

## **LESSON PLAN**

### Tourism / Catering Services

<b>High School</b>	Colegiul Tehnic 'Dr. Alexandru Barbat', Victoria, jud Brasov
<b>Level</b>	Pre-intermediate
<b>Area</b>	Tourism / Catering Services
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<b>Time</b>	50 minutes

**The Relationship  
Waiter – Customer**

It happened on a sunny day in spring. Together with seven of my friends, we went on a trip to Sibiu, where we visited the Bruckenthal Museum, the Village Museum, Subarin Park, the Engineering University “Herman Oberth”, and the old downtown. Tired and hungry after visiting all those sights, we entered a restaurant, sat at a table, and waited to be served. After 10 minutes of waiting we started to become noisy, which attracted the waiter’s attention.

I still remember the conversation that followed:

Waiter: ‘Good afternoon and welcome to our restaurant!  
Excuse me for the delay.’

Customer: ‘Good afternoon. You could’ve noticed us earlier!  
What can you offer us?’

Waiter: ‘Our speciality: bean soup with smoked bone, vine leaves rolls filled with meat, with corn mush and sour cream.  
For drinking, plum brandy and house wine.’

Four of us ordered the speciality, and the others ordered steak with French fries and a salad of raw vegetables (tomatoes, cucumbers, and radishes), and for drinking we ordered mineral water, Coke, red wine, and pineapple juice. The waiter mixed up our orders and while trying to sort the mess out he dropped the soup bowl on the table, spilling the soup on one of us...

**A. Reading Comprehension**

**Read the text to find which of these statements are True or False.**

- a) The event took place in Sibiu. ....
- b) They entered a restaurant and were immediately served. ....
- c) The waiter didn’t excuse himself for his delay. ....
- d) The waiter told them the menu. ....
- e) They ordered for drink white wine and lemon juice. ....

**B. Vocabulary Exercises**

**1. Choose the right word to fill in the following sentences:**

- a) A wonderful ..... of cooking was coming from the kitchen.
  - a) perfume
  - b) scent
  - c) smell
- b) I like my eggs soft ....., not hard.
  - a) boiled
  - b) cooked
  - c) steamed

- c) Try this cake which I ..... especially for you.  
a)fried  
b)done  
c)made
- d) The fruit was so ..... that he used some sugar to eat it.  
a) ripe  
b) sour  
c) sweet

## 2. Fill in the blanks with the right word.

- a. Waiter, can I see the w \_ \_ \_ l \_ s \_ , please ?  
b. The waiter should wear c \_ \_ \_ \_ uniforms.  
c. When you enter a restaurant, the waiter should show you the way to the \_ \_ b \_  
d. Chinese and Japanese use c \_ \_ \_ s \_ \_ \_ k \_ to pick up food.  
e. I like to eat c \_ \_ \_ \_ \_ n with potato m \_ \_ \_ \_ .

## 3. Match the words from column A. with the definitions in column B.

- | A                    | B  |
|----------------------|--|
| * Restaurant Manager | * Prepares the food  |
| * Restaurant Waiter  | * Delivers food and equipment around the kitchen and cleaning/hygiene procedures |
| * Waiter             | * Hires, supervises and trains staff, orders supplies, prices, pays bills        |
| * Cook               | * Serves food and drinks   |
| * Kitchen Assistant  | * Takes orders, recommends dishes and tables                                     |

## 4. Practice

1. The client is giving instructions to the waiter.
2. The waiter is serving the client.
3. The clients are serious.
4. The waiter is making them laugh
5. The waiter is taking the order
6. The client is checking if the glasses are clean
7. The waiter is talking on the phone
8. The waiter is spilling the coffee
9. The waiter is not taking the order
10. The waiter is not serving on the correct side

## C. Writing

1. A possible restaurant code could be applied to the whole staff that works in tourism.

- a) The customer is not a person that you should contradict.
- b) The customer should be respected unconditionally, no matter the race, sex or ethnic background
- c) The customer deserves the most courteous and careful treatment that we can offer.

**Can you add some other possible basic rules to this code of the relationship between a client and a waiter?**

**2. Write an essay entitled “The Restaurant Staff and their Role in Serving the Customers”.**

- The waiter should not contradict the customer;
- The waiter should respect unconditionally the customer, no matter the race, sex and ethnic background;
- The customer deserves the most courteous and careful treatment that we can offer;
- The waiter should be sincere and correct with the customers;
- The waiter should be punctual;
- The waiter should smile;
- The waiter should be a sociable person;
- The waiter should solve all conflicts that can appear.