer Replies:

- 1) No, there's a problem with _____.
 - 2) I would like _____.
 - 3) Yes/No (Give reasons)
-

ACT 4: PAYING THE BILL

Customer Replies:

- 1) Yes, please bring us the bill.
- 2) Separate bills/All together
- 3) Yes, overall it was good/ No because _____.
- 4) Yes, we will be back./Never again
- 5) No, keep the change for a tip./Yes, we're not happy with the service so no tip!



Lend me your ear Answer Key

Drive- thru attendant: Welcome to Tim Horton's. May I take your order?

Customer: Yes, I'll have a medium double double, please.

Drive- thru attendant: Ok, that's one medium double double coffee. Would you like anything else?

Customer: Yes, I will also take a 6 pack of Timbits.

Drive- thru attendant: Sure, do you want an assorted box?

Customer: Yes, that would be fine.

Drive- thru attendant: Is that everything?

Customer: Yes, thank you.

Drive- thru attendant: Your total is \$5.50. Please pay at the next window. Have a nice day.