

## **Topic: Taking a Reservation**

Checking of the homework

Discussion: Who usually takes a reservation at the restaurant? What qualities should this person have? How should he act?

p. 20-21 Taking a reservation (new vocabulary + listening)

Time revision

Dialogue Worksheet + speaking create your own dialogue

Homework: grammar exercises revision

**Resources:** <https://www.liveworksheets.com/>

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



table for two

booster seat

al fresco



### The Post Meridian Restaurant Friday, April 2nd

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	Time	Party size	Contact Person	Phone number	NOTES
1	6:00	4	Jason Ginsburg	383-1292	Has child, needs <b>booster seat</b>
2	6:00	2	Gina Dearborn	316-0442	Requested <b>al fresco</b> seating
3	6:15	2	Jim McDonnell	380-0124	Celebrating birthday (provide free dessert)
4	6:15	3	Kurt Channing	381-9642	May have one extra guest: seat at <b>table for 4</b>
5	6:30		<b>opening</b>		
6	6:30	10	Jean Dorton	316-8291	Seat in <b>party room</b>

#### Reminders:

- always check for **open tables** before **booking**
- update the **log** after **cancellations**
- set out **high chairs** before guests arrive (when applicable)
- review the details of the reservation before hanging up

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## Get ready!

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

- 1 What kind of restaurants require reservations?
- 2 How do you make a reservation?

## Reading

2 Read the page from a restaurant log, and then choose the correct answers.

- 1 What is the purpose of the document?
  - A teaching the steps of taking a reservation
  - B showing the booking details at a restaurant
  - C informing customers of available tables
  - D describing the restaurant's seating policies
- 2 What is true about the restaurant?
  - A It makes arrangements for young children.
  - B It has a limit of 10 people per party.
  - C It does not provide outdoor seating.
  - D It charges a fee for cancelled reservations.
- 3 According to the document, which is NOT true about the restaurant customers?
  - A One of them is having a birthday.
  - B They have reservations before 7 o'clock.
  - C One of them is not sure about the party size.
  - D They are arriving within ten minutes of each other.

## Vocabulary

3 Choose the correct meaning of the underlined word or phrase.

- 1 Janie rents a party room at her favorite restaurant to celebrate her birthday.
  - A a place in a restaurant for special events
  - B a place where employees write details about a period of time
  - C a place where young children sit
- 2 The host informs me that there is no opening at the restaurant until 8pm.
  - A decision to not do something you agreed to do earlier
  - B availability or space at a place
  - C outdoor eating area
- 3 Dario places his son in the booster seat and orders his food.
  - A tall chair that small children sit in to eat
  - B group of people who visit a restaurant
  - C private part of a restaurant where groups meet for

4 Choose the correct word or phrase to complete each sentence.

- 1 The host shows the (log/party) to their table.
- 2 There is now a table available because of a (booking/cancellation).
- 3 Ms. Rogers provides a (high chair/party room) for the customer's baby.

5 Listen and read the restaurant log again. How many people are going to the restaurant to eat that night?

## Listening

6 Listen to a conversation between a hostess and a restaurant patron. Then mark the following statements as true (T) or false (F).

- 1 \_\_\_ There are no tables available before 8pm.
- 2 \_\_\_ Mr. Billings requests a table for two.
- 3 \_\_\_ The restaurant has chairs for children.

7 Listen again, and fill in the blanks.

**Hostess:** Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

**Patron:** Hi. I'd like to 1 \_\_\_\_\_ a table for tonight.

**Hostess:** Of course. May I have your 2 \_\_\_\_\_, sir?

**Patron:** It's Mark Billings.

**Hostess:** Okay, Mr. Billings. I don't have any 3 \_\_\_\_\_ until 8 o'clock. Is that okay?

**Patron:** Yes, 4 \_\_\_\_\_.

**Hostess:** Great. How many people are in your 5 \_\_\_\_\_?

**Patron:** Three - that's two adults and one toddler. Do you provide 6 \_\_\_\_\_?

**Hostess:** Yes, sir, we can 7 \_\_\_\_\_ that.

## 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:

*I'd like to reserve a table.*

*I have an opening at 8 o'clock.*

*How many people are in your party?*

**Student A:** You are an employee at a restaurant. A customer wants to reserve a table. Ask Student B questions to find out:

- name
- number of people

Make up your personal details.

**Student B:** You are a restaurant customer. You want to reserve a table. Answer Student A's questions. Create your requirements and personal details.

## Writing

9 Use the conversation in Task 8 to complete the reservation. Write reminders to the person taking reservations at the restaurant. Make up a phone number for the contact.



## The Post Meridian Restaurant

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	Time	Party size	Contact Person	Phone number	NOTES
1	7:30	4	Quentin Marshall	380-1921	table by window
2					

Reminders:

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### Making a reservation

Fill in the blanks

help/time/night/dinner/lovely/name/five/see/

**Manager:** Nightingale Restaurant.

**Client:** Hi, I would like to make a \_\_\_\_\_ reservation.

**Manager:** \_\_\_\_\_, when will that be?

**Client:** We will need the reservation for Monday \_\_\_\_\_.

**Manager:** What \_\_\_\_\_ would you like the reservation for?

**Client:** We would prefer 8:00 or 8:30.

**Manager:** I suggest 8.00 since there are less diners during that time.

**Manager:** How many persons will you need the reservation for?

**Client:** There will be \_\_\_\_\_ of us.

**Manager:** I can offer you a table for six near our aquarium with discounted price?

**Client:** No, thanks. We prefer to be somewhere close to the windows. Could we get any table near the windows?

**Manager:** Fine, I can seat you at 8:00 on Monday, if you would kindly give me your \_\_\_\_\_.

**Client:** Thank you. The name is Mazlan.

**Manager:** \_\_\_\_\_ you at 7:00 this Tuesday, Mr. Mazlan.

**Client:** Thank you so much. I appreciate your \_\_\_\_\_. You are very efficient.

Match the sentence with its purpose

#### Purpose

Requesting
Asking for Clarification/ asking questions
Suggesting/Recommending
Declining/rejecting
Offering
Complimenting
Confirming
Expressing gratitude

#### Sentence

Fine, I can seat you at 8:00 on Monday
You are very efficient.
I can offer you a table for six near our aquarium with discounted price?
How many persons will you need the reservation for?
Thank you so much
Could we get any table near the windows?
No, thanks.
I suggest 8.00 since there are less diners during that time.

### Create a Conversation

In a pair, create a phone conversation about restaurant reservation between a client and a manager

When making the reservation, you should consider the following details:

- What day and what time you are booking the table on?
- How many people are you booking the table for?
- What is the menu? (Appetizer, main course, dessert, snack, drinks)
- Any additional request (e.g., room, music, birthday cake)

Remember, your dialogue should contain sentences that meet these purposes: **asking questions, confirming, suggesting, requesting, declining, and expressing gratitude.**

Manager: Hello, it's \_\_\_\_\_ restaurant, how can I help you?

Client: I would like to.....