

Topic: Meet the restaurant staff

Discussion: How many people can work at the restaurant? Your guesses. What does it depend on? Can you name jobs that are connected to the restaurant business?

Look at the picture. What professions have you already named? What professions are new for you? What profession is the most difficult and which one is the easiest? Why? Can you add something to this list?

Vocabulary: Present new words in the box, discuss unfamiliar vocabulary units, fill in the gaps and make up your own sentences.

Students read their sentences missing vocabulary unit and other students need to guess it.

Unit 8 Meet new staff (vocabulary + listening + reading)

Speaking: dialogue

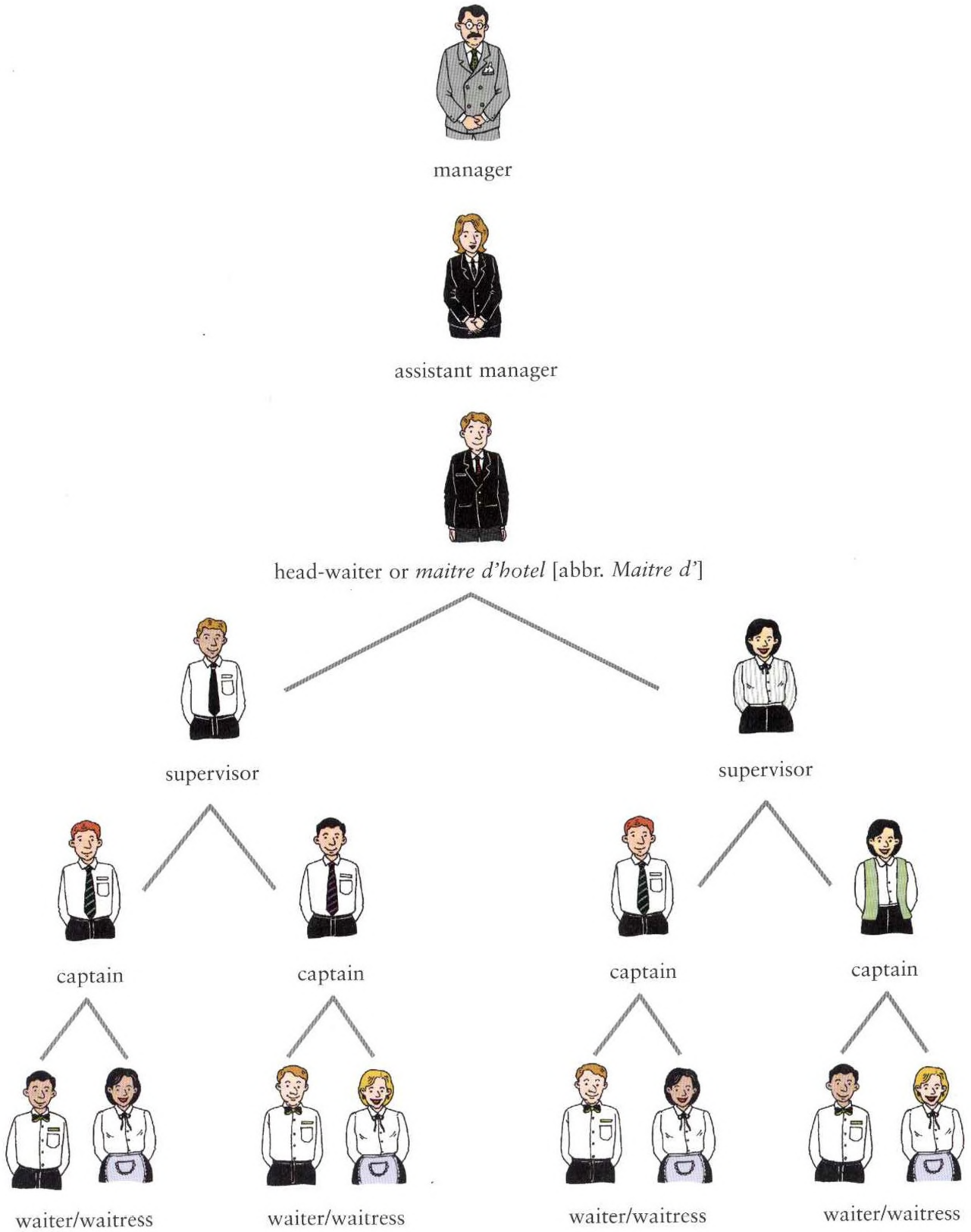
Homework: learn new vocabulary, present information about 1 job at the restaurant without naming it for other students to guess

Resources: Virginia Evans, Jenny Dooley, Veronica Garza Hotels & Catering Career Paths Series Express Publishing, 2011

Renee Tatalla English for Restaurant Workers Compas Publishing, 2008

Restaurant Staff

The number and categories of staff in a restaurant will vary according to the size of the restaurant.



Back of House:

Stewards whose duties include taking away and washing up used dishes etc from the Service or Clearing Station.
Cleaners who clean, dust and vacuum the restaurant after each meal sitting.

Restaurant Workers



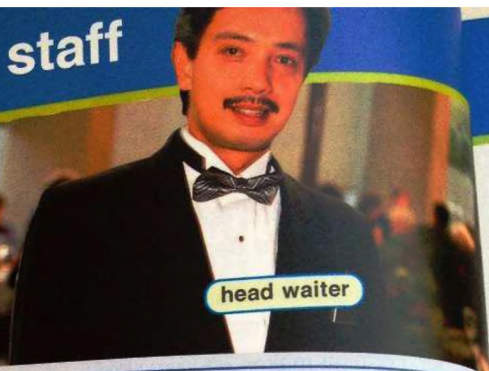
restaurants	serve	supplies	discount	money
prepare	clean	tips	waitresses	stand

1. Managers, chefs, _____ and busboys work in restaurants.
2. Managers hire workers, order _____ and pay the bills.
3. Chefs cook the food and _____ the plates of food.
4. Waitresses take the food orders and _____ the meals.
5. Busboys remove the dishes and _____ the tables.
6. Large _____ have dish washers who wash the dishes.
7. Cashiers take the _____ and make change.
8. Restaurant workers have to _____ a lot of the time.
9. Waitresses get _____ from the customers.
10. Restaurant workers usually get a _____ on their meals.

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Meet the restaurant staff



Get Ready!

1 Before you read the passage, talk about these questions.

- 1 What jobs are available in restaurants?
- 2 Which job in a restaurant seems most difficult?



The Post Meridian Restaurant

N O W H I R I N G

Are you friendly? Do you work well with other people? Then join the **front-of-house** team at the Post Meridian Restaurant. We are currently hiring **waitstaff**. **Servers** are responsible for the following duties:

- working with the **host** or **hostess** to help customers to their seats
- putting **utensils** and **napkins** on tables before customers arrive
- explaining the different **dishes** on the menu to customers
- taking food orders
- bringing orders to kitchen staff
- delivering food from the kitchen to customers
- helping **bussers** clear tables during busy shifts
- following directions from the **head waiter**

For more information, call Jim Paisley at 555-1907.

Reading

2 Read the job posting for the Post Meridian Restaurant, and then mark the following statements as true (T) or (F) false.

- 1 Servers give directions to bussers.
- 2 Hosts and hostesses are assisted by servers.
- 3 Many employees bus tables on busy nights.

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

- | | | |
|-----------------------------------|--|---------------------------------|
| 1 <input type="checkbox"/> busser | 3 <input type="checkbox"/> hostess | 5 <input type="checkbox"/> host |
| 2 <input type="checkbox"/> server | 4 <input type="checkbox"/> head waiter | |

- A a female restaurant employee who greets customers and takes them to open tables
- B a restaurant employee who takes orders and delivers food
- C a restaurant employee who takes used plates and glasses from tables
- D a male restaurant employee who greets customers and takes them to open tables
- E a restaurant employee who gives directions and organizes all waiters

4 Complete the word or phrase that is similar in meaning to the underlined part.

- 1 After customers eat, an employee takes the dirty plates away.
c _ _ _ _ _ t _ e t _ b _ _
- 2 There are no tools that people use to eat food on table five.
_ t _ n _ _ l _
- 3 The customer has a question about one of the meals listed on the menu.
d _ _ _ e _
- 4 The employees who work in the public area of the restaurant have excellent communication skills.
_ r _ _ t _ _ f _ h _ _ s _
- 5 Danielle wipes her mouth with her piece of cloth that is used to clean oneself while eating. n _ _ k _ _
- 6 Robert works on the morning eight-hour period of work. s _ i _ _
- 7 The restaurant is open from 11:00 a.m. to 11:00 p.m.

- 5 Listen and read the job posting again. What would someone who is interested in the job do next?

Listening

- 6 Listen to a conversation between a head waiter and a job applicant. Then choose the correct answers.
- What is the conversation mostly about?
 - the duties of Riley Café hostesses
 - the responsibilities of a head waiter
 - the woman's experience in restaurants
 - the benefits of working at the Post Meridian
 - Why does the woman want a new job?
 - She needs more shifts.
 - She expects higher pay.
 - She wants more experience.
 - She dislikes her current job.

- 7 Listen again, and fill in the blanks.

Head Waiter: Hi, Rebecca. I'm Jim, the 1 _____. Thanks for coming.

Applicant: 2 _____. The Post Meridian seems like a great place to work.

Head Waiter: It really is. So, you work at another restaurant right now?

Applicant: Yes. I'm a server at the Riley Café. But I need 3 _____.

Head Waiter: Well, experience as a server is good. What are your 4 _____ there?

Applicant: I 5 _____, deliver food and set out napkins and utensils.

Head Waiter: I see. Sometimes we need our waitstaff to help the hosts, too.

Applicant: 6 _____. I also have experience as a hostess.

Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

*You work at another restaurant now?
Yes. I'm a server at ...
Sometimes we need our waitstaff to ...*

Student A: You are a head waiter. You are interviewing someone for a server position. Talk to Student B about:

- current job
- responsibilities
- extra duties

Create personal details for you and the person being interviewed

Student B: You are interviewing for a server position. Answer Student A's questions. Create a place where you are currently employed.

Writing

- 9 Use the interview in Task 8 to take notes about an applicant.



Interview Notes

Applicant Name: _____

Applying for: _____

Currently working at: _____

Responsibilities there: _____

Other experience: _____