

*Highly*  
**RECOMMENDED**  
**WORKBOOK**

*English for the Hotel  
and Catering Industry*

**Michael Duckworth**

Oxford University Press



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Oxford University Press  
Great Clarendon Street, Oxford OX2 6DP

Oxford New York  
Athens Auckland Bangkok Bogotá Buenos Aires  
Calcutta Cape Town Chennai Dar es Salaam Delhi  
Florence Hong Kong Istanbul Karachi Kuala Lumpur  
Madrid Melbourne Mexico City Mumbai Nairobi Paris  
São Paulo Shanghai Singapore Taipei Tokyo Toronto Warsaw

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ISBN 0 19 437664 8

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First published 1993  
Eighth impression 2000

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Set in New Gothic and Palatino by Wyvern Typesetting Ltd,  
Bristol

Printed in China

*Acknowledgements*

Illustrations by Oxford Illustrators  
Cartoons by Paul Thomas

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# TAKING PHONE CALLS

# 1

## Exercise one

Here are two telephone conversations, one to Agnelli's Restaurant and one to the Trump Hotel. Arrange them in the correct order below. The first part of each conversation is given.

Mr Davis.

What name is it, please, madam?

That's fine, sir. A double room for three nights.

Goodbye.

Mrs Bradman.

That's fine, madam. A table for four this evening.

Goodbye.

Yes, I'd like to book a double room from Tuesday to Friday.

Good afternoon, Trump Hotel. Can I help you?

Yes, I'd like to reserve a table for four this evening.

Good morning, Agnelli's Restaurant. Can I help you?

Could I have your name, please, sir?

### AGNELLI'S RESTAURANT

A: Good morning. Agnelli's Restaurant. Can I help you?

B: \_\_\_\_\_

A: \_\_\_\_\_

B: \_\_\_\_\_

A: \_\_\_\_\_

### TRUMP HOTEL

A: Good afternoon. Trump Hotel. Can I help you?

B: \_\_\_\_\_

A: \_\_\_\_\_

B: \_\_\_\_\_

A: \_\_\_\_\_

## Exercise two

Choose the right words to complete the dialogues, as in the example.

A: Good morning. Coult's Hotel. *Can/Do* I help you?

B: Yes, <sup>1</sup>*I/I'd* like to speak to the manager.

A: Certainly. <sup>2</sup>*Who/What* is calling?

B: <sup>3</sup>*My/Me* name is Holroyd.

A: One moment, <sup>4</sup>*please/thank you*. I'll put you through.

A: Good afternoon, Taj Mahal Restaurant. Can I help you?

B: Yes, I phoned earlier to reserve a <sup>5</sup>*room/table* for lunch.

A: <sup>6</sup>*Who/What* name is it?

B: Mary Smith.

A: Ah, yes. Mrs Smith. A table <sup>7</sup>*for/of* four for Friday.

B: I'd like to change it to six, not four.

A: That's <sup>8</sup>*good/fine*, madam. <sup>9</sup>*Good morning/Goodbye*.

## Exercise three

Complete the dialogue. Put the words in brackets in the right order and add punctuation, as in the example.

**Switchboard:** Good morning. Hotel Divani. *Can I help you?*

(I you Can help)

**Guest:** Good morning. Could I have Reservations, please?

**Switchboard:** <sup>1</sup> \_\_\_\_\_

(moment please One)

**Reservations:** Reservations. Can I help you?

**Guest:** Yes. <sup>2</sup> \_\_\_\_\_

(a two I'd book like for to nights room)

**Reservations:** Could I have your name, please?

**Guest:** <sup>3</sup> \_\_\_\_\_

(is Mrs My Moore name)

**Reservations:** When would you like the room?

**Guest:** <sup>4</sup> \_\_\_\_\_

(week to Thursday this From Tuesday)

**Reservations:** Single or double?

**Guest:** <sup>5</sup> \_\_\_\_\_

(room like single please I'd a)

**Reservations:** That's fine, Mrs Moore. Goodbye.

# TAKING PHONE CALLS

## Exercise four

Look at the pictures. What rooms do they want?  
Complete the sentences using the words below.

**double/single/family/suite/twin/one/four/five/six/  
two**

Example:  
Tuesday to Friday



I'd like a *single* room for *three* nights.



Tuesday to Saturday

1 We'd like a \_\_\_\_\_ room for \_\_\_\_\_ nights.



Sunday to Saturday

2 I'd like a \_\_\_\_\_ for \_\_\_\_\_ nights.



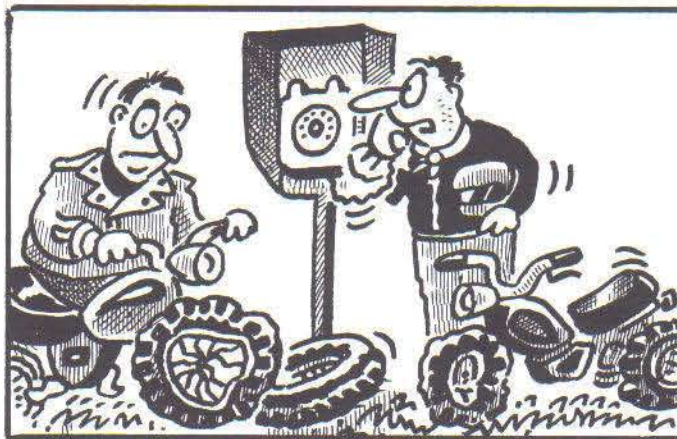
Saturday to Sunday

3 We'd like a \_\_\_\_\_ room for \_\_\_\_\_ night.



Thursday to Tuesday

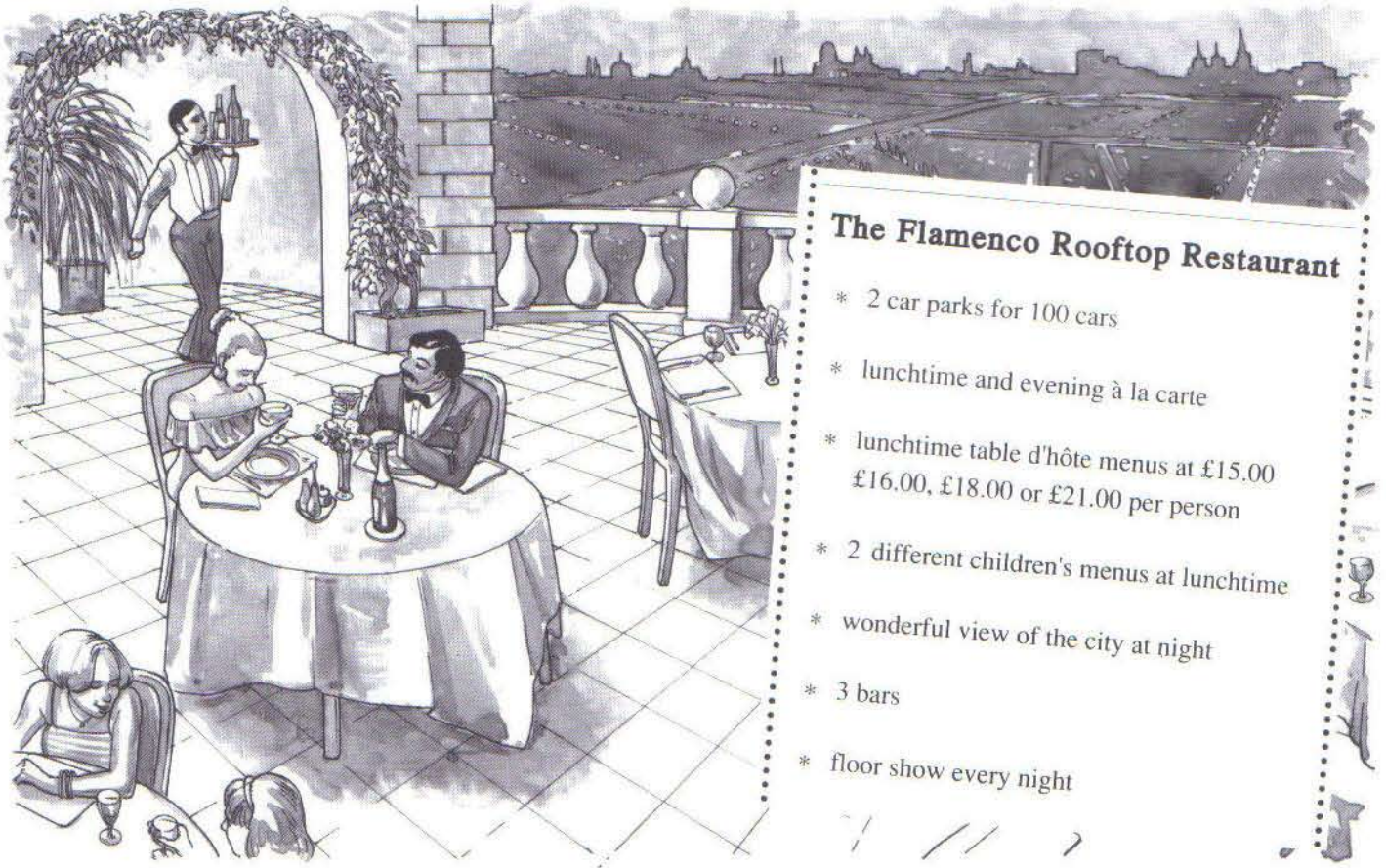
4 We'd like a \_\_\_\_\_ room for \_\_\_\_\_ nights.



Tuesday to Thursday

5 We'd like two \_\_\_\_\_ rooms for  
\_\_\_\_\_ nights.

1



### The Flamenco Rooftop Restaurant

- \* 2 car parks for 100 cars
- \* lunchtime and evening à la carte
- \* lunchtime table d'hôte menus at £15.00, £16.00, £18.00 or £21.00 per person
- \* 2 different children's menus at lunchtime
- \* wonderful view of the city at night
- \* 3 bars
- \* floor show every night

### Exercise one

Fill in the blanks with the words **There is**, **There are** to make sentences about the Flamenco Restaurant.

Example:

*There are* two car parks.

- 1 \_\_\_\_\_ an à la carte menu at lunchtime and in the evening.
- 2 \_\_\_\_\_ three different bars.
- 3 \_\_\_\_\_ four table d'hôte menus at lunchtime.
- 4 \_\_\_\_\_ two different children's menus at lunchtime.
- 5 \_\_\_\_\_ a wonderful view of the city at night.
- 6 \_\_\_\_\_ a floor show every night.

### Exercise two

Use one word from each column to complete the sentences.

Example:

I'd like to put my car in the *car park*. Where is it?

swimming	park
children's	centre
coffee	room
city	shop
table	pool
car	menu
double	d'hôte

- 1 It's very hot. I'd like to go to the \_\_\_\_\_  
\_\_\_\_\_ for a swim.

# GIVING INFORMATION

- 2 In the evening there are à la carte and \_\_\_\_\_ meals in the restaurant.
- 3 I'd like a \_\_\_\_\_ for two nights for my wife and I.
- 4 The hotel is in the \_\_\_\_\_. It is near the shops and cinemas.
- 5 There is a \_\_\_\_\_ in the hotel. You can get a cup of tea there.
- 6 I'd like to see the \_\_\_\_\_ for my daughter.

## Exercise three

Match the countries with their currencies, as in the example.

Japan	Mark
Sweden	Peseta
Ireland	Escudo
Australia	Drachma
Greece	Franc
France	Dollar
Portugal	Punt
Spain	Crown
Germany	Yen

## Exercise four

### Airport Bar Today's Exchange Rates

£1.00	UK Pound
=	
\$1.69	US dollars
FFr 8.50	French francs
DM 2.50	German marks
Kr 9.20	Swedish crowns
¥ 206	Japanese yen
Pta 169.70	Spanish pesetas

Look at the exchange rate table. Then write short dialogues.

Example:

orange juice

£1.00

dollars

1.69

*How much is an orange juice?*

*It's one pound, sir.*

*What's that in US dollars?*

*It's one dollar sixty-nine.*

- 1 mineral water \_\_\_\_\_?
- £1.50 \_\_\_\_\_?
- francs \_\_\_\_\_?
- 12.75 \_\_\_\_\_?
- 2 beer \_\_\_\_\_?
- £1.40 \_\_\_\_\_?
- marks \_\_\_\_\_?
- 3.50 \_\_\_\_\_?
- 3 gin \_\_\_\_\_?
- £2.00 \_\_\_\_\_?
- crowns \_\_\_\_\_?
- 18.40 \_\_\_\_\_?
- 4 cola \_\_\_\_\_?
- £1.00 \_\_\_\_\_?
- yen \_\_\_\_\_?
- 206 \_\_\_\_\_?
- 5 Martini \_\_\_\_\_?
- £2.00 \_\_\_\_\_?
- pesetas \_\_\_\_\_?
- 340 \_\_\_\_\_?



### Exercise one

Fill in the blanks using **am, is, are**, as in the example.

A: Good morning. *Are* you the manager?

B: Yes, I <sup>1</sup>\_\_\_\_\_. Can I help you?

A: What facilities <sup>2</sup>\_\_\_\_\_ there in the hotel?

B: Well, there <sup>3</sup>\_\_\_\_\_ a swimming-pool, and there <sup>4</sup>\_\_\_\_\_ a sauna too.

A: <sup>5</sup>\_\_\_\_\_ there a restaurant here?

B: Yes. In fact, there <sup>6</sup>\_\_\_\_\_ two restaurants, an international one and a Chinese one.

A: Oh good. I'd like to reserve a table for this evening at the Chinese restaurant. It <sup>7</sup>\_\_\_\_\_ for me and my wife.

B: Of course. What room <sup>8</sup>\_\_\_\_\_ you in?

A: We <sup>9</sup>\_\_\_\_\_ in room 325. And I <sup>10</sup>\_\_\_\_\_ Mr Lawson.

### Exercise two

Complete the following questions using **Is, Are, Do, Does**.

1 \_\_\_\_\_ there a car park at the hotel?

2 \_\_\_\_\_ you have a children's menu at lunchtime?

3 \_\_\_\_\_ you open this evening?

4 \_\_\_\_\_ the restaurant close on Mondays?

5 \_\_\_\_\_ the restaurant closed on Monday?

6 \_\_\_\_\_ there any tables free for this evening?

7 \_\_\_\_\_ the wine waiter here? I'd like to speak to him.

8 \_\_\_\_\_ you speak English?

### Exercise three

Put the dialogue in the correct order. The first one has been done for you.

- a. Yes, we are.
- b. It's Mr Bradman.
- c. Oh good. Could I have a table for five?
- d. That's fine, sir. A table for five at eight. And can I have your name, please?
- e. Good morning. Bella Pasta. Can I help you?
- f. At eight o'clock. Is that OK?
- g. Thank you, Mr Bradman. Goodbye.
- h. A table for five? Certainly. What time?
- i. Yes. Are you open this evening?

### Exercise four



My name is Marco. I work in a busy restaurant in the West End of London. I get up quite late – at 10.30 every morning. I travel to work by bus. We serve lunch from 12.30 to 3.00. We open for dinner at 7.30, and we serve 200 meals every night. We finish work at 1.00 in the morning. I go to bed at 2.00.

Make questions and answers about Marco.

Example:

**Q:** Where/you/work  
Where do you work?

**Marco:** I/work/restaurant/London  
I work in a restaurant in London.

# TAKING RESERVATIONS

1 Q: What time/you/get up

\_\_\_\_\_?  
**Marco:** I/get up/10.30

2 Q: How/you/travel/work

\_\_\_\_\_?  
**Marco:** I/travel/work/bus

3 Q: What time/you/serve lunch

\_\_\_\_\_?  
**Marco:** We/serve lunch/12.30/3.00

4 Q: How many meals/you/serve

\_\_\_\_\_?  
**Marco:** We/serve/200/night

5 Q: What/you/do/2.00

\_\_\_\_\_?  
**Marco:** I/go/bed/2.00

## Exercise five

Fill in the blanks with **from**, **until**, **at**, **on**, **to**.

Example:

The restaurant is closed *on* Mondays.

- 1 My brother's restaurant is open \_\_\_\_\_ 9.00 am \_\_\_\_\_ 10 pm.
- 2 I usually get to work \_\_\_\_\_ 8.30 am.
- 3 I work \_\_\_\_\_ Monday \_\_\_\_\_ Friday.
- 4 Marco doesn't work \_\_\_\_\_ Tuesdays.
- 5 Could I have a table for two \_\_\_\_\_ 1.15?
- 6 We serve dinner \_\_\_\_\_ 7.30 pm \_\_\_\_\_ 11.30 pm.
- 7 She usually gets up \_\_\_\_\_ 7 o'clock.

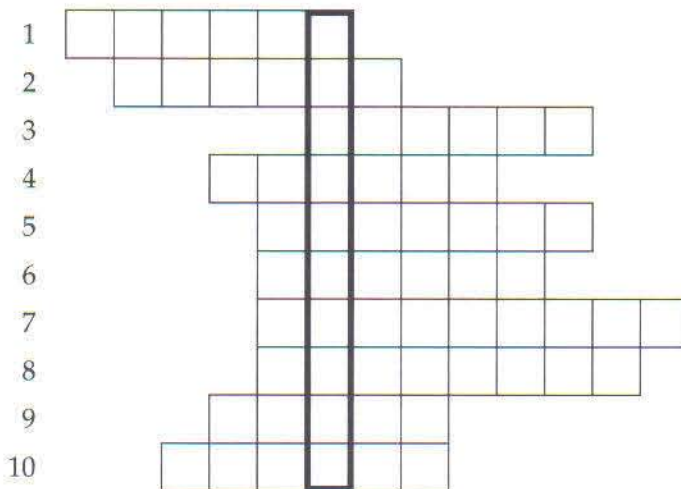
## Exercise six

Match the two ways of talking about the time in these displays. One has been done for you.

- |                   |                       |
|-------------------|-----------------------|
| 1 two twenty      | a. a quarter past two |
| 2 ten fifty       | b. ten past eleven    |
| 3 four fifty-five | c. half past eight    |
| 4 nine thirty     | d. a quarter to three |
| 5 two forty-five  | e. half past nine     |
| 6 two fifteen     | f. five to five       |
| 7 eleven ten      | g. ten to eleven      |
| 8 eight thirty    | h. twenty past two    |

## Exercise seven

Answer the clues to find the missing word.



- 1 What time do you serve \_\_\_\_\_ in the evening? (6)
- 2 In England it is cold in \_\_\_\_\_. (6)
- 3 \_\_\_\_\_ starts when winter finishes, and the flowers come out. (6)
- 4 When it is spring in Australia, it is \_\_\_\_\_ in Europe. (6)
- 5 I work in a restaurant. Mr Blanc is my boss. He is the \_\_\_\_\_. (6, 1)
- 6 In the \_\_\_\_\_ it is hot and sunny. (6)
- 7 The hotel restaurant serves \_\_\_\_\_ from 7.00 to 9.30 every morning. (9)
- 8 Mary works in the restaurant. She is a \_\_\_\_\_. She gives people their food. (8)
- 9 We are open for \_\_\_\_\_ from 12.30 to 2.30 pm. (5)
- 10 John works in a restaurant. He is a \_\_\_\_\_. He gives people their food. (6)

Exercise one

Match the requests with the replies.

- 1 I'd like a double room for this Saturday and Sunday.
  - 2 Could I reserve a table for four this evening?
  - 3 I'd like a table for six for lunch on Sunday.
  - 4 Could I have a single room over Easter?
  - 5 Another bottle of Château Petrus '78, please.
  - 6 It's John Williams speaking. I'd like to talk to the manager.
- a. I'm sorry, we don't serve lunch on Sundays.
  - b. I'm afraid there's no answer on his number. Can I take a message?
  - c. I'm sorry, we're fully booked. It's our busy night.
  - d. I'm afraid we haven't any left. We have some 1980.
  - e. I'm sorry, we're fully booked that weekend.
  - f. I'm afraid we haven't any rooms left this weekend.

Exercise two*Charlie's Wine Bar*

22 East Street  
Telephone 226 7754

Open 7 days a week  
Half-price drinks from 6-11pm

Manager: Mr M. Jackson  
Chef: Mr C. White

The owner of Charlie's Wine Bar is very angry. The advertisement he placed in a local newspaper is full of mistakes. He is talking on the telephone to the newspaper's Customer Service Department. Write down what he says, using the short forms of the verbs.

Example:

You say Mr Jackson is the manager. (chef)  
*He isn't the manager. He's the chef.*

- 1 You say the wine bar is open seven days a week.  
(six days a week)

- 2 You say Mr White is the chef. (manager)

- 3 You say the phone number is 226 7754. (226 5477)

- 4 You say drinks are half-price from 6 to 11 pm. (6 to 7 pm)

- 5 You say the wine bar is in East Street. (South Street)

I want my money back!

Exercise three

Correct the information in these sentences. Use the words below to help you.

**lifts/drinks/bedrooms/doors/the kitchen/the dining room**

Example:

Chambermaids clean cars.  
*They don't clean cars. They clean bedrooms.*

- 1 Chefs cook in reception.

# APOLOGIZING

2 Waiters work in the bedrooms.

\_\_\_\_\_

\_\_\_\_\_

3 Doormen open letters.

\_\_\_\_\_

\_\_\_\_\_

4 Lift attendants operate telephones.

\_\_\_\_\_

\_\_\_\_\_

5 Barmen serve meals.

\_\_\_\_\_

\_\_\_\_\_

## Exercise four

Complete the sentences with the positive or negative short forms of **be**, **have**, **do**.

Example:

My brother *doesn't* work in Australia. He works in New Zealand.

- 1 My sister \_\_\_\_\_ twenty-three. She's only twenty-two.
- 2 We \_\_\_\_\_ go to work on Tuesdays, because the restaurant is closed.
- 3 She isn't a waitress. She \_\_\_\_\_ the manager.
- 4 I'm sorry, but we \_\_\_\_\_ any rooms for this weekend.
- 5 Mr and Mrs Schmidt \_\_\_\_\_ German. They're Austrian.
- 6 The receptionist \_\_\_\_\_ speak Spanish. She only speaks English.
- 7 Good evening, Mr Jason. Here's your key. You \_\_\_\_\_ in room 238.
- 8 I'm sorry, I \_\_\_\_\_ know where the manager is.

## Exercise five

Find the words in the puzzle. You can read some from right to left, some from top to bottom, and some diagonally. Look at the example.

T	S	A	M	T	S	I	R	H	C	H
A	F	T	C	D	N	H	T	R	H	R
K	S	O	H	S	N	N	L	A	T	E
Z	O	D	M	E	O	C	N	G	L	T
Y	E	A	R	M	O	X	H	N	D	S
M	G	Y	N	D	N	L	A	I	N	A
H	U	Z	M	O	R	N	I	N	G	E
D	N	E	K	E	E	W	H	E	P	P
S	L	M	C	U	T	M	D	V	B	D
G	D	M	Y	D	F	S	G	E	B	H
H	O	L	I	D	A	Y	E	S	W	M

- 1 The hotel is full in August. It's our busy MONTH. (5)
- 2 \_\_\_\_\_ usually comes about three months after Christmas. (6)
- 3 Could you come and see me for tea this \_\_\_\_\_ at about 4 o'clock? (9)
- 4 The bar isn't open this \_\_\_\_\_. We open at 12 o'clock. (7)
- 5 I'm afraid the manager isn't here \_\_\_\_\_. He's in London all day. (5)
- 6 I'd like a table for six for dinner this \_\_\_\_\_. (7)
- 7 New \_\_\_\_\_'s Day is on 1 January. (4)
- 8 The children aren't at school this month. They're on \_\_\_\_\_. (7)
- 9 I work from Monday to Friday. At the \_\_\_\_\_ I go to the country. (7)
- 10 \_\_\_\_\_ Day is on 25 December. (9)

Exercise one

Fill in the blanks with **my, your, his, her, our, their**.

- Mr and Mrs Smith are at reception. They want the key to \_\_\_\_\_ room.
- Could you fill in this registration card and write \_\_\_\_\_ name at the top?
- Mr Johnson is in 228. \_\_\_\_\_ room is on the second floor.
- Could you help us with \_\_\_\_\_ luggage, please?
- Mrs Jones is on holiday with \_\_\_\_\_ two children.
- I'm in 344. Could you tell me what floor \_\_\_\_\_ room is on?

Exercise two

Complete the dialogue by filling in the blanks with **my, your, our, their**.

**Reception:** Good evening. Can I help you?

**Mr Park:** Good evening. Yes, <sup>1</sup> \_\_\_\_\_ name is Peter Park. I think you have a room for me.

**Reception:** One moment, please, sir. Ah yes, I have <sup>2</sup> \_\_\_\_\_ reservation here. A family room for four.

**Mr Park:** That's right. I am here with <sup>3</sup> \_\_\_\_\_ wife and we have <sup>4</sup> \_\_\_\_\_ two children with us.

**Reception:** Could you fill in this registration form, please?

**Mr Park:** Of course. Do you want <sup>5</sup> \_\_\_\_\_ passport?

**Reception:** Yes, please.

**Mr Park:** And what about <sup>6</sup> \_\_\_\_\_ wife and children? Do you want <sup>7</sup> \_\_\_\_\_ passports?

**Reception:** No, thank you. Now, here is <sup>8</sup> \_\_\_\_\_ key. <sup>9</sup> \_\_\_\_\_ room is on the 5th floor.

**Mr Park:** Thank you. Could we have some help with <sup>10</sup> \_\_\_\_\_ luggage?

**Reception:** Of course. I'll call a porter, and he'll show you to <sup>11</sup> \_\_\_\_\_ room.

Exercise three

Look at the keys and write sentences about the guests. The first number on the key tells you which floor the room is on.

Example:



He's in Room 622. His room is on the sixth floor.



1 \_\_\_\_\_



2 \_\_\_\_\_

# RECEIVING GUESTS



3 \_\_\_\_\_



4 \_\_\_\_\_



5 \_\_\_\_\_

## Exercise four

Match the days with the dates and fill in your birthday.

- |                       |          |
|-----------------------|----------|
| 1 Valentine's Day     | a. 25/12 |
| 2 New Year's Day      | b. _____ |
| 3 Christmas Day       | c. 1/1   |
| 4 Your birthday       | d. 14/2  |
| 5 US Independence Day | e. 4/7   |

Write out the dates in full.

Example:

*Valentine's Day is on the fourteenth of February.*

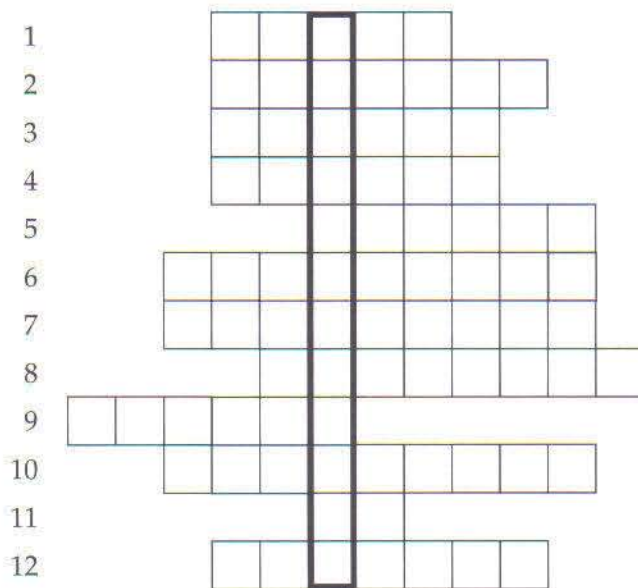
- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_

## Exercise five

Answer the clues to find the missing word. The calendar will help you to find some of the answers.

### APRIL

M	T	W	T	F	S	S
-	-	-	-	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	-



- 1 The \_\_\_\_ day of the month is a Friday. (5)
- 2 The second Tuesday of the month is the \_\_\_\_\_. (7)
- 3 I can't come on Friday the first, but I can come the next Friday, on the \_\_\_\_\_. (6)
- 4 I think that the twenty-second is a \_\_\_\_\_. (6)
- 5 The last \_\_\_\_ in the month is the twenty-fourth. (6)
- 6 I have a reservation for two nights, from Thursday the fourteenth to Saturday the \_\_\_\_\_. (9)
- 7 The last day of the month is the \_\_\_\_\_. (9)
- 8 The twenty-third is a \_\_\_\_\_. (8)
- 9 Most people in France go on holiday in \_\_\_\_\_. (6)
- 10 The twenty-fifth of December is \_\_\_\_ Day. (9)
- 11 Please write your date \_\_\_\_ birth on the card. (2)
- 12 New Year's Day is the first of \_\_\_\_\_. (7)

# 6

## POLITE REQUESTS AND RESPONSES

### Exercise one

Complete the dialogue. Put the words in brackets in the right order.

A: <sup>1</sup> \_\_\_\_\_ ?

(I can What you get)

B: A gin and tonic, please.

A: <sup>2</sup> \_\_\_\_\_ ?

(and you ice Would like lemon)

B: Just ice, please.

A: There you are. <sup>3</sup> \_\_\_\_\_ ?

(to charge your Shall it room I)

B: Yes, please – it's 429.

A: <sup>4</sup> \_\_\_\_\_ ?

(card I key please Could your have)

B: Of course. Here you are.

### Exercise two

Ask the customers what they want using the words in brackets.

Example:

Could I have a glass of wine, please?  
(red/white) *Would you like red or white?*

1 Could I have a lager?

(a pint/a half) \_\_\_\_\_ ?

2 Could we have two white wines, please?

(dry/sweet) \_\_\_\_\_ ?

3 May I have a cognac, please?

(a Courvoisier/a Remy Martin) \_\_\_\_\_ ?

4 Can I have a pint of dry cider?

(bottled/draught) \_\_\_\_\_ ?

### Exercise three

Make requests using the words in brackets.

Example:

You want a vodka and tonic. (Can)  
*Can I have a vodka and tonic, please?*

1 You want some more tonic. (Can)

\_\_\_\_\_ ?

2 You want the customer's key card. (May)

\_\_\_\_\_ ?

3 You want a double whisky. (Could)

\_\_\_\_\_ ?

4 You want the customer's room number. (May)

\_\_\_\_\_ ?

5 You want another two beers. (Could)

\_\_\_\_\_ ?

6 You want ice but no lemon. (Can)

\_\_\_\_\_ ?

### Exercise four

Offer help using **Shall I** and the words below.

change your reservation	get you a porter
charge it to your room	close the window
call the manager	call a taxi
bring you a menu	

Example:

It's very cold in here.  
*Shall I close the window?*

1 I can't come on Friday 18th.

\_\_\_\_\_ ?

2 A bottle of Chablis, please.

\_\_\_\_\_ ?

3 What have you got for lunch today?

\_\_\_\_\_ ?

4 I need to get to the airport.

\_\_\_\_\_ ?

# POLITE REQUESTS AND RESPONSES

5. I've got a lot of luggage.

\_\_\_\_\_?

6 I am not happy with my room.

\_\_\_\_\_?

## Exercise five

Fill in the blanks using **Could I, Shall I, Would you.**

1 \_\_\_\_\_ have a double whisky, please?

2 \_\_\_\_\_ put ice and lemon in the gin for you?

3 \_\_\_\_\_ like another beer?

4 \_\_\_\_\_ have your room number, please?

5 \_\_\_\_\_ like to put it on the bill?

6 \_\_\_\_\_ see the menu, please?

7 \_\_\_\_\_ get you an ashtray?

8 \_\_\_\_\_ have your name, please?

## Exercise six

Look at the price list below. Then write down in words how much each order costs.

	half	pint
Beer	80p	£1.60
Lager	90p	£1.80
Cider	95p	£1.90
	single (small)	double (large)
Whisky, gin, vodka	£2.00	£4.00
Tonic	60p	90p
Lemonade	65p	95p

Example:

I'd like a pint of beer and a pint of cider, please.

*That's three pounds fifty.*

1 Two halves of lager and a pint of cider, please.

\_\_\_\_\_

2 A large tonic and a small lemonade, please.

\_\_\_\_\_

3 A double whisky and a pint of bitter, please.

\_\_\_\_\_

4 A pint and a half of lager, a small gin, and a small vodka, please.

\_\_\_\_\_

## Exercise seven



Look through the drinks and write them in the table below.

Chablis	sherry	Rioja
Riesling	Mosel	brandy
soda	lager	bitter
tonic	Dubonnet	coke
rum	stout	Beaujolais
Cognac	Claret	port

WHITE WINES	MIXERS	BEERS
SPIRITS	FORTIFIED WINES	RED WINES



Exercise one

Complete the instructions for making Tequila Sunrise. Use the words below. One has been done for you.

**add/before/glass/ice/orange/put/slowly/to/half**

Crack *half* of the ice and <sup>1</sup> \_\_\_\_\_ it in a cocktail shaker. <sup>2</sup> \_\_\_\_\_ the Tequila and the <sup>3</sup> \_\_\_\_\_ juice and shake <sup>4</sup> \_\_\_\_\_ mix. Put the remaining <sup>5</sup> \_\_\_\_\_ into a tall <sup>6</sup> \_\_\_\_\_ and strain the Tequila mixture over it. <sup>7</sup> \_\_\_\_\_ pour in the grenadine and allow to settle. Just <sup>8</sup> \_\_\_\_\_ serving, stir once.

Exercise two

Put the instructions into **two** lists. Explain how to serve a bottle of wine in a restaurant and how to make a Brandy Sour.

Add two measures of brandy to the lemon. Then open the bottle of wine at the table. First, show the customer the bottle and the label. Add a dash of Angostura bitters to the ice. Finally, fill the glass with soda water and add a slice of lemon.

If it is, serve the other customers at the table first. Ask the customer if the wine is all right. First, put some ice cubes into a glass. Pour a little wine into a glass. Then pour in two measures of lemon juice.



## HOW TO SERVE A BOTTLE OF WINE

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_



## HOW TO MAKE A BRANDY SOUR

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

Exercise three

Read the sentences. Choose one of the words in italics.

Example:

I hate tea, so I *always/never* drink coffee.

- 1 Most children *never/often* want to go to bed early.
- 2 My sister is a vegetarian, so she *never/often* eats meat.
- 3 I love films and I *often/rarely* go to the cinema.
- 4 I drink red and white wine, and I *always/sometimes* buy champagne.
- 5 How *sometimes/often* do you work late in the evenings?
- 6 There is a lot of traffic in London, so I *rarely/often* get home before 5.30.
- 7 I stay at home most evenings. I don't go out very *rarely/often*.

# INSTRUCTIONS

## Exercise four

Finish these sentences. Use the words in brackets.

Example:

You are a very bad driver.

(always/drive fast) *You always drive fast.*

1 My sister has three children.

(rarely/go out/evening) \_\_\_\_\_  
\_\_\_\_\_

2 Paul is not very punctual.

(always/arrive/late for work) \_\_\_\_\_  
\_\_\_\_\_

3 Maria doesn't like beer or spirits.

(usually/drink/wine) \_\_\_\_\_  
\_\_\_\_\_

4 My brother likes trying new drinks.

(often/mix/cocktails at home) \_\_\_\_\_  
\_\_\_\_\_

5 Henry loves staying in bed.

(never/get up early) \_\_\_\_\_  
\_\_\_\_\_

## Exercise five

Make questions from the words given in brackets.

Example:

*What do you drink at breakfast?*

(you breakfast at do What drink)

1 \_\_\_\_\_?

(breakfast you at coffee Do have)

2 \_\_\_\_\_?

(wine Do lunch have you with)

3 \_\_\_\_\_?

(you the in Do tea afternoon have)

4 \_\_\_\_\_?

(What drink dinner you with do)

5 \_\_\_\_\_?

(night at How you often do drink chocolate hot)

Now answer the questions about yourself. Use the words **always**, **often**, **sometimes**, **rarely**, **never** in your answers.

Example:

*I sometimes drink orange juice for breakfast.*

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

## Exercise six

Make words from the letters in italics. Write them in the spaces provided.

Example:

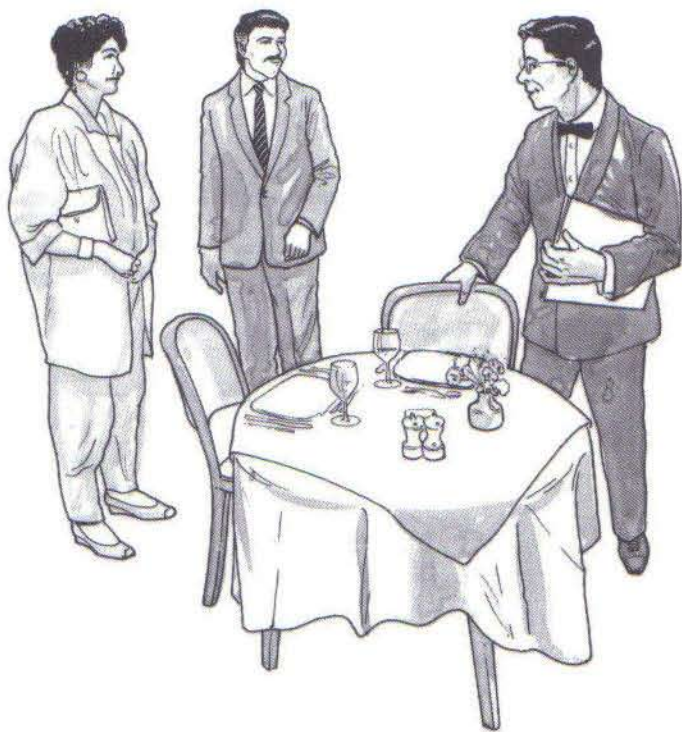
When you pour a drink, *lswyaa* use a clean glass. A L W A Y S

- 1 First of all, fill the glass with broken *cie*. \_ \_ \_ \_
- 2 Put the ice in the glass and pour in two *seamerus* of vodka. \_ \_ \_ \_ \_ \_ \_ \_
- 3 Decorate the dry martini with an *lovie*.  
\_ \_ \_ \_ \_
- 4 Janet works in London now, so I *laerry* see her.  
\_ \_ \_ \_ \_
- 5 My favourite *tolkcica* is Pina Colada.  
\_ \_ \_ \_ \_ \_ \_ \_
- 6 I stay at work late - I get home at about 7.30 in the *nevigne*. \_ \_ \_ \_ \_ \_ \_ \_
- 7 First put some ice in the glass; *xetn* add a dash of bitters. \_ \_ \_ \_ \_
- 8 First pour in the vermouth, then *dda* the gin.  
\_ \_ \_ \_ \_

Now write the **first** letter of each word:

What cocktail can you make from the letters?  
\_\_\_\_\_

### Exercise one



Choose the correct words in *italics* to complete the dialogues.

**Waiter:** Good evening, sir. <sup>1</sup>*Would/Do* you like a table for two?

**Man:** Yes, please.

**Waiter:** Do you <sup>2</sup>*make/have* a reservation?

**Man:** Yes, <sup>3</sup>*the/in* name's Johnson.

**Waiter:** Ah, yes. A table for <sup>4</sup>*two at eight/eight at two*.  
<sup>5</sup>*Would/May* I take your <sup>6</sup>*coats/vests*?

**Man:** Thank you.

**Waiter:** Please come this way.

**Waiter:** Here <sup>7</sup>*is/are* the menu for this evening.

**Man:** Thank you. Do you have a wine <sup>8</sup>*menu/list*?

**Waiter:** Yes, sir, here you are. Would you <sup>9</sup>*like/want* to order a drink?

**Man:** Yes, please – <sup>10</sup>*we'd like/we like* a gin and tonic and a Martini.

**Waiter:** Here are the aperitifs. Are you ready to <sup>11</sup>*order/command* now?

**Man:** Yes, I think so.

**Waiter:** What would you like <sup>12</sup>*as/with* a starter?

**Man:** One avocado with prawns for my wife, and one melon with Parma ham for <sup>13</sup>*I/me*.

**Woman:** And could we <sup>14</sup>*have/eat* some bread, please?

**Waiter:** Yes, madam.

### Exercise two

Complete the dialogue. Put the words in brackets in the correct order, as in the example.

**Man:** *We are ready to order now.*

(to We order ready now are)

**Waiter:** <sup>1</sup> \_\_\_\_\_ ?

(you would like a as What starter?)

**Man:** <sup>2</sup> \_\_\_\_\_

(I'll hors the d'oeuvres please have mixed)

**Woman:** <sup>3</sup> \_\_\_\_\_ ?

(day the What is soup of the?)

**Waiter:** <sup>4</sup> \_\_\_\_\_

(tomato It's of soup cream)

**Woman:** <sup>5</sup> \_\_\_\_\_

(then wine I'll in mussels have white the)

**Waiter:** <sup>6</sup> \_\_\_\_\_

(that's mixed mussels in white hors So d'oeuvres and one one wine)

**Man:** <sup>7</sup> \_\_\_\_\_ ?

(we some please bread can And have?)

**Waiter:** <sup>8</sup> \_\_\_\_\_

(away I'll Yes bring right some you for)

### Exercise three

Fill in the blanks with **a**, **an**, **some**.

- 1 Could you bring us \_\_\_\_\_ milk for the coffee, please?
- 2 Could you give me \_\_\_\_\_ spoon, please?
- 3 Would you like \_\_\_\_\_ wine with your meal?
- 4 I'd like \_\_\_\_\_ bottle of Perrier, please.
- 5 We need \_\_\_\_\_ more salt and pepper.
- 6 Would you like to start with \_\_\_\_\_ smoked salmon?
- 7 I can pay the bill – I've got \_\_\_\_\_ money with me.
- 8 No, I'll pay. I've got \_\_\_\_\_ credit card.
- 9 I would like \_\_\_\_\_ ham as a starter.
- 10 My name is Johnson. I have \_\_\_\_\_ reservation.

# ASKING FOR INFORMATION

## Exercise four

Put the words below under the correct heading, as in the examples.

starter	tomato
bottle of water	coffee
milk	bread
glass of wine	pint of beer
rice	sugar
double whisky	water
butter	piece of bread
biscuit	wine

FOOD (countable)                      DRINKS (countable)

<i>a piece of bread</i>	<i>a glass of wine</i>
a _____	a _____
a _____	a _____
a _____	a _____

FOOD (uncountable)                      DRINKS (uncountable)

<i>some bread</i>	<i>some wine</i>
some _____	some _____
some _____	some _____
some _____	some _____

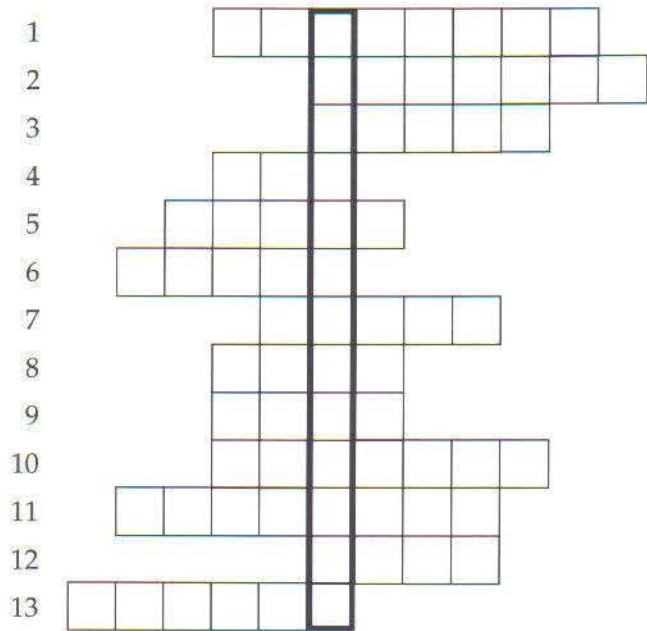
## Exercise five

Fill in the blanks with **a**, **an**, **the**.

- I am not happy with this table. I want to speak to \_\_\_\_\_ manager.
- That's Mrs Lagerfeld, and \_\_\_\_\_ man next to her is her husband.
- Would you like \_\_\_\_\_ cup of coffee now, sir?
- Waiter, could I have \_\_\_\_\_ bill, please?
- Would you like to see \_\_\_\_\_ wine list?
- Would you like to order \_\_\_\_\_ aperitif?
- I'd like \_\_\_\_\_ Martini, please.
- Yes, thank you. \_\_\_\_\_ meal is very nice.
- Hello? Eastern Hotel? I'd like to reserve \_\_\_\_\_ room.
- I recommend \_\_\_\_\_ smoked salmon.

## Exercise six

Answer the clues to find the missing word.



- I think I'll start with a plate of mixed hors \_\_\_\_\_. (8)
- I can recommend the \_\_\_\_\_ sardines. (7)
- I don't want a bottle of wine – can I just have a small \_\_\_\_\_? (5)
- I'm sorry – there isn't any Parma \_\_\_\_\_ today. (3)
- Could you bring me some more \_\_\_\_\_ and butter? (5)
- Are you \_\_\_\_\_ to order now? (5)
- Good evening. Please come in. Can I take your \_\_\_\_\_? (5)
- You can choose from the table d'hôte \_\_\_\_\_ or à la carte. (4)
- Would you like to see the \_\_\_\_\_ list? (4)
- Would you like a \_\_\_\_\_, or do you only want a main course? (7)
- Yes, we'd like an \_\_\_\_\_. I'll have a Dubonnet and my wife will have a kir. (8)
- Could we have \_\_\_\_\_ more water, please? (4)
- I'd like a half \_\_\_\_\_ of champagne to have with the fish. (6)



Exercise one

Match the questions with the replies.

- 1 How would you like your egg?
  - 2 What's coq-au-vin?
  - 3 Can you recommend the moussaka?
  - 4 Would you like some wine?
  - 5 Do you have any vegetarian dishes?
  - 6 What vegetables would you like?
  - 7 How would you like your coffee?
  - 8 What dressing would you like?
- a. Yes. We have mushroom stroganoff today.
  - b. Mayonnaise, please.
  - c. I'd like peas and carrots, please.
  - d. Poached, please.
  - e. White, no sugar.
  - f. Yes, it's very good.
  - g. No, just water, please.
  - h. It's chicken cooked in red wine.

Exercise two

Complete the conversation. Use the words in brackets.

Example:

**Waiter:** *Good evening, sir.*  
(evening sir Good)

**Guest:** Good evening.

**Waiter:** <sup>1</sup> \_\_\_\_\_?  
(you order Are to ready now)

**Guest:** Yes, I am.

**Waiter:** <sup>2</sup> \_\_\_\_\_?  
(you a like as would What starter)

**Guest:** I'll start with Pâté Maison.

**Waiter:** <sup>3</sup> \_\_\_\_\_?  
(you follow like What to would)

**Guest:** I'll have Sole Meunière, I think.

**Waiter:** <sup>4</sup> \_\_\_\_\_?  
(haven't I'm sole any afraid we)

**Guest:** Oh dear. What do you recommend?

**Waiter:** <sup>5</sup> \_\_\_\_\_.  
(is steak The excellent fillet)

**Guest:** Is it? All right, I'll have the steak, then.

**Waiter:** <sup>6</sup> \_\_\_\_\_?  
(you like How cooked it would)

**Guest:** Medium. No, make that medium rare.

Exercise three

Explain what the things in column A are, using the words from column B.

A	B
moussaka	pâté
turbot	aperitif
rump	fish
celery	pie
mousse de canard	steak
pastis	vegetable

Example:

*Moussaka is a kind of pie.*

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_

Exercise four

Fill in the blanks with **some**, **any**.

1 **A:** I'd like \_\_\_\_\_ plaice, please.

**B:** I'm afraid we haven't \_\_\_\_\_ plaice, but we do have \_\_\_\_\_ excellent turbot.

2 **A:** Would you like \_\_\_\_\_ wine with your meal?

**B:** No, thank you. I don't want \_\_\_\_\_ wine.  
Have you got \_\_\_\_\_ mineral water?

# ASKING AND EXPLAINING

3 A: Do you have \_\_\_\_\_ special dishes for children?

B: No, I'm sorry, we don't have \_\_\_\_\_. But we have \_\_\_\_\_ French fries.

4 A: Do you have \_\_\_\_\_ pâté?

B: Yes, we have \_\_\_\_\_ mushroom pâté. Would you like \_\_\_\_\_?

5 A: Would you like \_\_\_\_\_ cheese?

B: No, thank you, I don't want \_\_\_\_\_ dessert, but I would like \_\_\_\_\_ coffee.

## Exercise five

Use the words below to complete the sentences.

**fried/grilled/boiled/stewed/poached/steamed/roasted/baked**

- The duckling is \_\_\_\_\_ in the oven and served with orange sauce.
- The green beans are simply \_\_\_\_\_ in salted water.
- The steak is \_\_\_\_\_ over a charcoal fire.
- The escalope of veal is \_\_\_\_\_ in a pan with vegetable oil.
- The beef is \_\_\_\_\_ slowly in red wine for an hour.
- We make our own bread here. It is freshly \_\_\_\_\_ every day.
- The fish is \_\_\_\_\_ over boiling water.
- Eggs can be scrambled, boiled, fried, or \_\_\_\_\_.

## Exercise six

Solve the anagrams and label the vegetables.

flectu

kele

aoopt

msohomur

recbumcu

cryeel

eunaiegbr

aserstrwce

omoatt

rpugaaass

oalceifrwlu

glrcia



1 \_\_\_\_\_



7 \_\_\_\_\_



2 \_\_\_\_\_



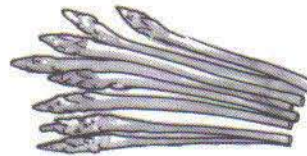
8 \_\_\_\_\_



3 \_\_\_\_\_



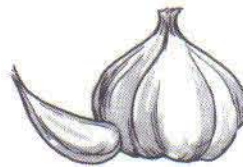
9 \_\_\_\_\_



4 \_\_\_\_\_



10 \_\_\_\_\_



5 \_\_\_\_\_



11 \_\_\_\_\_



6 \_\_\_\_\_



12 \_\_\_\_\_

### Exercise one

Match the words describing wine with their 'opposites'. One has been done for you.

- |             |                |
|-------------|----------------|
| 1 good      | a. full-bodied |
| 2 cheap     | b. sweet       |
| 3 light     | c. still       |
| 4 red       | d. expensive   |
| 5 dry       | e. bad         |
| 6 sparkling | f. white       |

Now complete the sentences using the adjectives.

Example:

1977 was a *bad* year for Bordeaux, but 1985 was a very *good* year.

- Rioja is a \_\_\_\_\_ wine, but Frascati is light.
- Chablis is a dry white wine, but Château d'Yquem is very \_\_\_\_\_.
- The Château Margaux is expensive, but the house wine is \_\_\_\_\_.
- Champagne is usually white, but the grapes it is made with are mainly \_\_\_\_\_.
- Soave is not a sparkling wine. It is \_\_\_\_\_.

### Exercise two

Complete the table with the comparative forms of the adjectives given. Two have been done for you.

1	cheap	<i>cheaper</i>
2	expensive	<i>more expensive</i>
3	full-bodied	
4	light	
5	sweet	
6	dry	
7	famous	
8	old	

### Exercise three

Write **three** sentences about the pictures. Use the words provided.



Example:

- south/hot/north  
*The south of France is hotter than the north of France.*
- north/cold/south  
*The north of France is colder than the south of France.*
- north/not/hot/south  
*The north of France isn't as hot as the south of France.*

### BORDEAUX

Château Margaux 1982	£80.00
Château Gazin 1982	£14.50

- Margaux/expensive/Gazin  
\_\_\_\_\_
- Gazin/cheap/Margaux  
\_\_\_\_\_
- Gazin/not/expensive/Margaux  
\_\_\_\_\_

# ASKING AND COMPARING

## CHAMPAGNE

Moët et Chandon Extra Brut  
Ayala Demi-sec

- 1 Moët/dry/Ayala  
\_\_\_\_\_
- 2 Ayala/sweet/Moët  
\_\_\_\_\_
- 3 Ayala/not/dry/Moët  
\_\_\_\_\_

## Exercise four

Complete these short dialogues using the words in brackets.

Example:

**A:** *We have Moët et Chandon and Bollinger.*  
(Moët et Chandon/Bollinger)

**B:** *Which is drier, the Moët or the Bollinger? (dry)*

**A:** *The Bollinger is drier than the Moët. Which would you prefer? (Bollinger)*

- 1 **A:** \_\_\_\_\_  
(rosé/claret)  
**B:** \_\_\_\_\_  
(full-bodied)  
**A:** \_\_\_\_\_  
(claret)
- 2 **A:** \_\_\_\_\_  
(Beaujolais/Beaune)  
**B:** \_\_\_\_\_  
(light)  
**A:** \_\_\_\_\_  
(Beaujolais)

## Exercise five

Find the words in the puzzle. You can read some from right to left, some from top to bottom, and some diagonally. Look at the example.

R	T	U	A	T	N	F	H	S	L
T	N	L	D	R	C	H	J	P	S
D	E	L	T	T	O	B	V	A	T
A	M	R	D	K	R	L	I	R	K
A	I	A	A	O	K	E	N	K	H
I	D	M	O	L	S	M	T	L	D
L	E	M	D	O	C	M	A	I	O
S	S	P	R	O	R	B	G	N	O
N	D	U	T	H	E	L	E	G	G
T	H	G	I	L	W	U	E	T	W

- 1 This wine is not full-bodied. It is very *LIGHT*. (5)
- 2 'Mis en bouteille au château' means that the wine is \_\_\_\_\_ at the château. (7)
- 3 I want to open this bottle of wine. Have you got a \_\_\_\_\_? (9)
- 4 In Champagne, they only call very good years '\_\_\_\_\_ ' years. (7)
- 5 Asti Spumante, Perrier, and Champagne are all \_\_\_\_\_ drinks. (9)
- 6 Remember to serve good red wine at \_\_\_\_\_ temperature. (4)
- 7 The \_\_\_\_\_ on a bottle has a lot of information. (5)
- 8 I don't want white or red. I'd like some \_\_\_\_\_. (4)
- 9 The red wine from Bordeaux is called \_\_\_\_\_. (6)
- 10 \_\_\_\_\_ is a famous Portuguese red wine. (3)
- 11 1985 was a very \_\_\_\_\_ year in Bordeaux. (4)
- 12 In old red wines, there is often some \_\_\_\_\_ at the bottom of the bottle. (8)

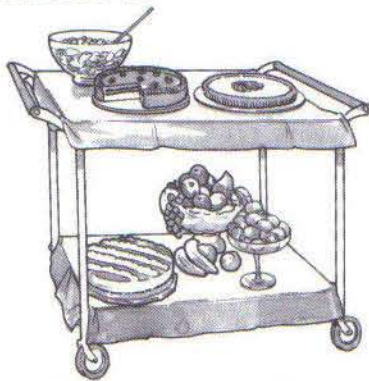


### Exercise one

Here are two conversations. Arrange them in the correct order below. The first part of each conversation is given.

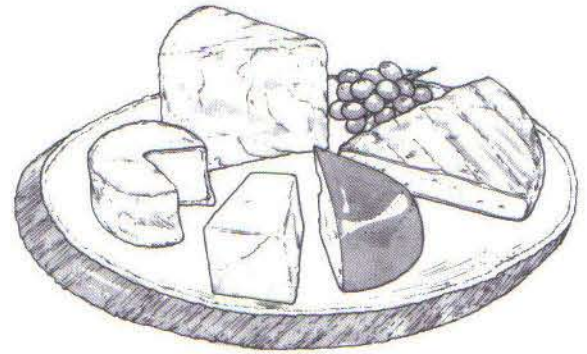
Would you like a dessert?  
 Then I recommend the Gorgonzola.  
 Underneath there is fresh fruit, cheesecake, and profiteroles.  
 OK, I'll try some Gorgonzola. Thank you.  
 I think I'll have them, please, with chocolate sauce.  
 Well, we have some soft cheeses – Brie and Camembert. Would you like to try them?  
 Would you like to see the cheese board?  
 Yes, please. I don't know some of these cheeses.  
 What are they all?  
 Certainly. On the top we have fruit salad, chocolate gâteau, and lemon pie.  
 The gâteau looks nice but what is there underneath?  
 Yes, please. Could you tell us what you have on the top?  
 No, thank you. I'd prefer a blue cheese.

#### CONVERSATION 1



**Waiter:** Would you like a dessert?  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_

#### CONVERSATION 2



**Waiter:** Would you like to see the cheese board?  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_

### Exercise two

Choose the more appropriate words in these sentences.

- Example:  
**Would you like/Do you want** a table by the window, madam?
- 1 Yes, sir, we have a table free this evening. *What is/ Could I have* your name, please?
  - 2 Well, John, if you don't want red or white, *what about/would you like* a bottle of rosé?
  - 3 With the coffee gâteau, madam, *may I suggest/what about* a half-bottle of Château d'Yquem?
  - 4 Here is the menu, sir. *Do you want/Would you like* to see the wine list?
  - 5 I'm sorry you have a headache, Ian. *Can I get you/ May I suggest* an aspirin from the car?
  - 6 *Do you want/May I suggest* a coffee here, or shall we have one at home?
  - 7 We have an excellent selection of cheeses. *May I suggest/What about* some Brie?

# PRESENTING INFORMATION

## Exercise three

Fill in the blanks in the following sentences with **in**, **on**, **with**.

Example: I'd like some milk *in* my coffee.

- 1 Would you like some wine \_\_\_\_\_ your meal?
- 2 The steak comes \_\_\_\_\_ a selection of vegetables.
- 3 There isn't any wine \_\_\_\_\_ your glass.
- 4 Mr Peters is having dinner in the restaurant \_\_\_\_\_ his wife.
- 5 There is some Brie \_\_\_\_\_ the cheese board.
- 6 Peter and Anne are having dinner \_\_\_\_\_ the restaurant.
- 7 Marco works \_\_\_\_\_ the kitchen.
- 8 Please leave the bottle of wine \_\_\_\_\_ the table.

## Exercise four

Complete the sentences. Use one word from column A and one word from column B.

A	B
fresh	wine
sparkling	board
dessert	gâteau
cheese	coffee
fruit	pineapple
chocolate	salad
ice	bucket
black	trolley

Example:

I want a light dessert. I'll have *fresh* pineapple.

- 1 Here is the \_\_\_\_\_. As you can see we have gâteau, lemon pie, and various sorbets.
- 2 You should try the \_\_\_\_\_. It is made with ten different fruits.
- 3 I'd like a slice of \_\_\_\_\_. I love cakes.
- 4 On the \_\_\_\_\_ we have Camembert, Brie, Gorgonzola, and Stilton.

- 5 To keep the wine cold, put it in the \_\_\_\_\_.
- 6 Champagne is a very famous \_\_\_\_\_.
- 7 I don't want any more to eat. Could you just bring me a \_\_\_\_\_?

## Exercise five



Say which fruit is the odd one out (the exception).

Example:

pineapple mango banana strawberry  
*Strawberry* is the odd one out. The others are tropical fruits.

- 1 pear apple plum melon  
\_\_\_\_\_ is the odd one out. The others grow on trees.
- 2 orange grape lemon grapefruit  
\_\_\_\_\_ is the odd one out. The others are citrus fruits.
- 3 raspberry gooseberry blackberry cherry  
\_\_\_\_\_ is the odd one out. The others grow on small bushes.
- 4 peach apricot nectarine redcurrant  
\_\_\_\_\_ is the odd one out. The others grow on trees.

### Exercise one

Complete the dialogue. Put the words in brackets in the correct order.

**Waiter:** <sup>1</sup> \_\_\_\_\_ ?

(with you wine meal your Would some like)

**Man:** Yes, what goes well with the fish?

**Waiter:** <sup>2</sup> \_\_\_\_\_ ?

(suggest May Chablis I '89 the)

**Man:** Yes, that sounds fine. What can we have with the beef?

**Waiter:** <sup>3</sup> \_\_\_\_\_ ?

(house you the Have red tried)

**Man:** What's it like?

**Waiter:** <sup>4</sup> \_\_\_\_\_

(a light It's wine fairly)

**Man:** I'd prefer a good, dry, full-bodied claret.

**Waiter:** <sup>5</sup> \_\_\_\_\_

(recommend Cadet I '88 can Mouton the)

**Man:** That's fine.

**Waiter:** <sup>6</sup> \_\_\_\_\_ ?

(all that be Will)

**Man:** I think so. Thank you.

### Exercise two

Complete these recommendations. Make words from the letters in brackets.

Example:

May I suggest the house rosé with the pork. It's *fairly light*. (afriyl ghilt)

1 I can recommend the red mullet this evening. It's \_\_\_\_\_ . (xeermlyte shfer)

2 Have you tried the house white? It's \_\_\_\_\_ . (yerv puraolp)

3 The chicken satay is an Indonesian dish. It's \_\_\_\_\_ . (ieuqt ispcy)

4 The Prosecco is a \_\_\_\_\_ , dry white wine. (sitlylhg pgsrnaik)

5 May I suggest a \_\_\_\_\_ white with the dessert? (fryial wsete)

6 I can recommend the trout this evening. It's \_\_\_\_\_ . (rtearh dogo)

### Exercise three

Complete the table with the comparative form of the adjective given.

1	hot	<i>hotter</i>
2	strong	
3	tasty	
4	big	
5	good	
6	difficult	
7	spicy	
8	tough	
9	fruity	

### Exercise four

Look at these wines from a British supermarket. The numbers show how dry the wines are. 1 = very dry, 5 = medium, and 9 = very sweet. Write sentences comparing the wines using the words in brackets.

Example:

Vin Mousseux Rosé/Blanc Anjou/a little dry  
*The Vin Mousseux Rosé is a little drier than the Blanc Anjou.*

**1**

Bain's extra dry Champagne. This excellent dry champagne has a lingering, slightly nutty taste. Serve chilled. £11.95

**2**

Bain's Vin Mousseux. This dry, sparkling wine from France is the ideal choice for any festive occasion. Serve well chilled. £3.99

# RECOMMENDING

**3** Bain's Vin Mousseux Rosé. A dry sparkling rosé wine. It is an ideal wine to serve at any celebration, as an aperitif or as an accompaniment to white meat or fish dishes. £3.99

**4** Blanc Anjou. A medium dry wine, fresh and fruity, from the Loire Valley. Served chilled with most dishes or on its own. £3.35

**5** Vouvray. This luscious medium styled white wine comes from the Bourillon d'Orléans Domaine. May be best enjoyed with fresh fruit salad or on its own. £5.95

**6** Lambrusco Bianco. A medium sweet semi-sparkling wine from central Italy. Serve chilled on its own or with salads and meat dishes. £4.99

**7** Spumante. For the special picnic or festive occasion serve this medium sweet white wine chilled. £3.65

**8** Premières Côtes de Bordeaux. a rich sweet wine from Bordeaux. Serve chilled with desserts or as an aperitif. £4.29

**9** Moscatel de Valencia. A very sweet dessert wine from Valencia in Spain. Serve chilled with fruit or dessert. £2.99

1 (Champagne/Vin Mousseux/a little/dry)

2 (Champagne/Lambrusco Bianco/much/dry)

3 (Moscatel de Valencia/Vin Mousseux/much/sweet)

4 (Blanc Anjou/Spumante/a bit/cheap)

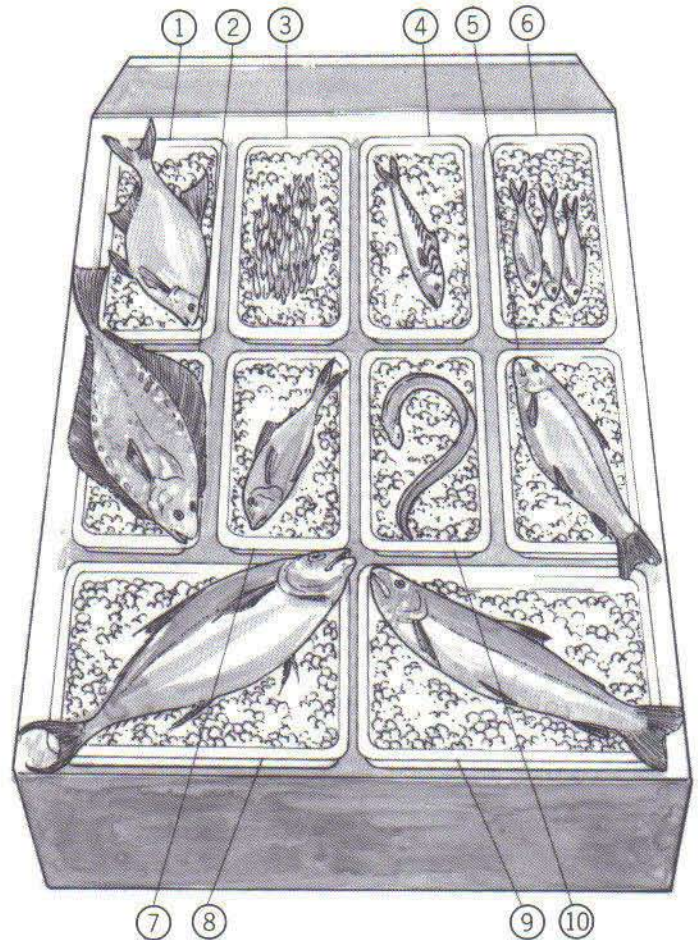
5 (Vin Mousseux/Vin Mousseux Rosé/slightly/dry)

6 (Champagne/Blanc Anjou/a lot/expensive)

7 (Blanc Anjou/Moscatel de Valencia/a bit/expensive)

8 (Premières Côtes de Bordeaux/Vin Mousseux/slightly/expensive)

## Exercise five



Use your dictionary to help you with this exercise. Write the names of the fish in your own language.

1 bream

6 sardine

2 halibut

7 mullet

3 anchovy

8 tuna

4 mackerel

9 salmon

5 trout

10 eel

Exercise one

Complete the dialogue. Write out the words in brackets in the correct order.

- A: \_\_\_\_\_?  
(sell you cigarettes Do)
- B: Yes, sir. \_\_\_\_\_.  
(brands have few a We)
- A: \_\_\_\_\_?  
(non-filter of I have packet Could a)
- B: Certainly, sir. \_\_\_\_\_.  
(one bring I'll you)
- A: \_\_\_\_\_?  
(you any do And have matches)
- B: Yes, sir. \_\_\_\_\_.  
(you some get I'll)
- A: One more thing. \_\_\_\_\_.  
(ashtray an I'll need)
- B: Of course, sir. \_\_\_\_\_.  
(one bring right you I'll away)

Exercise two

Reply to the following sentences using **I'll get one**, **I'll get some**, **I'll get another**, **I'll get some more**.

Example:

I haven't got an ashtray.

*I'll get one.*

- 1 This bottle of Perrier is warm.  
\_\_\_\_\_
- 2 This ashtray is dirty.  
\_\_\_\_\_
- 3 The gentleman at table 13 hasn't got a soup spoon.  
\_\_\_\_\_
- 4 We've only got one piece of bread left.  
\_\_\_\_\_

- 5 There's no butter left in the dish.  
\_\_\_\_\_
- 6 I think some cheese would be nice.  
\_\_\_\_\_
- 7 Can I see the menu?  
\_\_\_\_\_
- 8 This spoon isn't very clean.  
\_\_\_\_\_
- 9 There's no salt on table 11.  
\_\_\_\_\_
- 10 Could you bring menus for everyone, please?  
\_\_\_\_\_

Exercise three

Write short dialogues about each of the numbered items below. The first one has been done for you.



# DEALING WITH REQUESTS

1 **Guest:** *Could you bring me a napkin, please?*

**Waiter:** *Yes, I'll bring one right away.*

2 **Guest:** \_\_\_\_\_

**Waiter:** \_\_\_\_\_

3 **Guest:** \_\_\_\_\_

**Waiter:** \_\_\_\_\_

4 **Guest:** \_\_\_\_\_

**Waiter:** \_\_\_\_\_

5 **Guest:** \_\_\_\_\_

**Waiter:** \_\_\_\_\_

## Exercise four

Complete these short dialogues.

Example:

**Woman:** Could I have some water, please?

**Waiter:** Certainly. *What kind would you like – mineral or still?*

**Woman:** Mineral water, please.

**Waiter:** *I'll get some.*

1 **Man:** Could I have some wine, please?

**Waiter:** Certainly. \_\_\_\_\_

\_\_\_\_\_?

**Man:** Red, please.

**Waiter:** \_\_\_\_\_

2 **Woman:** Could I have some Camel cigarettes, please?

**Waiter:** Certainly. \_\_\_\_\_

\_\_\_\_\_?

**Woman:** Non-filter, please.

**Waiter:** \_\_\_\_\_

3 **Man:** Could you bring me a spoon, please?

**Waiter:** Certainly. \_\_\_\_\_

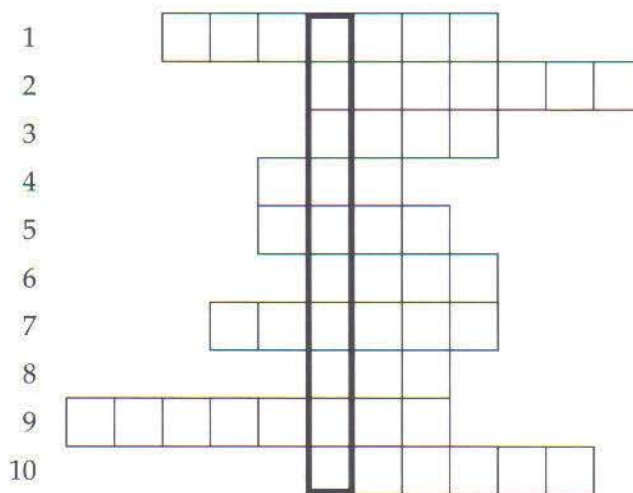
\_\_\_\_\_?

**Man:** A teaspoon, please.

**Waiter:** \_\_\_\_\_

## Exercise five

Answer the clues to find the missing word.



1 Waiter, we don't smoke. Please take away this \_\_\_\_\_. (7)

2 I'm sorry, this spoon is dirty. I'll get \_\_\_\_\_. (7)

3 I'd like to pay now. Please could you bring me the \_\_\_\_\_? (4)

4 Your water jug is empty. \_\_\_\_\_ refill it. (3)

5 You put the forks to the \_\_\_\_\_ of the napkin. (4)

6 We haven't got any butter. Could you bring us \_\_\_\_\_? (4)

7 We haven't got any salt and \_\_\_\_\_. Could you bring us some? (6)

8 You'd like an ashtray, sir? I'll get you \_\_\_\_\_. (3)

9 You use a \_\_\_\_\_ to put sugar in your coffee. (8)

10 This \_\_\_\_\_ goes in the middle, between the knife and fork. (6)

Exercise one

Match the foods with the ingredients.

- 1 Bolognese sauce
- 2 Ratatouille
- 3 Beef Stroganoff
- 4 Cod Mornay
- 5 Chicken Kiev
- 6 Potatoes Lyonnaises
- 7 Aioli
- 8 French dressing

- a. oil, vinegar
- b. garlic, mayonnaise
- c. thin slices of potato, onions
- d. steak, mushrooms, sour cream
- e. minced beef, onions, celery, carrots, tomatoes, herbs
- f. cod, cheese sauce
- g. chicken breasts, herbs, garlic butter
- h. tomatoes, peppers, courgettes, aubergines, onions

Write sentences about the dishes using **consists of**, **contains**, **is made from**.

Example:

Bolognese sauce

*Bolognese sauce contains minced beef, onions, celery, carrots, tomatoes, and herbs.*

- 1 Ratatouille \_\_\_\_\_  
\_\_\_\_\_
- 2 Beef Stroganoff \_\_\_\_\_  
\_\_\_\_\_
- 3 Cod Mornay \_\_\_\_\_  
\_\_\_\_\_
- 4 Chicken Kiev \_\_\_\_\_  
\_\_\_\_\_
- 5 Potatoes Lyonnaises \_\_\_\_\_  
\_\_\_\_\_
- 6 Aioli \_\_\_\_\_  
\_\_\_\_\_
- 7 French dressing \_\_\_\_\_  
\_\_\_\_\_

Exercise two

Put these regular verbs into the passive. Make sure you use **is** for singular nouns and **are** for plural nouns.

Example:

You cook lasagne al forno in the oven.

*Lasagne al forno is cooked in the oven.*

- 1 You serve prawn cocktail on a bed of lettuce.  
Prawn cocktail \_\_\_\_\_
- 2 You serve white wine chilled.  
White wine \_\_\_\_\_
- 3 You grill the steak for three minutes on each side.  
The steak \_\_\_\_\_
- 4 For this dessert, you poach the pears for half an hour.  
For this dessert, the pears \_\_\_\_\_
- 5 You do not serve this dessert with cream.  
This dessert \_\_\_\_\_

Exercise three

Put these irregular verbs into the passive.

Example:

You make breadcrumbs from dry bread.

*Breadcrumbs are made from dry bread.*

- 1 You make crêpes from batter.  
Crêpes \_\_\_\_\_
- 2 They bring fresh fish to the restaurant every day.  
Fresh fish \_\_\_\_\_
- 3 They bring prawns and shrimps every Monday.  
Prawns and shrimps \_\_\_\_\_
- 4 You do not make Bolognese sauce with eggs.  
Bolognese \_\_\_\_\_
- 5 You make bread from flour.  
Bread \_\_\_\_\_

# DESCRIBING FOOD DISHES

## Exercise four

This is how mayonnaise is made. Change the sentences from the passive into the active.

Example:

Mayonnaise is made from oil and eggs.

You make mayonnaise from oil and eggs.

Ingredients: 2 large egg yolks  
1 clove garlic, crushed  
1 heaped teaspoon dry mustard  
1 level teaspoon salt  
freshly milled black pepper  
275 ml groundnut oil  
white wine vinegar

1 First of all, the egg yolks are beaten in a bowl.

First of all, you \_\_\_\_\_

2 Then the garlic, mustard, salt, and pepper are added.

Then \_\_\_\_\_

3 These ingredients are mixed together well.

You \_\_\_\_\_

4 Then *one* drop of oil is added to the mixture.

Then \_\_\_\_\_

5 The mixture is beaten again for a short time.

You \_\_\_\_\_

6 The process is repeated for a few minutes.

You \_\_\_\_\_

7 When the mixture is thick, larger drops are added.

When the mixture is thick, you \_\_\_\_\_

8 At this point, a teaspoon of vinegar is put in.

At this point, you \_\_\_\_\_

9 The rest of the oil is added slowly, while the mixture is beaten.

You \_\_\_\_\_

10 Finally, it is seasoned with a little more salt and pepper.

Finally, you \_\_\_\_\_

## Exercise five

Match these words with the pictures below.

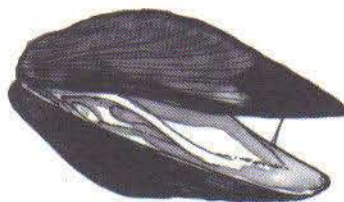
octopus    lobster    prawn    crab  
mussel    squid    oyster    scallop



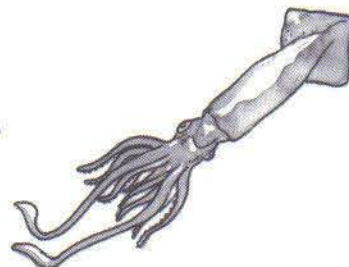
1 \_\_\_\_\_



5 \_\_\_\_\_



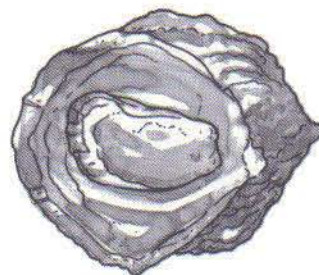
2 \_\_\_\_\_



6 \_\_\_\_\_



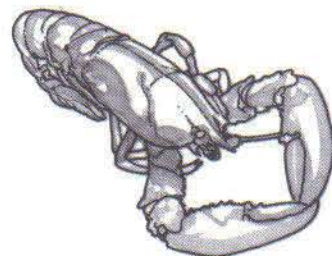
3 \_\_\_\_\_



7 \_\_\_\_\_



4 \_\_\_\_\_



8 \_\_\_\_\_



## Exercise one



Match the complaints with the replies.

- 1 This steak is terrible. It's overcooked and it's tough.
  - 2 We haven't got any bread left.
  - 3 It's very noisy here. Can we go somewhere quieter?
  - 4 I ordered a bottle of wine ten minutes ago.
  - 5 I don't like to complain, but I think this bill is wrong.
  - 6 This coffee is stone cold.
  - 7 I haven't got an ashtray.
  - 8 This wine tastes like vinegar.
- a. I'm sorry, sir. I'll ask the wine waiter to bring it straight away.
  - b. My apologies, madam. I'll ask the manager to check it.
  - c. I'm sorry, madam, I'll get you another one.
  - d. My apologies, sir. I'll get you one right away.
  - e. One moment, sir. I'll see if I can find another table.
  - f. I'm very sorry, madam, I'll get you a hot one.
  - g. My apologies, sir. I'll get you some more.
  - h. I'm sorry, madam. I'll bring you another bottle.

## Exercise two

Complete the extract from a letter to the manager of a restaurant. Use the verbs below in the past tense. The first one has been done for you.

**finish/refuse/call/book/arrive/start/ask/order/show/wait**

I really do think the Green Dragon is the worst restaurant in the country. I *booked* a table last week, and I <sup>1</sup>\_\_\_\_\_ at eight o'clock with my guests, but the table wasn't ready. So we <sup>2</sup>\_\_\_\_\_ at the door, and finally, after forty minutes, the waiter <sup>3</sup>\_\_\_\_\_ us to our table. I <sup>4</sup>\_\_\_\_\_ for another table because it was in the corner of the restaurant, and it was dirty. Then we <sup>5</sup>\_\_\_\_\_ some food and drinks, and the real problems <sup>6</sup>\_\_\_\_\_. The meat was tough, and the fish was uneatable. When we <sup>7</sup>\_\_\_\_\_, I <sup>8</sup>\_\_\_\_\_ to pay the bill, and the waiter <sup>9</sup>\_\_\_\_\_ the police. All in all, it was not a very good evening.

## Exercise three

Complete the table below.

	POSITIVE	COMPARATIVE	SUPERLATIVE
1		slower	
2	popular		
3	cold		
4		better	
5			the worst
6		more expensive	
7	salty		

# DEALING WITH COMPLAINTS (1)

## Exercise four

Use the information in the boxes to write three sentences about each subject.

Example:

Green's Restaurant	£20 per person
The Mary	£50 per person
Le Château	£100 per person

- a. Green's/expensive restaurant  
*Green's is an expensive restaurant.*
- b. The Mary/expensive/Green's  
*The Mary is more expensive than Green's.*
- c. Le Château/expensive  
*Le Château is the most expensive.*

1

The Duke	200 meals a day
Giddy's	350 meals a day
Cesario's	500 meals a day

- a. The Duke/popular restaurant
- 

- b. Giddy's/popular/the Duke
- 

- c. Cesario's/popular
- 

2

Marie	exam result 75%
Roberto	exam result 82%
Carlos	exam result 90%

- a. Marie/good student
- 

- b. Roberto/good/Marie
- 

- c. Carlos/good
- 

3

Mondays	80 guests
Fridays	150 guests
Saturdays	200 guests

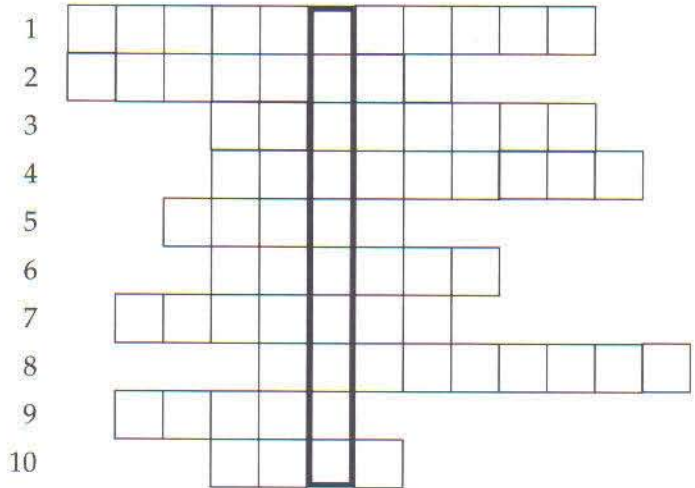
- a. Monday nights/busy
- 

- b. Friday nights/busy/Monday nights
- 

- c. Saturday night/busy
- 

## Exercise five

Answer the clues to find the missing word.



- 1 This steak is \_\_\_\_\_. It's rare, and I asked for a well-done steak. (11)
- 2 This steak is \_\_\_\_\_. I wanted a rare steak, and this is well-done. (8)
- 3 I don't like to \_\_\_\_\_, but this soup tastes very salty. (8)
- 4 The George V in Paris is a very \_\_\_\_\_ hotel; it costs hundreds of pounds a night. (9)
- 5 This bread is very \_\_\_\_\_; it's more than five days old. (5)
- 6 I'm sorry the glass is dirty. I'll \_\_\_\_\_ it for you. (6)
- 7 The \_\_\_\_\_ here is very slow. I ordered my meal more than an hour ago! (7)
- 8 The fish is not cooked, the vegetables are burnt; this meal is \_\_\_\_\_. (9)
- 9 Dino's was bad, Luna was worse, but this is the \_\_\_\_\_ restaurant in town. (5)
- 10 Italian wine is better than German wine, but French wine is the \_\_\_\_\_ in the world. (4)

### Exercise one



Complete the sentences with **this**, **that**, **these**, **those**.

- 1 Here we have a whisk and a bowl; we need \_\_\_\_\_ to make a soufflé.
- 2 Could you bring me the blender? It's on \_\_\_\_\_ table in the far corner.
- 3 Jean-Luc, take \_\_\_\_\_ side-orders here and give them to the waiter.
- 4 Could you get me \_\_\_\_\_ bottle of wine – the one over there by the window?
- 5 Here are some clean knives. I put \_\_\_\_\_ other knives into the dishwasher.
- 6 I'll take these plates if you take \_\_\_\_\_.
- 7 Here you are, sir. \_\_\_\_\_ is the menu for this evening.
- 8 Who are \_\_\_\_\_ people over there?

### Exercise two

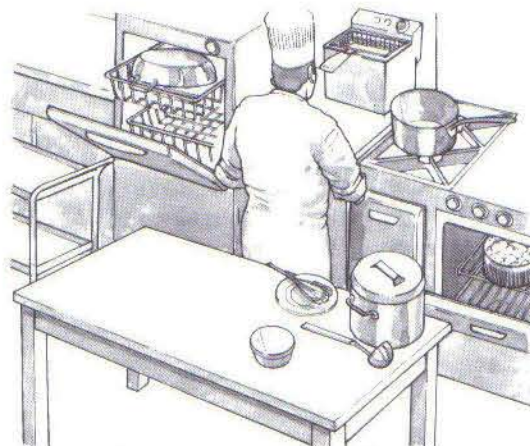
Match the equipment with the appropriate dish. One has been done for you.

- |                |                      |
|----------------|----------------------|
| 1 baking-tin   | a. Hollandaise sauce |
| 2 saucepan     | b. cheese soufflé    |
| 3 stockpot     | c. roast beef        |
| 4 soufflé dish | d. chips             |
| 5 flan dish    | e. stock             |
| 6 frying-pan   | f. sauté potatoes    |
| 7 deep frier   | g. quiche lorraine   |

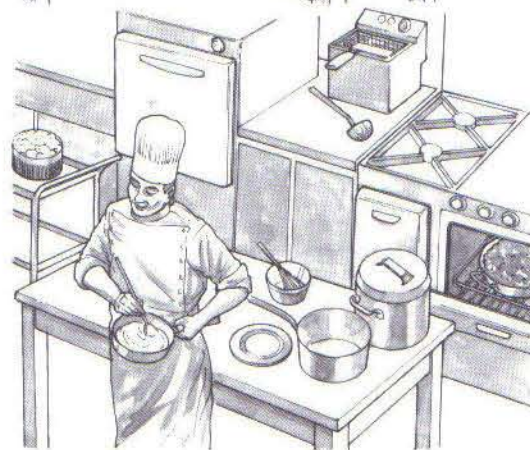
### Exercise three

Look at the two pictures, A and B. Write two sentences about each difference, using the prompts given. The first one has been done for you.

A



B



- 1 saucepan
  - a. In picture A, the saucepan is on the hob.
  - b. In picture B, the saucepan is on the table.

2 commis

- a. \_\_\_\_\_
- b. \_\_\_\_\_

3 casserole

- a. \_\_\_\_\_
- b. \_\_\_\_\_

4 soufflé dish

- a. \_\_\_\_\_
- b. \_\_\_\_\_

# DESCRIBING JOBS AND WORKPLACES

5. whisk

a. \_\_\_\_\_

b. \_\_\_\_\_

6 ladle

a. \_\_\_\_\_

b. \_\_\_\_\_

## Exercise four

Match the people and their responsibilities, and write sentences about them.

- 1 head chef
- 2 assistant chef
- 3 commis
- 4 receptionist
- 5 waiter
- 6 maître d'
- 7 pastry chef

- a. takes bookings
- b. organizes the waiters
- c. cooks the main courses
- d. serves the customers
- e. cooks the bread
- f. peels and prepares the vegetables
- g. prepares salads and side orders

Example:

*The head chef is responsible for cooking the main courses.*

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

4 \_\_\_\_\_

\_\_\_\_\_

5 \_\_\_\_\_

\_\_\_\_\_

6 \_\_\_\_\_

\_\_\_\_\_

## Exercise five

Choose the best answer.

- 1 Please put these dirty plates into the \_\_\_\_\_.  
a. refrigerator b. blender c. dishwasher  
d. deep frier
- 2 When you make pastry, you need to put the flour through a \_\_\_\_\_.  
a. ladle b. sieve c. colander d. whisk
- 3 You usually cook bread in a \_\_\_\_\_.  
a. baking-tin b. frying-pan c. saucepan  
d. stockpot
- 4 When you make a flan, you put the flan dish into the \_\_\_\_\_.  
a. hob. b. grill c. mincer d. oven
- 5 Pierre is on the early \_\_\_\_\_. He starts work at 7 am.  
a. supply b. station c. shift d. kitchen
- 6 Look over there, next to the window: \_\_\_\_\_ is the door to the cold store.  
a. this b. that c. these d. those
- 7 We make the soup by putting the stock and cooked vegetables into a \_\_\_\_\_.  
a. mincer b. stockpot c. rack d. blender
- 8 We usually have a break for about half an hour \_\_\_\_\_ 11 am.  
a. in b. on c. at d. with
- 9 The assistant chef is responsible \_\_\_\_\_ the hot soups, starters, and side orders.  
a. of b. from c. to d. for
- 10 We keep the food warm under the heat \_\_\_\_\_.  
a. lamps b. racks c. lines d. stations

### Exercise one

The chef is explaining to the commis how to make croutons. Put the words in the correct order.

Example:

*Set the oven at 180°C.*

(at 180°C oven Set the)

1 \_\_\_\_\_

(baking-tin Pour oil into a some olive)

2 \_\_\_\_\_

(some to garlic up the add and it oil Chop)

3 \_\_\_\_\_

(the cubes bread Cut small into)

4 \_\_\_\_\_

(the baking-tin the Put of pieces bread on to)

5 \_\_\_\_\_

(oil both Cover of with sides the bread)

6 \_\_\_\_\_

(minutes Put twenty oven bread into a the for hot)

### Exercise two

Fill in the blanks with **have to**, **has to**, **don't have to**, **doesn't have to**, **mustn't**.

I work in a very famous restaurant, and I really like what I do. On my station I *have to* help the assistant chef, and he <sup>1</sup>\_\_\_\_\_ prepare the vegetables for the restaurant. We <sup>2</sup>\_\_\_\_\_ cook the pastry or meat; there are other people who are responsible for that. The assistant likes to have a commis because it means that he <sup>3</sup>\_\_\_\_\_ prepare the vegetables himself. When I get to work, I <sup>4</sup>\_\_\_\_\_ peel the carrots and potatoes, and sometimes I <sup>5</sup>\_\_\_\_\_ julienne vegetables like carrots and celery. There's a lot of good equipment in the kitchen, so for example,

I <sup>6</sup>\_\_\_\_\_ slice potatoes for Pommes Lyonnaises by hand, I just use the food processor. Another good thing is that I <sup>7</sup>\_\_\_\_\_ do the washing up; all the dirty plates and knives go into the dishwasher. The assistant chef is very good to me, and tells me I <sup>8</sup>\_\_\_\_\_ worry if I make mistakes.

### Exercise three

Here are the instructions for two recipes, but they are mixed up. Sort them out and write them in the correct order below.

First, put the anchovies in a saucepan and cook for two minutes.

Drain the vegetables and return the stock to the saucepan.

First, chop up the vegetables and fry in a little butter.

Add the cream to the anchovy paste and heat.

Finally, garnish the prawns with chopped chives.

Pour the salmon and cream sauce on to a bed of salad.

Add the prawns to the stock and warm through.

Finally, garnish with the remaining ribbons of smoked salmon.

Add the Chardonnay to the fried vegetables and simmer for 20 minutes.

Stir the ribbons of smoked salmon into the warm cream.

#### WARM SMOKED SALMON AND SALAD

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

#### PRAWNS CHARDONNAY

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

# EXPLAINING AND INSTRUCTING

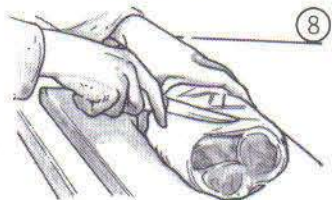
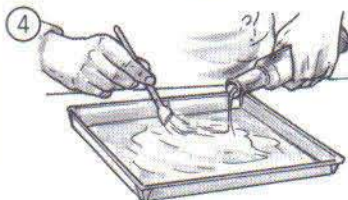
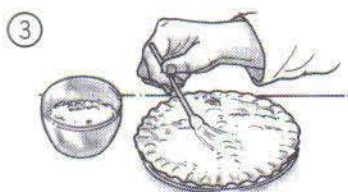
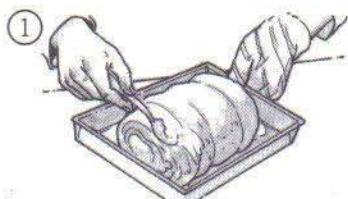
## Exercise four

Look at the pictures. Use the words given to describe what the commis is doing.

**basting/beating/glazing/greasing/parboiling/skimming/tossing/stir-frying/scoring**

Example:

*He is skimming the stock.*



1 He is \_\_\_\_\_ the joint of meat.

2 He is \_\_\_\_\_ the eggs for a soufflé.

3 He is \_\_\_\_\_ the pastry with beaten egg.

4 He is \_\_\_\_\_ the baking tray with oil.

5 He is \_\_\_\_\_ the potatoes.

6 He is \_\_\_\_\_ the crêpe.

7 He is \_\_\_\_\_ the vegetables.

8 He is \_\_\_\_\_ the skin of the meat.

## Exercise five

Use the clues to find the missing words in the wordsquare.

R	T	S	A	O	R	S	J
S	W	B	P	G	H	U	N
A	H	B	U	W	L	D	I
M	I	L	R	I	D	D	A
I	S	A	E	C	I	D	R
N	K	N	E	A	D	W	T
C	N	C	S	G	F	M	S
E	D	H	L	L	I	R	G

- We're making sauté potatoes, so peel these potatoes and \_\_\_\_\_ them into small cubes. (4)
- After simmering the stock for 20 minutes, \_\_\_\_\_ it through a sieve. (6)
- Prepare the meat for the lasagne – take the steak, \_\_\_\_\_ it and then fry it. (5)
- When you make bread, you have to \_\_\_\_\_ it with your hands so that it is well mixed. (5)
- Please \_\_\_\_\_ these steaks over the charcoal fire for six minutes. (5)
- Before you freeze the beans, \_\_\_\_\_ them in boiling water for ten seconds. (6)
- To make mashed potatoes, you have to \_\_\_\_\_ boiled potatoes and add butter and milk. (5)
- Take this cream and \_\_\_\_\_ it until it is thick. (5)
- Please \_\_\_\_\_ the carrots into pieces like matchsticks. (8)
- The meat is prepared, and I'm going to \_\_\_\_\_ it in the oven for an hour. (5)

### Exercise one

#### Room Service

\*\*\*  
The hotel will be pleased to provide you with breakfast in your room, as well as light snacks and drinks throughout the day.

\*\*\*  
Please ring the Reception Desk.

Look at the menu above and complete the conversation with appropriate words or phrases.

**Reception:** Good morning.

**Guest:** Hello? <sup>1</sup>\_\_\_\_\_ Service?

**Reception:** No, sir, this is Reception. One moment and I'll <sup>2</sup>\_\_\_\_\_ to Room Service.

**Room Service:** Good morning. Room Service. Can <sup>3</sup>\_\_\_\_\_?

**Guest:** Yes, I'd <sup>4</sup>\_\_\_\_\_ some breakfast. Am I too late?

**Room Service:** No, that's fine. The Room Service menu is available <sup>5</sup>\_\_\_\_\_ a day.

**Guest:** Good. In that case, I'd like to <sup>6</sup>\_\_\_\_\_, please.

**Room Service:** Would you like the Continental <sup>7</sup>\_\_\_\_\_ or the <sup>8</sup>\_\_\_\_\_ breakfast?

**Guest:** Continental, please.

**Room Service:** Would you like <sup>9</sup>\_\_\_\_\_ or <sup>10</sup>\_\_\_\_\_?

**Guest:** I think I'll have grapefruit juice, please.

**Room Service:** And <sup>11</sup>\_\_\_\_\_ tea or coffee, sir?

**Guest:** Coffee, please.

**Room Service:** <sup>12</sup>\_\_\_\_\_, sir?

**Guest:** No thanks, that's all.

**Room Service:** Could you give me <sup>13</sup>\_\_\_\_\_, please?

**Guest:** 835.

**Room Service:** Thank you. I'll <sup>14</sup>\_\_\_\_\_ immediately.

### Exercise two

Complete the table of adjectives and adverbs.

	ADJECTIVES	ADVERBS
1		slowly
2	fast	
3	quick	
4	hard	
5		immediately
6	polite	
7		well
8	sudden	
9	fresh	
10		early

### Exercise three

There are mistakes in these sentences with adjectives and adverbs. Can you find them?

Example:

You must prepare the breakfasts careful.

You must prepare the breakfasts *carefully*.

- We had a very nicely breakfast in the hotel.
- I lived in France for five years, so I speak French very good.
- Please be quietly, the guests are trying to sleep.
- She can cook very fastly; she can make 20 breakfasts in five minutes.
- I'm tired in the evenings because I work very hardly.
- Please send a continental breakfast to room 439 immediate.
- They bring freshly bread to the hotel every morning.
- The Hilton is a very well hotel.
- Sometimes the plane arrives lately at the airport.
- He isn't a very good waiter. He works slow.

# TAKING AN ORDER ON THE PHONE

## Exercise four

Write sentences changing the adjectives to adverbs.

Example:

Maria is a good typist.

*She types well.*

1 José is a brilliant cook.

2 Maria is a bad singer.

3 Peter is a fast swimmer.

4 They are very slow eaters.

5 Janet is a careful driver.

## Exercise five

Write messages for the guests.

Example:

**Reception:** There's no reply from Mr Wilson. Can I take a message?

**Mr Smith:** Yes. Can you tell him that I didn't catch my train, and I will meet him at 6.30 at his office.

*Message for Mr Wilson. Mr Smith called. He didn't catch his train. He will meet you at your office at 6.30.*

1 **Reception:** I'm afraid Mrs Brown is not in. Can I take a message?

**Mrs Grey:** Yes. Please let her know that I will meet her at the hotel at 1.00, and I will bring my car.

2 **Reception:** I'm afraid there's no answer from Mr and Mrs Jones' room. Would you like to leave a message for them?

**Barclays Bank:** Yes. Please tell them that their traveller's cheques are ready. They can pick them up from our branch at 23 Millford Road.

3 **Reception:** I'm afraid Mr Drayson went out a few minutes ago. Could I take a message?

**Mr Player:** Yes. Could you tell him that I would like to cancel our game of golf because I have an important meeting in London. I will telephone him again this evening.

## Exercise six

Choose one word from column A and one word from column B to fill in the blanks.

A	B
travel	wine
hot	breakfast
China	agency
mulled	shake
toasted	monsieur
continental	tea
croque	juice
milk	dog
orange	sandwich

Example:

*A croque monsieur is a toasted sandwich made with cheese and ham.*

1 At Christmas we often drink \_\_\_\_\_, which is hot and spicy.

2 I'd like a banana \_\_\_\_\_.

3 I'd like a warm snack – perhaps a \_\_\_\_\_ with cheese and tomato in it.

4 Would you like a \_\_\_\_\_ or would you prefer a full English one?

5 You can collect your air tickets from the \_\_\_\_\_ this afternoon.

6 In the United States, we call a sausage in a roll a \_\_\_\_\_.

7 I'd like a glass of freshly-squeezed \_\_\_\_\_ to go with my breakfast, please.

8 I don't drink coffee. Do you have any \_\_\_\_\_ instead?





# ASKING FOR CLARIFICATION

- 2 You/reserve/a room/three nights?  
No/not/reserve room/three nights. I/reserve/room/  
five nights.  
A: \_\_\_\_\_?  
B: \_\_\_\_\_
- 3 Mr Wilson/pay/cheque?  
No/not/pay/cheque. He/pay/credit card.  
A: \_\_\_\_\_?  
B: \_\_\_\_\_
- 4 You/speak/the manager?  
No/not/speak/manager. I/speak/head waiter.  
A: \_\_\_\_\_?  
B: \_\_\_\_\_
- 5 You/ask for/your steaks/well done?  
No/not/ask/our steaks/well done. We/ask/our  
steaks/rare.  
A: \_\_\_\_\_?  
B: \_\_\_\_\_

## Exercise four

Complete the sentences with the appropriate adjective or noun relating to nationality.

Examples:

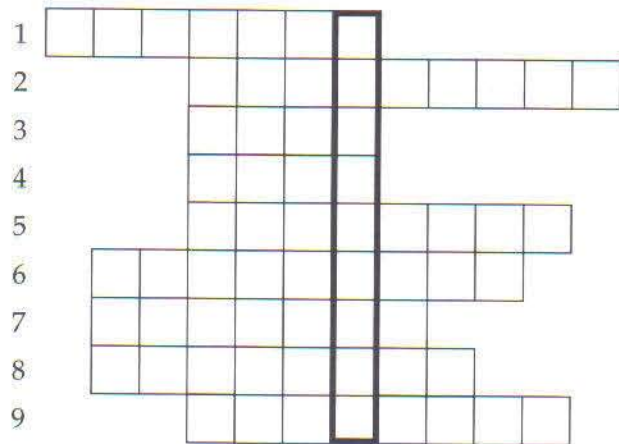
In *The Netherlands* most people speak Dutch.  
When I was in Bangkok I learned how to cook *Thai* food.

- 1 I spent my last holiday in \_\_\_\_\_ and visited Ontario and Vancouver.
- 2 My sister lived in Tokyo for a year, but she didn't learn \_\_\_\_\_.
- 3 Quantas is the national airline of \_\_\_\_\_.
- 4 If you go to Vienna, you must go to some of those wonderful \_\_\_\_\_ cafés.
- 5 If you want to go to Beijing, you must first go to the \_\_\_\_\_ embassy for a visa.
- 6 All the \_\_\_\_\_ people I met in Budapest were very friendly.

- 7 It was in Mexico City that I first ate \_\_\_\_\_ food.
- 8 Rio is not the capital of \_\_\_\_\_. The capital is Brasilia.

## Exercise five

Answer the clues to find the missing word.



- 1 Hello, operator. I haven't got any money on me, so I would like to make a \_\_\_\_\_ call to Germany. (7)
- 2 If you don't know her number, look it up in the telephone \_\_\_\_\_. (9)
- 3 In England, to get the fire brigade, you pick up the receiver and \_\_\_\_\_ 999. (4)
- 4 To make an overseas call, the first number you dial is the international \_\_\_\_\_, which is 00. (4)
- 5 I'm sorry, you can't use the phone in the office but there's a \_\_\_\_\_ on the bar over there. (8)
- 6 She wasn't at home, so I left a message on her \_\_\_\_\_. (9)
- 7 Can you call me back? I'm in a \_\_\_\_\_ and I haven't got any more coins. (7)
- 8 In England, local calls are much cheaper than long-\_\_\_\_\_ calls, and in some countries they are free. (8)
- 9 They are getting married in Australia today. I sent them a \_\_\_\_\_ to congratulate them. (8)

*Exercise one*

Here are two telephone conversations. Arrange them in the correct order below. The first statement of each conversation is given.

No, not yet. It opens at eight.  
 What do I need to do?  
 When will they be ready?  
 I need to go out before that. Where can I cash a personal cheque?  
 They will be ready tomorrow morning.  
 I've got some shirts that need washing.  
 You can cash one at reception if you need some money now.  
 I need to change some money.  
 That's no problem, sir. We have a laundry service.  
 That's no problem, madam. You can change some at the exchange bureau.  
 Is it open now?  
 Just fill in the form in your room and give the shirts to the chambermaid.

## CONVERSATION A

**Guest:** I need to change some money.

**Hotel:** \_\_\_\_\_

**Guest:** \_\_\_\_\_

**Hotel:** \_\_\_\_\_

**Guest:** \_\_\_\_\_

**Hotel:** \_\_\_\_\_

## CONVERSATION B

**Guest:** I've got some shirts that need washing.

**Hotel:** \_\_\_\_\_

**Guest:** \_\_\_\_\_

**Hotel:** \_\_\_\_\_

**Guest:** \_\_\_\_\_

**Hotel:** \_\_\_\_\_

*Exercise two*

Re-write the sentences using **need, needs, doesn't need, don't need + ing**.

Examples:

Someone should tidy up this room.

*This room needs tidying up.*

It isn't necessary for someone to clean your shoes.

*Your shoes don't need cleaning.*

1 Someone should iron these shirts.

\_\_\_\_\_

2 Someone should mend my jacket.

\_\_\_\_\_

3 It isn't necessary for someone to re-confirm your ticket.

\_\_\_\_\_

4 Someone should fix the TV in my room.

\_\_\_\_\_

5 It isn't necessary for someone to dry-clean this coat.

\_\_\_\_\_

6 Someone should repaint all the windows at the front of the hotel.

\_\_\_\_\_

7 It isn't necessary for someone to polish the floor.

\_\_\_\_\_

8 Someone should clean your shoes.

\_\_\_\_\_

*Exercise three*

Use your own ideas and the words given to answer these questions.

doctor

room service

shoe-cleaning service

rooftop restaurant

safe

car park

exchange bureau

night porter

coffee shop

laundry service

# DEALING WITH PHONED REQUESTS

Examples:

I think my arm is broken. What shall I do?

*Stay there. I will call the doctor.*

Where can I put these diamond rings and my cash?

*You can put them in the safe.*

1 Is there a place I can meet my friends for a cup of tea?  
\_\_\_\_\_

2 Is there a place I can put the car?  
\_\_\_\_\_

3 Where can I change dollars for some local currency?  
\_\_\_\_\_

4 I've got some shirts that need ironing. Can you arrange that for me?  
\_\_\_\_\_

5 Can I have breakfast in my room?  
\_\_\_\_\_

6 Where can I have a good dinner with my business colleagues?  
\_\_\_\_\_

7 I will come back very late tonight. Will the hotel be open?  
\_\_\_\_\_

8 Can you help me with my shoes? They are very dirty.  
\_\_\_\_\_

## Exercise four

Complete the notice on the hotel information board in the next column. Use the letters in brackets to find the missing word, as in the example.

## HOTEL PLYMOUTH

Dear Guest,

Here is some information about the entertainment and activities at the hotel this week.

### STAYING IN

If you want to stay in the hotel, there's plenty to do. Each room has a radio and a colour (teeilnosv) *television*. Books, newspapers, and (maaeginsz) <sup>1</sup>\_\_\_\_\_ can be bought from the bookstore on the ground floor.

If you are feeling active, come down to the gymnasium in the basement. We have a sauna, an indoor (sgimmnw) <sup>2</sup>\_\_\_\_\_-pool, and every Wednesday morning we hold (kpeefti) <sup>3</sup>\_\_\_\_\_-\_\_\_\_\_ classes. There are also (abceiors) <sup>4</sup>\_\_\_\_\_ classes if you are feeling very energetic, and these take place every evening at 6 pm.

There is a (caeimn) <sup>5</sup>\_\_\_\_\_ on the ground floor, and the film this week is the thriller *Silence of the Lambs*. We also have a wonderful (caabert) <sup>6</sup>\_\_\_\_\_ that starts at 8 pm, with a wonderful floor show, and the teenagers can dance the night away in the (dcios) <sup>7</sup>\_\_\_\_\_.

### GOING OUT

On Saturday we are arranging a number of (ecinorssux) <sup>8</sup>\_\_\_\_\_. There will be a trip to the (taehrt) <sup>9</sup>\_\_\_\_\_ to see Shakespeare's *Romeo and Juliet* and there will also be a lunchtime (babeeqru) <sup>10</sup>\_\_\_\_\_ on the beach.

### Exercise one

Read the following directions. Underline the correct words in italics.

Take the lift <sup>1</sup>*to/for* the basement. Then, when you come out, go <sup>2</sup>*across/down* the lobby, go <sup>3</sup>*pass/past* the flower shop, and then <sup>4</sup>*turn/take* right. The hairdresser's is <sup>5</sup>*at/in* the end of the corridor <sup>6</sup>*on the left/in the left*, and it's next to the exchange bureau.

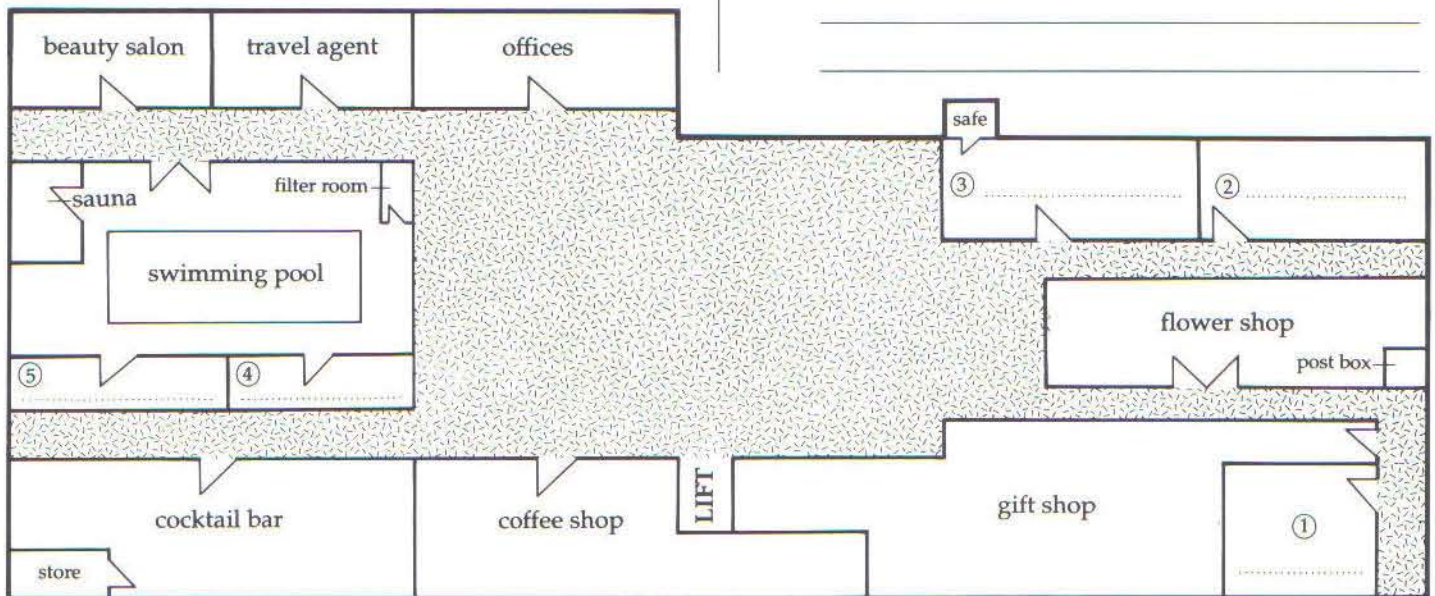
When you come out of the lift go to the other side of the lobby, then turn <sup>7</sup>*left/to left*. Go down that corridor and turn left <sup>8</sup>*into/through* the swimming-pool area. Go across the room and you'll see the changing rooms <sup>9</sup>*front/facing* you. The men's changing rooms are on the left, and the women's are on the right.

Come out <sup>10</sup>*off/in* the lift, and turn <sup>11</sup>*right/a right*. You'll see the flower shop on your left and the gift shop on your right. Go <sup>12</sup>*to the end/down* of that corridor and turn <sup>13</sup>*to right/right* again. Go <sup>14</sup>*through/past* the side of the gift shop, and you'll find the paper shop at the end of the corridor <sup>15</sup>*on the right/with the right*.

### Exercise two

Look at the plan carefully. Use the directions in Exercise 1 to complete the missing labels.

exchange bureau      women's changing rooms  
 hairdresser's      paper shop  
 men's changing rooms



### Exercise three

Use the plan to give directions to these places.

1 A: The manager wants me to put these cheques in the safe. Can you tell me where it is?

B: Yes, you \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2 A: I'm trying to find the store room.

B: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3 A: I have to find the filter room. Do you know where it is?

B: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4 A: Excuse me, can you tell me where the beauty salon is?

B: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

5 A: Is there a post box near here?

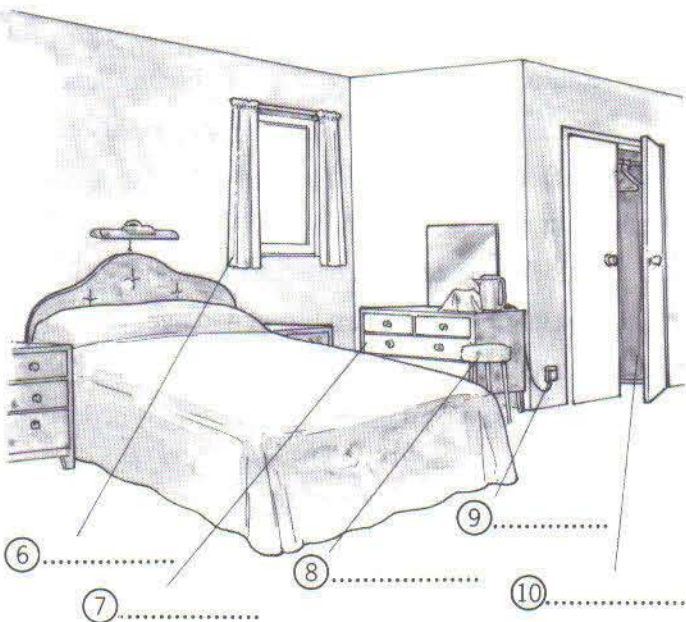
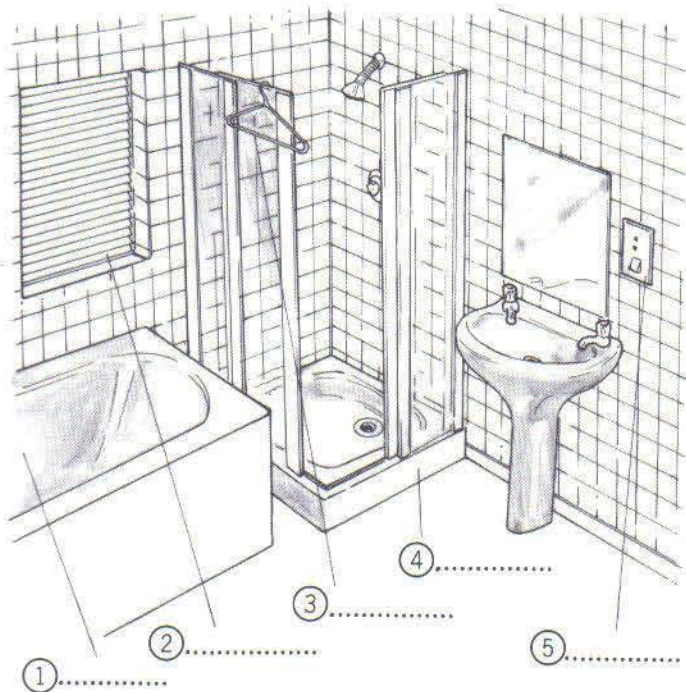
B: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# GIVING DIRECTIONS INDOORS

## Exercise four

Look at the pictures. Label the items with the words given.

bath	blind
curtains	dressing-table
shaver point	hanger
shower	socket
stool	wardrobe

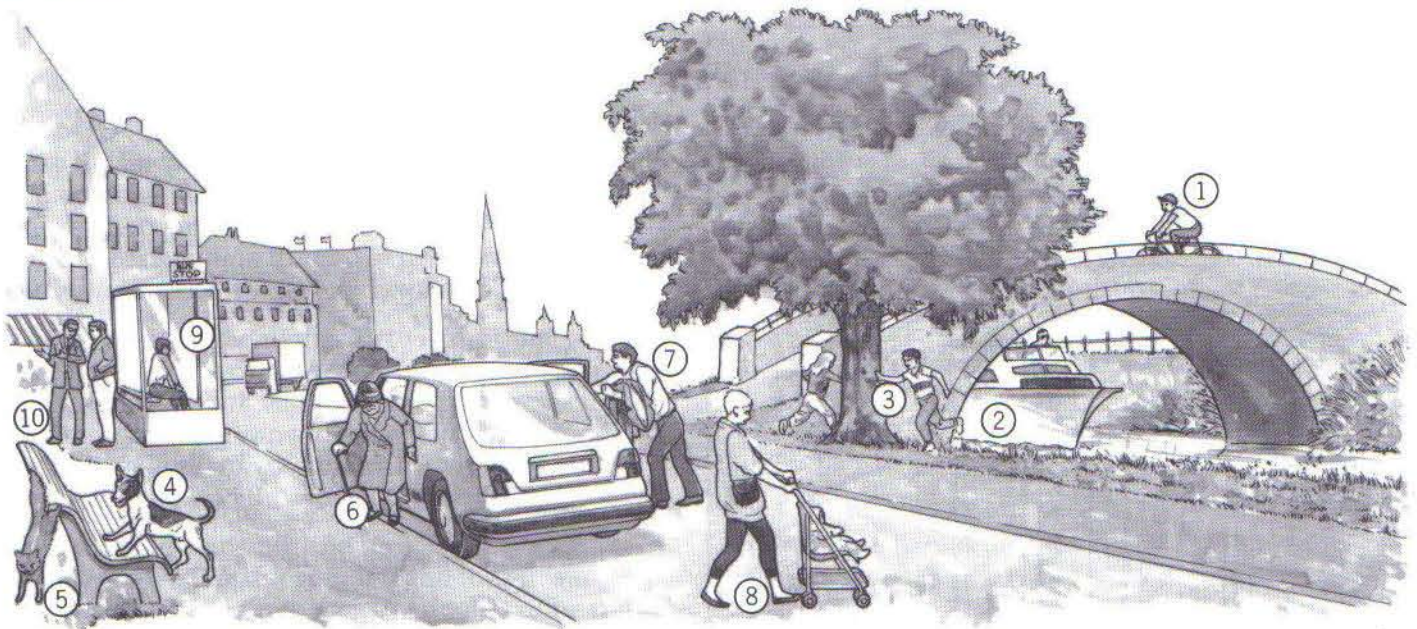


## Exercise five

Complete the sentences. Use one word from column A and one word from column B.

<b>A</b>	<b>B</b>
night	agency
travel	salon
indoor	court
beauty	bureau
car	porter
exchange	shop
flower	hire
tennis	pool

- I need to buy some roses for my mother's birthday. Is there a \_\_\_\_\_ in the hotel?
- I'd like a car for a week. Is there a \_\_\_\_\_ office here?
- I've brought my racket and some balls. Do you have a \_\_\_\_\_ here?
- I need some local currency. Can you tell me where the \_\_\_\_\_ is?
- We are going to get back at about three in the morning. Will there be a \_\_\_\_\_ to open the door?
- It's a bit cold to swim outside. Is there an \_\_\_\_\_ here?
- Can you tell me how to get to the \_\_\_\_\_? I'd like to get some make-up and have a manicure.
- I think I'd like to change the date of my air ticket. Is there a \_\_\_\_\_ in the hotel?



### Exercise one

Look at the picture and fill in the blanks with the prepositions given.

**across/inside/into/off/on to/out of/outside/over/round/under**

- 1 The boy on the bicycle is going \_\_\_\_\_ the bridge.
- 2 The boat is going \_\_\_\_\_ the bridge.
- 3 The children are running \_\_\_\_\_ the tree.
- 4 The dog is jumping \_\_\_\_\_ the bench.
- 5 The cat is jumping \_\_\_\_\_ the bench.
- 6 The old lady is getting \_\_\_\_\_ the car.
- 7 The man is putting his coat \_\_\_\_\_ the car.
- 8 The woman is pushing a pram \_\_\_\_\_ the road.
- 9 There's a man sitting \_\_\_\_\_ the bus shelter.
- 10 There are two men standing \_\_\_\_\_ the bus shelter.

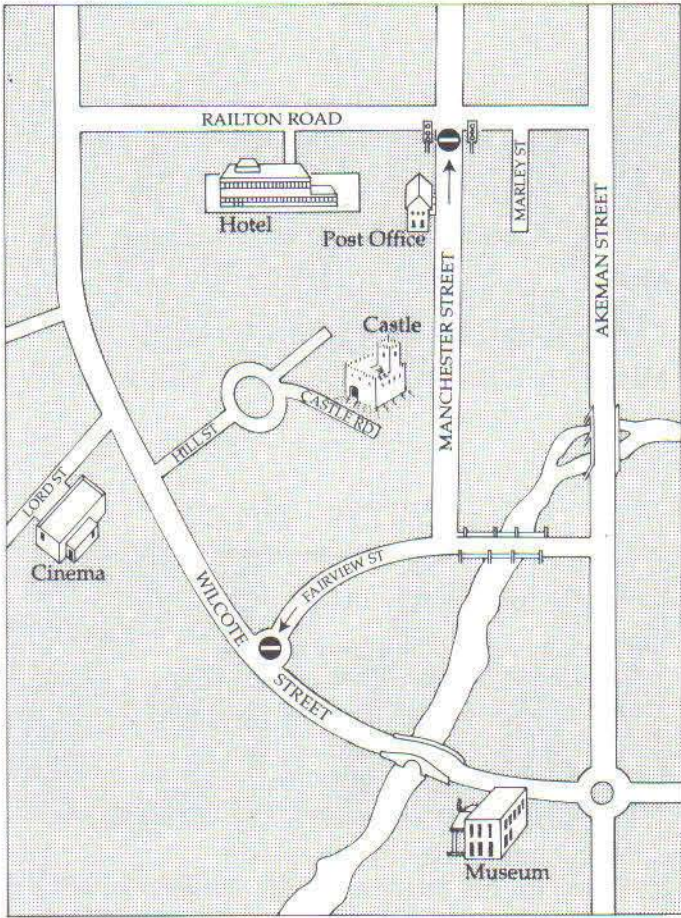
### Exercise two

Look at the map on the next page and fill in the instructions with the words given.

**bridge/dead end/left/No Entry/right/road/roundabout/second/T junction/traffic lights**

It's fairly simple to get to the Museum from here. When you leave the hotel, turn <sup>1</sup>\_\_\_\_\_ and go down Railton Road. When you get to the first set of <sup>2</sup>\_\_\_\_\_, go straight on. You can't turn right because it's a <sup>3</sup>\_\_\_\_\_. Go past Marley Street. Again, you can't go down Marley Street because it's a <sup>4</sup>\_\_\_\_\_. When you come to the <sup>5</sup>\_\_\_\_\_, turn right, and go down Akeman Street. Go over the <sup>6</sup>\_\_\_\_\_, straight on, and turn right at the <sup>7</sup>\_\_\_\_\_. You'll find the Museum along Wilcote Street. It's a few hundred yards on the left. Have you got that? So basically, it's the third <sup>8</sup>\_\_\_\_\_ on the right, then the <sup>9</sup>\_\_\_\_\_ on the right, and it's on the <sup>10</sup>\_\_\_\_\_.

# GIVING DIRECTIONS OUTSIDE



## Exercise three

Some guests who have cars want directions to places in the town. Use the map to give directions to the following places.

1 **A:** Excuse me, can you tell me how to get to the cinema?

**B:** Yes, \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2 **A:** Do you know where the Post Office is?

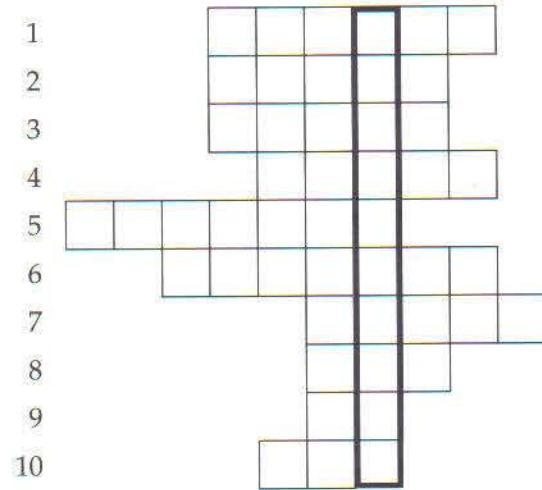
**B:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3 **A:** How can we get to the castle from here?

**B:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Exercise four

Answer the clues to find the missing word.



- 1 I want to cross the river. Where is the nearest \_\_\_\_\_? (6)
- 2 You can catch the \_\_\_\_\_ to Oxford from Paddington Station. (5)
- 3 My wife went shopping in a wonderful department \_\_\_\_\_ called Harrods. (5)
- 4 At the crossroads, don't turn left or right. Go straight \_\_\_\_\_. (5)
- 5 When the \_\_\_\_\_ lights are red, you have to stop. (7)
- 6 It's only a few hundred metres away, so it's only five \_\_\_\_\_' walk from here. (7)
- 7 In England, they drive on the left, but in France they drive on the \_\_\_\_\_. (5)
- 8 We spent the afternoon at London \_\_\_\_\_, where we saw lots of African animals. (3)
- 9 I prefer to go round Paris \_\_\_\_\_ foot. (2)
- 10 If you sit upstairs on a London \_\_\_\_\_, you get a good view of the sights as you drive around. (3)



Exercise one

Complete the table with the correct form of the verbs, as in the example. The irregular verbs are in the appendix on page 102 of the Student's Book.

INFINITIVE	PAST TENSE	PAST PARTICIPLE
go	went	gone
	saw	
		written
buy		
	came	
		rung
cook		
	made	
		left
do		
	opened	

Exercise two

Put the words in brackets in the correct order to complete the conversation.

Example:

**Mrs S:** Good morning, Marcel.

**Marcel:** Good morning, Mrs Smith.

(Smith Good Mrs morning)

**Mrs S:** We're off to town early – it's our last day.

**Marcel:** <sup>1</sup> \_\_\_\_\_ ?

(have you for planned What today)

**Mrs S:** We're going to the Louvre. And then I'm not sure. Have you got any ideas?

**Marcel:** <sup>2</sup> \_\_\_\_\_ ?

(yet you been Montmartre Have to)

**Mrs S:** No, we haven't.

**Marcel:** <sup>3</sup> \_\_\_\_\_ ?

(there I you think go should. place a interesting very It's)

**Mrs S:** OK, we'll do that. Do we have to take a taxi?

**Marcel:** <sup>4</sup> \_\_\_\_\_

(by No you there underground can get)

**Mrs S:** That sounds like a good idea. Thank you very much.

Exercise three

Match the comments with the advice.

- Someone has stolen all my money.
- I've got a bad cold and I feel very tired.
- I can't move my leg. The pain is terrible.
- I think it might rain today.
- I have got very bad toothache.
- There's smoke coming out of that building.

- You should spend the day in bed.
- I'll call the fire brigade. It might be serious.
- You ought to see a dentist as soon as possible.
- Yes, we ought to take an umbrella.
- You should call a doctor. It might be broken.
- You ought to call the police.

Exercise four

Look at the pictures on the next page. In each one, say what has just happened, using the prompts given.



Example:

The waiter/open the bottle

The waiter has just opened the bottle.

# OFFERING HELP AND ADVICE

## Exercise five

Look at the lists of things these people must do today. Say what they have done and what they haven't done yet.

Example:

Caroline Brown, Manager

talk to the chef (✓)

open the post (✓)

phone the garage (x)

pay the waiters (x)

1 *She has talked to the chef.*

2 *She has opened the post.*

3 *She hasn't phoned the garage yet.*

4 *She hasn't paid the waiters yet.*

Mr and Mrs Elmer, Tourists

see the Eiffel Tower (✓)

buy some souvenirs (✓)

have lunch at Maxim's (x)

pack (x)

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

Jacques Remy, Head Waiter

talk to the new waiters (x)

discuss the menu with the chef (✓)

order some new wine (✓)

check the tables in the restaurant (x)

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

Helen Smith, Chambermaid

make the beds (✓)

clean the bathrooms (✓)

take away the breakfast trays (✓)

re-fill the mini-bars (x)

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_



1 The guests/arrive/at the hotel



2 Caroline/post/the letters



3 The waiter/break/the glass



4 It/start/to rain

### Exercise one

Complete the dialogue with the verbs given.

**complain/should/help/made/seems/speaking/  
cleaned/hasn't/contact/send/apologize/ringing/  
am/work**

**Guest:** Hello? Is that Reception?

**Jones:** Yes, Reception here. Carla Jones <sup>1</sup>\_\_\_\_\_.

How can I <sup>2</sup>\_\_\_\_\_ you?

**Guest:** I'm Mrs Farmer in room 236. I'm <sup>3</sup>\_\_\_\_\_ to

<sup>4</sup>\_\_\_\_\_ about the state of the room.

**Jones:** I'm very sorry. What <sup>5</sup>\_\_\_\_\_ to be the problem?

**Guest:** Everything. The bed's not <sup>6</sup>\_\_\_\_\_, and the bathroom <sup>7</sup>\_\_\_\_\_ been <sup>8</sup>\_\_\_\_\_.

**Jones:** I <sup>9</sup>\_\_\_\_\_ very sorry. The room <sup>10</sup>\_\_\_\_\_ have been cleaned. I'll <sup>11</sup>\_\_\_\_\_ Housekeeping straight away.

**Guest:** And that's not all. The television doesn't <sup>12</sup>\_\_\_\_\_ either.

**Jones:** I do <sup>13</sup>\_\_\_\_\_, I'll <sup>14</sup>\_\_\_\_\_ a new one up to your room.

**Guest:** Thank you very much.

### Exercise two

Match the complaints with the replies.

- 1 My room is in a terrible state.
- 2 My cases haven't been brought to my room.
- 3 I had some important papers on the floor, but they've gone.
- 4 The lights in the bathroom don't work.
- 5 My shirts and trousers haven't come back.
- 6 This fish isn't cooked.
- 7 The shower in the bathroom doesn't work.
- 8 I ordered two breakfasts in my room half an hour ago.

- a. I'm sorry, madam. I'll make sure they are brought up immediately.
- b. I'll ask the chambermaid if she has seen them.
- c. I'll send someone up to repair it straight away.
- d. I'll send an electrician up at once.
- e. I'll have a word with the laundry service.
- f. I'll talk to the porter right away.
- g. I'm sorry, sir. I'll bring you another one at once.
- h. I'll contact Housekeeping straight away.

### Exercise three

Re-write these sentences using the words in brackets.

Examples:

My room is in a terrible mess. (clean)

*My room hasn't been cleaned.*

My trousers are still at the laundry. (return)

*My trousers haven't been returned.*

1 The TV is still broken. (fix)

2 The sheets on the bed are dirty. (change)

3 The waste-paper basket is full. (empty)

4 My cases are still in Reception. (bring up)

5 My mini-bar is nearly empty. (fill up)

6 The bathroom light still doesn't work. (repair)

### Exercise four

Change these sentences into the passive.

Example:

Someone should have made the beds.

*The beds should have been made.*

1 Someone should have given me an alarm call 20 minutes ago.

I \_\_\_\_\_

## DEALING WITH COMPLAINTS (2)

2 Someone should have taken away the breakfast trays.

The breakfast trays \_\_\_\_\_

3 Someone should have drawn the curtains.

The curtains \_\_\_\_\_

4 Someone should have given me clean towels.

I \_\_\_\_\_

5 Someone should have put some new soap in the bathroom.

Some new soap \_\_\_\_\_

6 Someone should have brought back my clothes from the laundry.

My clothes \_\_\_\_\_

7 Someone should have sent up the coffee I ordered by now.

The coffee \_\_\_\_\_

### Exercise five

Put the verbs into the past tense and fill in the blanks, as in the example. The list of irregular verbs is on page 102 in the Student's Book.

**be/begin/get/go/have/leave/spend/take/teach/write**

George Auguste Escoffier *was* born in 1846, and his

career<sup>1</sup> \_\_\_\_\_ at the age of 13, when his uncle

<sup>2</sup> \_\_\_\_\_ him how to cook at his restaurant in Nice.

He<sup>3</sup> \_\_\_\_\_ to Paris five years later, where he

<sup>4</sup> \_\_\_\_\_ married and <sup>5</sup> \_\_\_\_\_ three children. In

1884, he<sup>6</sup> \_\_\_\_\_ Paris for Monte Carlo, and also

<sup>7</sup> \_\_\_\_\_ the summer working in the Grand Hotel in

Lucerne. He met César Ritz in Switzerland and in

1890 they<sup>8</sup> \_\_\_\_\_ over the management of the

Savoy Hotel in London. Escoffier<sup>9</sup> \_\_\_\_\_ a book

called 'Le Guide culinaire' which still contains all that is best in classical French and international cookery.

### Exercise six

Choose the best answer.

1 The waste-paper \_\_\_\_\_ in my room needs emptying.

a. box b. bag c. basket d. can

2 Could you send someone up to my room? It \_\_\_\_\_ been cleaned.

a. isn't b. doesn't c. haven't d. hasn't

3 I'm sorry there are no towels in your room. I \_\_\_\_\_ send some up immediately.

a. must have b. should have c. will d. would

4 If you want to sleep late, put the 'Do Not Disturb' \_\_\_\_\_ on the door.

a. sign b. note c. paper d. letter

5 I'm sorry you haven't got your coffee. I'll send someone up straight \_\_\_\_\_.

a. up b. down c. off d. away

6 The sheets should have \_\_\_\_\_. I'll contact Housekeeping at once.

a. change b. changed c. be changed d. been changed

7 Could you send someone up to look at the bathroom? The toilet isn't \_\_\_\_\_.

a. going b. marching c. doing d. working

8 I'm afraid I can't sleep in my room. The \_\_\_\_\_ is awful.

a. sound b. noise c. hearing d. disturbance

9 I will ask the maintenance people to \_\_\_\_\_ to the broken light at once.

a. mend b. fix c. repair d. see

10 I would like to speak \_\_\_\_\_ someone about the mess in my room.

a. to b. about c. for d. by

### Exercise one

Choose the correct words in italics.

**Guest:** I'd like to check <sup>1</sup>*away/out* now. Could you <sup>2</sup>*give/let* me have the <sup>3</sup>*account/bill*, please?

**Hotel:** Yes, <sup>4</sup>*on/of* course, sir. You are <sup>5</sup>*in/of* room 639, aren't you?

**Guest:** That's right.

**Hotel:** One <sup>6</sup>*moment/time*, please, and I'll <sup>7</sup>*get/make* the bill ready.

**Guest:** Thanks.

**Hotel:** Here you are, sir.

**Guest:** Does this <sup>8</sup>*consist/include* service and <sup>9</sup>*fees/tax*?

**Hotel:** Yes, that's <sup>10</sup>*anything/everything*. And it shows the <sup>11</sup>*rate/value* for the room and the <sup>12</sup>*extras/overs* are on the second page. How <sup>13</sup>*would/could* you like to <sup>14</sup>*buy/pay*?

**Guest:** <sup>15</sup>*By/On* credit card, if that's OK. Here you are.

**Hotel:** That'll do nicely. Thank you. Could you <sup>16</sup>*sign/signature* here, please.

### Exercise two

Put the words in brackets into the correct order to complete the dialogue.

Example:

**Waiter:** *Here is your bill, sir.* (sir bill is Here your)

**Diner:** Thank you. Does it include everything?

**Waiter:** <sup>1</sup>\_\_\_\_\_.  
(is included not Service)

**Diner:** I'll add a bit on for that. Is it OK if I pay by cheque?

**Waiter:** <sup>2</sup>\_\_\_\_\_.  
(if you a cheque have Yes card)

**Diner:** Who shall I make it out to?

**Waiter:** <sup>3</sup>\_\_\_\_\_.  
(Don't stamp have a worry we)

**Diner:** Oh, fine. What's the date, by the way?

**Waiter:** <sup>4</sup>\_\_\_\_\_.  
(November the of eighth It's)

**Diner:** There you are.

**Waiter:** Thank you. <sup>5</sup>\_\_\_\_\_.  
(and go your get I'll receipt)

### Exercise three

Put the verbs in brackets into the Present Simple tense (for example: *I live*) or the Present Continuous tense (for example: *I am living*).

That man over there, who <sup>1</sup>\_\_\_\_\_ (sit) at table eight, <sup>2</sup>\_\_\_\_\_ (work) for the company that <sup>3</sup>\_\_\_\_\_ (produce) the 'Good Food Guide'. He <sup>4</sup>\_\_\_\_\_ (do) some research about the restaurant.

My brother <sup>5</sup>\_\_\_\_\_ (not like) travelling abroad for his holidays, because it <sup>6</sup>\_\_\_\_\_ (cost) too much. So he usually <sup>7</sup>\_\_\_\_\_ (stay) in England. In fact, he <sup>8</sup>\_\_\_\_\_ (have) a holiday with his family at the moment. They <sup>9</sup>\_\_\_\_\_ (spend) a week in Devon.

The head chef <sup>10</sup>\_\_\_\_\_ (stay) at home because he <sup>11</sup>\_\_\_\_\_ (be) sick. So today Paulo and Marie <sup>12</sup>\_\_\_\_\_ (do) all the main courses and Johann <sup>13</sup>\_\_\_\_\_ (prepare) all the side dishes.

I'm sorry, but we're all very busy at the moment. Pedro <sup>14</sup>\_\_\_\_\_ (talk) to the manager, Jane <sup>15</sup>\_\_\_\_\_ (show) some guests to their rooms and Henri and Jim <sup>16</sup>\_\_\_\_\_ (help) the chef to unload some groceries.

Right, I will explain what you do with credit cards for the last time. You <sup>17</sup>\_\_\_\_\_ (ask) the customer to give you the card, then you <sup>18</sup>\_\_\_\_\_ (check) the expiry date and <sup>19</sup>\_\_\_\_\_ (put) it through the machine. Then the customer <sup>20</sup>\_\_\_\_\_ (sign) the bill. Paul, you <sup>21</sup>\_\_\_\_\_ (not/listen)! You <sup>22</sup>\_\_\_\_\_ (look) out of the window.

# PAYING BILLS

## Exercise four

Re-write the sentences, and replace the words in italics with pronouns.

Example:

Have you seen *Paul*?

*Have you seen him?*

1 Could you give *Mr Johnson* the bill?

\_\_\_\_\_

2 The manager has given *Peter and me* an increase in salary.

\_\_\_\_\_

3 I sent *Mr and Mrs Jones* the keys.

\_\_\_\_\_

4 I heard *this news* from *George*.

\_\_\_\_\_

5 I asked *the maid* to clean *my trousers*.

\_\_\_\_\_

6 I passed *the information* on to *Mrs Newland*.

\_\_\_\_\_

7 *Mr Jones' bill* was paid by *Mr and Mrs Smith*.

\_\_\_\_\_

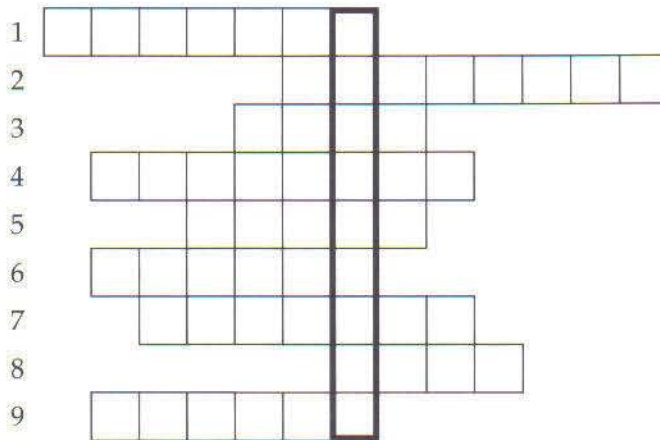
## Exercise five

Match the currencies with the countries.

- |                  |            |
|------------------|------------|
| 1 Germany        | a. Riyals  |
| 2 Italy          | b. Crowns  |
| 3 Japan          | c. Lire    |
| 4 Sweden         | d. Drachma |
| 5 United Kingdom | e. Yen     |
| 6 Saudi Arabia   | f. Escudos |
| 7 Belgium        | g. Marks   |
| 8 Greece         | h. Pounds  |
| 9 Portugal       | i. Francs  |

## Exercise six

Answer the clues to find the missing word.



- 1 Is there a bank near here where I can change some of these traveller's \_\_\_\_\_? (7)
- 2 As you are a good customer, we will offer you a \_\_\_\_\_ of 15%. (8)
- 3 Here is the bill. Could you please \_\_\_\_\_ it at the bottom of the page? (4)
- 4 The \_\_\_\_\_ rate today is \$1.86 to the pound, so £50.00 is \$93.00. (8)
- 5 The drinks are £15, the food is £35, service and tax are £10, so the \_\_\_\_\_ is £60. (5)
- 6 I haven't got cash or cheques. Is it OK if I pay by \_\_\_\_\_ card? (6)
- 7 The bill does not \_\_\_\_\_ service, so I'll add an extra 10%. (7)
- 8 The room \_\_\_\_\_ is £85.00 per night, and that includes breakfast. (4)
- 9 There is no \_\_\_\_\_ for the champagne and flowers; they are free because it's your honeymoon. (6)

### Exercise one

Here are two conversations. Arrange them in the correct order below. The first part of each conversation is given.

This room bill seems very high. It can't be right.  
 Waiter!  
 That's right. You have charged me £5.50 for extras, but I didn't order any food.  
 Thank you.  
 The bill for the food seems very high. Could you check it?  
 I'm afraid there's no mistake, sir. The extras are for a phone call.  
 Yes, madam, how can I help you?  
 Here you are, sir.  
 I'll check it for you, sir. It was room 428, wasn't it?  
 Oh yes, I forgot. I called Australia last night.  
 I beg your pardon, madam, that's our mistake. I'll prepare another bill.  
 Yes, of course. You had the pâté, salmon, and ice cream.  
 I'd like to settle my bill, please. I'm checking out today.  
 No, I changed my order. I only had soup and a sandwich.

#### CONVERSATION A

**Diner:** Waiter!  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Diner:** \_\_\_\_\_  
 \_\_\_\_\_  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Diner:** \_\_\_\_\_  
 \_\_\_\_\_  
**Waiter:** \_\_\_\_\_  
 \_\_\_\_\_  
**Diner:** \_\_\_\_\_  
 \_\_\_\_\_

#### CONVERSATION B

**Guest:** I'd like to settle my bill, please. I'm checking out today.  
**Hotel:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_  
**Hotel:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_  
**Hotel:** \_\_\_\_\_  
 \_\_\_\_\_  
**Guest:** \_\_\_\_\_  
 \_\_\_\_\_

### Exercise two

Fill in the blanks with **There is** or **There are**.

Examples:

*There are* a lot of guests in the hotel this weekend.

*There is* a lot of extra work to do.

- 1 \_\_\_\_\_ a lot of cash in this wallet that Pedro found in the restaurant.
- 2 \_\_\_\_\_ a lot of furniture that needs replacing.
- 3 \_\_\_\_\_ a lot of time left before we need to get to the airport.
- 4 \_\_\_\_\_ a lot of new waiters in the hotel.
- 5 \_\_\_\_\_ a lot of children playing in the lobby.
- 6 \_\_\_\_\_ a lot of people having dinner this evening.
- 7 \_\_\_\_\_ a lot of pepper in this soup.
- 8 \_\_\_\_\_ a lot of dishes on the menu.

# PAYMENT QUERIES

## Exercise three

Complete the sentences with **There isn't much, Is there much?, There aren't many, Are there many?**

Example:

*There isn't much wine in your glass. Have some more.*

- \_\_\_\_\_ people in this restaurant this evening. Is something going on in town?
- \_\_\_\_\_ noise in the rooms at the front of the hotel?
- Hurry up, \_\_\_\_\_ time before the first guests arrive for lunch.
- I see you've got 20 TV channels. \_\_\_\_\_ interesting programmes to watch?
- It's just a small hotel. \_\_\_\_\_ rooms.
- \_\_\_\_\_ fast food restaurants where you come from?
- \_\_\_\_\_ ice in the water jug. Could we have some more?
- \_\_\_\_\_ snow in the winter up in the mountains?
- We'd better order some more vegetables. \_\_\_\_\_ celery left.

## Exercise four

Re-write these sentences beginning with **There is/ isn't, There are/aren't + a lot of, much, many.**

Examples:

That hotel's got over 500 rooms.

*There are a lot of rooms in that hotel.*

Your wine glass is nearly empty.

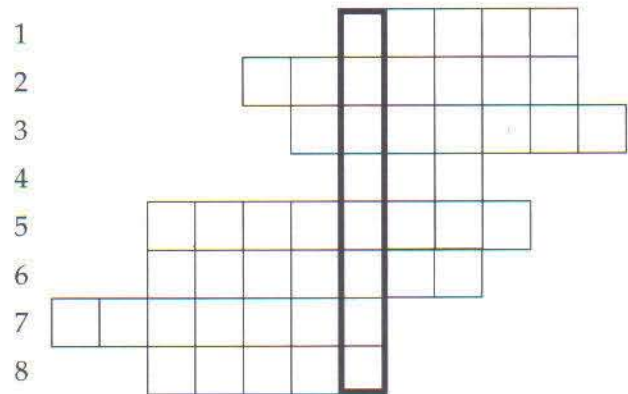
*There isn't much wine in your glass.*

- We've only got five or six guests in the hotel.  
There \_\_\_\_\_
- The hotel safe has got more than £30,000 in it.  
There \_\_\_\_\_
- There are more than 60 cinemas in town.  
There \_\_\_\_\_

- Information about what's on in town is hard to find.  
There \_\_\_\_\_
- The gymnasium in the basement is full of equipment.  
There \_\_\_\_\_
- The line of taxis outside the hotel is always long.  
There \_\_\_\_\_

## Exercise five

Answer the clues to find the missing word.



- The sub-total is £85.00, and the non-taxable items are £15.00, so the \_\_\_\_\_ total is £100. (5)
- There is a 15% \_\_\_\_\_ charge on all items of food and drink. (7)
- The room costs £100. You paid us £25 in advance, so the \_\_\_\_\_ to pay is £75.00. (7)
- Usually London taxi drivers expect a \_\_\_\_\_ of about 10% of the fare. (3)
- This is the final bill. The room, extras, taxes, and service charges are all \_\_\_\_\_. (8)
- The hotel buys all its food from one supplier who sends an \_\_\_\_\_ at the end of every month. (7)
- To make sure of your reservation, please send a \_\_\_\_\_ of £25 with your booking form. (7)
- Excuse me, I would like to \_\_\_\_\_ this bill. I think there has been a small mistake. (5)



## Exercise one

Complete the dialogue. Put the words in brackets into the correct order.

Example:

A: We're leaving in a few minutes. I've just come to say goodbye.

B: *I hope you enjoyed your stay.*  
(hope enjoyed stay I you your)

A: It was great, thanks. We've had a very nice time.

B: <sup>1</sup> \_\_\_\_\_ ?  
(going you Where now are)

A: We're off to the airport. I've ordered the taxi.

B: <sup>2</sup> \_\_\_\_\_ ?  
(leave does When plane your)

A: It goes at 12.30, but I like to get to the airport with plenty of time.

B: <sup>3</sup> \_\_\_\_\_ ?  
(States to Are flying the today back you)

A: No, we're spending a few days in London first. I'm going to stay with my sister.

B: <sup>4</sup> \_\_\_\_\_  
(now your looks like That taxi)

A: Yes, that's it.

B: <sup>5</sup> \_\_\_\_\_  
(with me you your Let luggage help)

A: Thank you very much.

B: <sup>6</sup> \_\_\_\_\_  
(I a have you trip hope good)

A: Thanks for everything. Goodbye.

B: Goodbye. <sup>7</sup> \_\_\_\_\_  
(again you we'll I see hope)

## Exercise two

## British Airways

## Flights to Rome

Flight number	Departure London Heathrow	Arrival Rome Fiumicino
BA 213	08.00	11.25
BA 211	14.00	17.25
BA 423	15.00	18.25

Complete the telephone conversation below, using the verbs in brackets.

**Mr Smith:** Hello, I <sup>1</sup> \_\_\_\_\_ (travel) to Rome on the 14th December. Can you tell me what time the flights <sup>2</sup> \_\_\_\_\_ (leave).

**Agency:** There's a British Airways flight in the morning. It <sup>3</sup> \_\_\_\_\_ (go) at eight.

**Mr Smith:** What time <sup>4</sup> \_\_\_\_\_ (that flight/get in)?

**Agency:** It <sup>5</sup> \_\_\_\_\_ (arrive) at 11.25.

**Mr Smith:** Wait a minute – no, that's a bit early for me. I've just remembered I <sup>6</sup> \_\_\_\_\_ (have) a meeting in London that morning, so I'll have to go after lunch.

**Agency:** That's OK. BA 211 <sup>7</sup> \_\_\_\_\_ (go) at 2 o'clock in the afternoon and BA 423 <sup>8</sup> \_\_\_\_\_ (depart) at 3.00. And those two flights <sup>9</sup> \_\_\_\_\_ (get in) at 5.25 and 6.25 pm respectively.

**Mr Smith:** That's fine. Could you book me a seat on the 2 o'clock flight, please? The name's Mike Smith. And I <sup>10</sup> \_\_\_\_\_ (come) into town this afternoon, so can I pick up the ticket then?

**Agency:** Yes, that'll be fine. Goodbye, Mr Smith.

# FAREWELLS

## Exercise three

Complete the sentences with **am/is/are going to** and one of these verbs.

**call/live/stay/learn/leave/ring/take/visit/buy/hire/make**

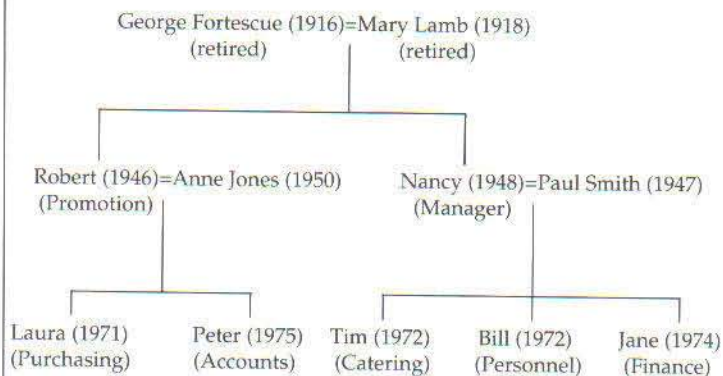
Example:

My parents have sold their house. They *are going to live* in the south of France.

- 1 I've got some, eggs, milk, salt, and pepper. I \_\_\_\_\_ an omelette.
- 2 The plane leaves in two hours. When \_\_\_\_\_ you \_\_\_\_\_?
- 3 Peter has got some flowers and some fruit. He \_\_\_\_\_ his grandmother in hospital.
- 4 They have changed their departure date. They \_\_\_\_\_ for two more days.
- 5 She doesn't want to drive all the way to France. She \_\_\_\_\_ a car at the airport.
- 6 \_\_\_\_\_ you \_\_\_\_\_ the train to Marseilles or go by plane?
- 7 I have a place at night school next October. I \_\_\_\_\_ Spanish.
- 8 Pass me the phone. I \_\_\_\_\_ Helen to see if she's OK.
- 9 She has £250 in her pocket. She \_\_\_\_\_ an expensive coat.
- 10 Someone has just stolen my wife's handbag. We \_\_\_\_\_ the police.

## Exercise four

The Fortescue family own a small hotel, which is a family business. Look at this diagram, which shows when the people in the family were born and what they do. Complete the sentences about how the people are related.



Example:

Bill is Tim's *brother*.

- 1 Mary is Jane's \_\_\_\_\_.
- 2 Laura is Tim's \_\_\_\_\_.
- 3 Nancy is Peter's \_\_\_\_\_.
- 4 Bill is Robert's \_\_\_\_\_.
- 5 Jane is Robert's \_\_\_\_\_.
- 6 Laura is George's \_\_\_\_\_.
- 7 Bill is Mary's \_\_\_\_\_.
- 8 Paul is Robert's \_\_\_\_\_.
- 9 Mary is Anne's \_\_\_\_\_.

### Exercise one

Complete this interview. Answer these questions about yourself.

**Interviewer:** Good morning, please come in.

**You:** Good morning.

**Interviewer:** Please sit down. Now, I have your surname, but could you give me your first names?

**You:** <sup>1</sup> \_\_\_\_\_

**Interviewer:** And what is your current address?

**You:** <sup>2</sup> \_\_\_\_\_

**Interviewer:** Is that your home or is it just a temporary address?

**You:** <sup>3</sup> \_\_\_\_\_

**Interviewer:** Are you married or single?

**You:** <sup>4</sup> \_\_\_\_\_

**Interviewer:** Fine, I'll just take a note of that. Now, could you just remind me, where did you go to school?

**You:** <sup>5</sup> \_\_\_\_\_

**Interviewer:** And what qualifications did you get at school?

**You:** <sup>6</sup> \_\_\_\_\_

**Interviewer:** Did you do any training after you left school; did you go on any special courses?

**You:** <sup>7</sup> \_\_\_\_\_

**Interviewer:** That's interesting. Now, we advertised for a number of different jobs in the hotel. Which job in particular are you interested in?

**You:** <sup>8</sup> \_\_\_\_\_

**Interviewer:** Can you tell me why you want to do the job?

**You:** <sup>9</sup> \_\_\_\_\_

**Interviewer:** I see. Do you have any experience of this kind of work?

**You:** <sup>10</sup> \_\_\_\_\_

**Interviewer:** One more thing. If we offer you the job, when will you be available?

**You:** <sup>11</sup> \_\_\_\_\_

**Interviewer:** Well, thank you very much for coming to talk to us. We'll let you know our decision soon. Goodbye.

**You:** <sup>12</sup> \_\_\_\_\_

### Exercise two

Read the letter below and fill in the missing words.

**faithfully/application/Vacancy/Madam/send/advertised/apply**

18 Meadow Street  
Swindon  
SN3 5EY  
18 May 19\_\_

Dear Sir or <sup>1</sup> \_\_\_\_\_

**Re:** <sup>2</sup> \_\_\_\_\_ **for Commis Chef**

I am writing to <sup>3</sup> \_\_\_\_\_ for the position of Commis Chef which you <sup>4</sup> \_\_\_\_\_ in this week's edition of 'The Caterer'.

I would be grateful if you could <sup>5</sup> \_\_\_\_\_ me an <sup>6</sup> \_\_\_\_\_ form.

I look forward to hearing from you.

Yours <sup>7</sup> \_\_\_\_\_,

*Madeleine Hanley*

Miss Madeleine Hanley

### Exercise three

Read the reply on the next page and fill in the missing words.

**June/company/return/Miss/look/interviewing/sincerely/May/grateful/complete**

# ANSWERING PERSONAL QUESTIONS

Crown Hotel  
Bath Street  
Glastonbury  
Somerset

Miss M Hanley  
18 Meadow Street  
Swindon  
SN3 5EY

Dear <sup>1</sup> \_\_\_\_\_ Hanley,

**RE: Vacancy for Commis Chef**

Thank you for your letter of 18 <sup>2</sup> \_\_\_\_\_ in which you requested an application form for the above post.

Please find enclosed our <sup>3</sup> \_\_\_\_\_ application form. I would be <sup>4</sup> \_\_\_\_\_ if you would <sup>5</sup> \_\_\_\_\_ it and <sup>6</sup> \_\_\_\_\_ it to me before 30th May, as we hope to start <sup>7</sup> \_\_\_\_\_ at the beginning of <sup>8</sup> \_\_\_\_\_.

I <sup>9</sup> \_\_\_\_\_ forward to hearing from you soon.

Yours <sup>10</sup> \_\_\_\_\_

*Hugh Masson*

Hugh Masson  
Personnel Manager

## Exercise four

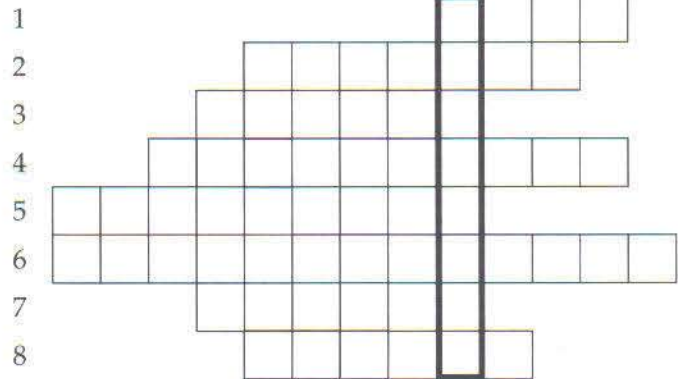
Read the two letters and say if these statements about formal letters are true or false.

- The correct way to start a letter to Mr M Smith is: 'Dear Sir Smith'. \_\_\_\_\_
- A woman who signs her name 'Ms P Smith' may be married, single, or divorced. \_\_\_\_\_
- You should always write your name above your address in the top right-hand corner. \_\_\_\_\_
- If you do not know if you are writing to a man or woman, you begin: 'Dear Sir or Madam'. \_\_\_\_\_

- Short business letters are not polite. Longer letters are much better. \_\_\_\_\_
- We do not use short forms of words like 'isn't, hasn't, aren't, I'm' in business letters. \_\_\_\_\_
- A letter beginning 'Dear Sir' should end with 'Yours faithfully'. \_\_\_\_\_
- A letter beginning 'Dear Mr Jones' should end with 'Yours'. \_\_\_\_\_
- An 's.a.e.' means a 'self-addressed envelope'. \_\_\_\_\_

## Exercise five

Answer the clues to find the missing word.



- I would be grateful if you could send me an application \_\_\_\_\_. (4)
- My first names are Peter Michael and my \_\_\_\_\_ is Evans. (7)
- Thank you for your \_\_\_\_\_ of 18 May, in which you enquired about the above post. (6)
- Do you have any \_\_\_\_\_ of this kind of work, or is this your first job? (10)
- We would like to invite you to an \_\_\_\_\_ on May 11 at 9.15 am. (9)
- I am writing in reply to your \_\_\_\_\_ for a receptionist in 'The Caterer' magazine. (13)
- What qualifications did you get when you were at \_\_\_\_\_? (6)
- Are you married or \_\_\_\_\_? (6)

# ANSWER KEY

## Unit 1

### Exercise one

- AGNELLI'S RESTAURANT  
**A:** Good morning. Agnelli's Restaurant. Can I help you?  
**B:** Yes, I'd like to reserve a table for four this evening.  
**A:** What name is it, please, madam?  
**B:** Mrs Bradman.  
**A:** That's fine, madam. A table for four this evening. Goodbye.

### TRUMP HOTEL

- A:** Good afternoon. Trump Hotel. Can I help you?  
**B:** Yes, I'd like to book a double room from Tuesday to Friday.  
**A:** Could I have your name, please, sir?  
**B:** Mr Davis.  
**A:** That's fine, sir. A double room for three nights. Goodbye.

### Exercise two

- 1 I'd 4 please 7 for  
 2 Who 5 table 8 fine  
 3 My 6 What 9 Goodbye

### Exercise three

- 1 One moment, please.  
 2 I'd like to book a room for two nights.  
 3 My name is Mrs Moore.  
 4 From Tuesday to Thursday this week.  
 5 I'd like a single room, please.

### Exercise four

- 1 We'd like a family room for four nights.  
 2 I'd like a suite for six nights.  
 3 We'd like a double room for one night.  
 4 We'd like a twin room for five nights.  
 5 We'd like two single rooms for two nights.

## Unit 2

### Exercise one

- 1 There is 4 There are  
 2 There are 5 There is  
 3 There are 6 There is

### Exercise two

- 1 swimming-pool 4 city centre  
 2 table d'hote 5 coffee shop  
 3 double room 6 children's menu

### Exercise three

- Ireland - punt France - franc  
 Japan - yen Portugal - escudo  
 Sweden - crown Spain - peseta  
 Australia - dollar Germany - mark  
 Greece - drachma

### Exercise four

- 1 How much is a mineral water?  
 It's one pound fifty.  
 What's that in francs?  
 It's twelve francs seventy-five.  
 2 How much is a beer?  
 It's one pound forty.  
 What's that in marks?  
 It's three marks fifty.  
 3 How much is a gin?  
 It's two pounds.  
 What's that in crowns?  
 It's eighteen crowns forty.

### 4 How much is a cola?

- It's one pound.  
 What's that in yen?  
 It's two hundred and six yen.  
 5 How much is a Martini?  
 It's two pounds.  
 What's that in pesetas?  
 It's three hundred and forty pesetas.

## Unit 3

### Exercise one

- 1 am 6 are  
 2 are 7 is  
 3 is 8 are  
 4 is 9 are  
 5 is 10 am

### Exercise two

- 1 Is 5 Is  
 2 Do 6 Are  
 3 Are 7 Is  
 4 Does 8 Do

### Exercise three

- 1 e. 4 c. 7 d.  
 2 i. 5 h. 8 b.  
 3 a. 6 f. 9 g.

### Exercise four

- 1 **Q:** What time do you get up?  
**Marco:** I get up at 10.30.  
 2 **Q:** How do you travel to work?  
**Marco:** I travel to work by bus.  
 3 **Q:** What time do you serve lunch?  
**Marco:** We serve lunch from 12.30 to 3.00.  
 4 **Q:** How many meals do you serve?  
**Marco:** We serve 200 meals a night.  
 5 **Q:** What do you do at 2.00?  
**Marco:** I go to bed at 2.00.

### Exercise five

- 1 from; to/until 5 at  
 2 at 6 from; to/until  
 3 from; to 7 at  
 4 on

### Exercise six

- 1 h. 3 f. 5 d. 7 b.  
 2 g. 4 e. 6 a. 8 c.

### Exercise seven

- 1 DINNER 6 SUMMER  
 2 WINTER 7 BREAKFAST  
 3 SPRING 8 WAITRESS  
 4 AUTUMN 9 LUNCH  
 5 MAITRE D' 10 WAITER

The missing word is:  
 RESTAURANT.

## Unit 4

### Exercise one

- 1 f. 3 a. 5 d.  
 2 c. 4 e. 6 b.

### Exercise two

- 1 It isn't open seven days a week. It's open six days a week.  
 2 Mr White isn't the chef. He's the manager.  
 3 The phone number isn't 226 7754. It's 226 5477.  
 4 The drinks aren't half-price from 6 to 11 pm. They're half-price from 6 to 7 pm.  
 5 The wine bar isn't in East Street. It's in South Street.

### Exercise three

- 1 They don't cook in reception. They cook in the kitchen.  
 2 They don't work in the bedrooms. They work in the restaurant.  
 3 They don't open letters. They open doors.  
 4 They don't operate telephones. They operate lifts.  
 5 They don't serve meals. They serve drinks.

### Exercise four

- 1 isn't 5 aren't  
 2 don't 6 doesn't  
 3 's 7 're  
 4 haven't 8 don't

### Exercise five

T	S	A	M	T	S	I	R	H	C	H
A	F	T	C	D	N	H	T	R	H	R
K	S	O	H	S	N	L	A	T	E	
Z	O	D	M	E	O	C	N	G	L	T
Y	E	A	R	M	O	X	H	N	D	S
M	G	Y	N	D	N	L	A	I	N	A
H	U	Z	M	O	R	N	I	N	G	E
D	N	E	K	E	E	W	H	E	P	P
S	L	M	C	U	T	M	D	V	B	D
G	D	M	Y	D	F	S	G	E	B	H
H	O	L	I	D	A	Y	E	S	W	M

- 1 MONTH 6 EVENING  
 2 EASTER 7 YEAR  
 3 AFTERNOON 8 HOLIDAY  
 4 MORNING 9 WEEKEND  
 5 TODAY 10 CHRISTMAS

## Unit 5

### Exercise one

- 1 their 3 His 5 her  
 2 your 4 our 6 my

### Exercise two

- 1 my 7 their  
 2 your 8 your  
 3 my 9 Your  
 4 our 10 our  
 5 my 11 your  
 6 my

### Exercise three

- 1 She's in room 823. Her room is on the eighth floor.  
 2 They're in room 219. Their room is on the second floor.  
 3 He's in room 922. His room is on the ninth floor.  
 4 They're in room 321. Their room is on the third floor.  
 5 She's in room 416. Her room is on the fourth floor.

### Exercise four

- 1 d. 4 b.  
 2 c. 5 e.  
 3 a.

- 1 New Year's Day is on the first of January.  
 2 Christmas Day is on the twenty-fifth of December.  
 3 My birthday is on ...  
 4 US Independence Day is on the fourth of July.

### Exercise five

- 1 FIRST 7 THIRTIETH  
 2 TWELFTH 8 SATURDAY  
 3 EIGHTH 9 AUGUST  
 4 FRIDAY 10 CHRISTMAS  
 5 SUNDAY 11 OF  
 6 SIXTEENTH 12 JANUARY  
 The missing word is:  
 REGISTRATION.

## Unit 6

### Exercise one

- 1 What can I get you?  
 2 Would you like ice and lemon?  
 3 Shall I charge it to your room?  
 4 Could I have your key card, please?

### Exercise two

- 1 Would you like a pint or a half?  
 2 Would you like dry or sweet?  
 3 Would you like a Courvoisier or a Remy Martin?  
 4 Would you like bottled or draught?

### Exercise three

- 1 Can I have some more tonic, please?  
 2 May I have your key card, please?  
 3 Could I have a double whisky, please?  
 4 May I have your room number, please?  
 5 Could I have another two beers, please?  
 6 Can I have ice but no lemon, please?

### Exercise four

- 1 Shall I change your reservation?  
 2 Shall I charge it to your room?  
 3 Shall I bring you a menu?  
 4 Shall I call a taxi?  
 5 Shall I get you a porter?  
 6 Shall I call the manager?

### Exercise five

- 1 Could I 5 Would you  
 2 Shall I 6 Could I  
 3 Would you 7 Shall I  
 4 Could I 8 Could I

### Exercise six

- 1 That's three pounds seventy.  
 2 That's one pound fifty-five.  
 3 That's five pounds sixty.  
 4 That's six pounds seventy.

### Exercise seven

White wines: Chablis, Riesling, Mosel  
 Mixers: soda, tonic, coke  
 Beers: lager, stout, bitter  
 Spirits: rum, Cognac, brandy  
 Fortified wines: sherry, Dubonnet, port  
 Red wines: Claret, Rioja, Beaujolais

## Unit 7

### Exercise one

- 1 put  
 2 Add  
 3 orange  
 4 to  
 5 ice  
 6 glass  
 7 Slowly  
 8 before

### Exercise two

- HOW TO SERVE A BOTTLE OF WINE  
 1 First, show the customer the bottle and the label.  
 2 Then open the bottle of wine at the table.  
 3 Pour a little wine into a glass.  
 4 Ask the customer if the wine is all right.  
 5 If it is, serve the other customers at the table first.

# ANSWER KEY

## HOW TO MAKE A BRANDY SOUR

- 1 First, put some ice cubes into a glass.
- 2 Add a dash of Angostura bitters to the ice.
- 3 Then pour in two measures of lemon juice.
- 4 Add two measures of brandy to the lemon.
- 5 Finally, fill the glass with soda water and add a slice of lemon.

### Exercise three

- |             |          |
|-------------|----------|
| 1 never     | 5 often  |
| 2 never     | 6 rarely |
| 3 often     | 7 often  |
| 4 sometimes |          |

### Exercise four

- 1 She rarely goes out in the evening.
- 2 He always arrives late for work.
- 3 She usually drinks wine.
- 4 He often mixes cocktails at home.
- 5 He never gets up early.

### Exercise five

- 1 Do you have coffee at breakfast?
- 2 Do you have wine with lunch?
- 3 Do you have tea in the afternoon?
- 4 What do you drink with dinner?
- 5 How often do you drink hot chocolate at night?

### Sample answers:

- 1 I always have coffee at breakfast.
- 2 I rarely have wine with lunch.
- 3 I always have tea in the afternoon.
- 4 I sometimes drink wine with dinner.
- 5 I never drink hot chocolate at night.

### Exercise six

- |            |            |
|------------|------------|
| 1 Ice      | 5 Cocktail |
| 2 Measures | 6 Evening  |
| 3 Olive    | 7 Next     |
| 4 Rarely   | 8 Add      |

The letters should be:  
A, I, M, O, R, C, E, N, A.

The cocktail is: Americano.

## Unit 8

### Exercise one

- |                |          |
|----------------|----------|
| 1 Would        | 11 order |
| 2 have         | 12 as    |
| 3 the          | 13 me    |
| 4 two at eight | 14 have  |
| 5 May          |          |
| 6 coats        |          |
| 7 is           |          |
| 8 list         |          |
| 9 like         |          |
| 10 we'd like   |          |

### Exercise two

- 1 What would you like as a starter?
- 2 I'll have the mixed hors d'oeuvres, please.
- 3 What is the soup of the day?
- 4 It's cream of tomato soup.
- 5 I'll have the mussels in white wine, then.
- 6 So that's one mussels in white wine and one mixed hors d'oeuvres.
- 7 And can we have some bread, please?
- 8 Yes, I'll bring some for you right away.

### Exercise three

- |        |        |
|--------|--------|
| 1 some | 6 some |
| 2 a    | 7 some |
| 3 some | 8 a    |
| 4 a    | 9 some |
| 5 some | 10 a   |

### Exercise four

FOOD (countable)  
starter  
biscuit  
tomato

### FOOD (uncountable)

rice  
butter  
sugar

### DRINKS (countable)

bottle of water  
double whisky  
pint of beer

### DRINKS (uncountable)

milk  
coffee  
water

### Exercise five

- |       |        |
|-------|--------|
| 1 the | 6 an   |
| 2 the | 7 a    |
| 3 a   | 8 The  |
| 4 the | 9 a    |
| 5 the | 10 the |

### Exercise six

- |              |             |
|--------------|-------------|
| 1 D'OEUVERES | 8 MENU      |
| 2 GRILLED    | 9 WINE      |
| 3 GLASS      | 10 STARTER  |
| 4 HAM        | 11 APERITIF |
| 5 BREAD      | 12 SOME     |
| 6 READY      | 13 BOTTLE   |
| 7 COATS      |             |

The missing word is: EGG  
MAYONNAISE.

## Unit 9

### Exercise one

- |      |      |      |      |
|------|------|------|------|
| 1 d. | 3 f. | 5 a. | 7 e. |
| 2 h. | 4 g. | 6 c. | 8 b. |

### Exercise two

- 1 Are you ready to order now?
- 2 What would you like as a starter?
- 3 What would you like to follow?
- 4 I'm afraid we haven't any sole.
- 5 The fillet steak is excellent.
- 6 How would you like it cooked?

### Exercise three

- 1 Turbot is a kind of fish.
- 2 Rump is a kind of steak.
- 3 Celery is a kind of vegetable.
- 4 Mousse de canard is a kind of pâté.
- 5 Pastis is a kind of aperitif.

### Exercise four

- |               |
|---------------|
| 1 A: some     |
| B: any; some  |
| 2 A: some     |
| B: any; any   |
| 3 A: any      |
| B: any; some  |
| 4 A: any      |
| B: some; some |
| 5 A: some     |
| B: any; some  |

### Exercise five

- |           |           |
|-----------|-----------|
| 1 roasted | 5 stewed  |
| 2 boiled  | 6 baked   |
| 3 grilled | 7 steamed |
| 4 fried   | 8 poached |

### Exercise six

- |             |                |
|-------------|----------------|
| 1 leek      | 7 potato       |
| 2 mushroom  | 8 celery       |
| 3 aubergine | 9 watercress   |
| 4 asparagus | 10 cauliflower |
| 5 garlic    | 11 tomato      |
| 6 cucumber  | 12 lettuce     |

## Unit 10

### Exercise one

- |      |      |      |
|------|------|------|
| 1 e. | 3 a. | 5 b. |
| 2 d. | 4 f. | 6 c. |

- |               |         |
|---------------|---------|
| 1 full-bodied | 4 red   |
| 2 sweet       | 5 still |
| 3 cheap       |         |

### Exercise two

- |               |                  |
|---------------|------------------|
| 1 cheap       | cheaper          |
| 2 expensive   | more expensive   |
| 3 full-bodied | more full-bodied |
| 4 light       | lighter          |
| 5 sweet       | sweeter          |
| 6 dry         | drier            |
| 7 famous      | more famous      |
| 8 old         | older            |

### Exercise three

- 1 The Margaux is more expensive than the Gazin.
- 2 The Gazin is cheaper than the Margaux.
- 3 The Gazin is not as expensive as the Margaux.

- 1 The Moët is drier than the Ayala.
- 2 The Ayala is sweeter than the Moët.
- 3 The Ayala is not as dry as the Moët.

### Exercise four

- 1 A: We have rosé and claret.  
B: Which is more full-bodied, the rosé or the claret?  
A: The claret is more full-bodied than the rosé. Which would you prefer?
- 2 A: We have Beaujolais and Beaune.  
B: Which is lighter, the Beaujolais or the Beaune?  
A: The Beaujolais is lighter than the Beaune. Which would you prefer?

### Exercise five

R	T	U	A	T	N	F	H	S	L
T	N	L	D	R	C	H	J	P	S
D	E	L	T	T	O	B	V	A	T
A	M	R	D	K	R	L	I	R	K
A	I	A	A	O	K	E	N	K	H
I	D	M	O	L	S	M	T	L	D
L	E	M	D	O	C	M	A	I	O
S	S	P	R	O	R	B	G	N	O
N	D	U	T	H	E	L	E	G	G
T	H	G	I	L	W	U	E	T	W

- 1 LIGHT
- 2 BOTTLED
- 3 CORKSCREW
- 4 VINTAGE
- 5 SPARKLING
- 6 ROOM
- 7 LABEL
- 8 ROSÉ
- 9 CLARET
- 10 DAO
- 11 GOOD
- 12 SEDIMENT

## Unit 11

### Exercise one

#### CONVERSATION 1

- Waiter:** Would you like a dessert?  
**Guest:** Yes, please. Could you tell us what you have on the top?  
**Waiter:** Certainly. On the top we have fruit salad, chocolate gâteau, and lemon pie.  
**Guest:** The gâteau looks nice but what is there underneath?  
**Waiter:** Underneath there is fresh fruit, cheesecake, and profiteroles.  
**Guest:** I think I'll have them, please, with chocolate sauce.

#### CONVERSATION 2

- Waiter:** Would you like to see the cheese board?  
**Guest:** Yes, please. I don't know some of these cheeses. What are they all?  
**Waiter:** Well, we have some soft cheeses - Brie and Camembert. Would you like to try them?  
**Guest:** No, thank you. I'd prefer a blue cheese.  
**Waiter:** Then I recommend the Gorgonzola.  
**Guest:** OK, I'll try some Gorgonzola. Thank you.

### Exercise two

- |                  |                 |
|------------------|-----------------|
| 1 Could I have   | 5 Can I get you |
| 2 what about     | 6 Do you want   |
| 3 may I suggest  | 7 May I suggest |
| 4 Would you like |                 |

### Exercise three

- |        |      |
|--------|------|
| 1 with | 5 on |
| 2 with | 6 in |
| 3 in   | 7 in |
| 4 with | 8 on |

### Exercise four

- |                    |                  |
|--------------------|------------------|
| 1 dessert trolley  | 5 ice bucket     |
| 2 fruit salad      | 6 sparkling wine |
| 3 chocolate gâteau | 7 black coffee   |
| 4 cheese board     |                  |

### Exercise five

- |         |              |
|---------|--------------|
| 1 melon | 3 cherry     |
| 2 grape | 4 redcurrant |

## Unit 12

### Exercise one

- 1 Would you like some wine with your meal?
- 2 May I suggest the Chablis '89?
- 3 Have you tried the house red?
- 4 It's a fairly light wine.
- 5 I can recommend the Mouton Cadet '88.
- 6 Will that be all?

### Exercise two

- 1 extremely fresh
- 2 very popular
- 3 quite spicy
- 4 slightly sparkling
- 5 fairly sweet
- 6 rather good

### Exercise three

- |            |                  |
|------------|------------------|
| 2 stronger | 6 more difficult |
| 3 tastier  | 7 spicier        |
| 4 bigger   | 8 tougher        |
| 5 better   | 9 fruitier       |

# ANSWER KEY

## Exercise four

- The Champagne is a little drier than the Vin Mousseux.
- The Champagne is much drier than the Lambrusco Bianco.
- The Moscatel de Valencia is much sweeter than the Vin Mousseux.
- The Blanc Anjou is a bit cheaper than the Spumante.
- The Vin Mousseux is slightly drier than the Vin Mousseux Rosé.
- The Champagne is a lot more expensive than the Blanc Anjou.
- The Blanc Anjou is a bit more expensive than the Moscatel de Valencia.
- The Premières Côtes de Bordeaux is slightly more expensive than the Vin Mousseux.

## Unit 13

### Exercise one

- A: Do you sell cigarettes?  
 B: Yes, sir. We have a few brands.  
 A: Could I have a packet of non-filter?  
 B: Certainly, sir. I'll bring you one.  
 A: And do you have any matches?  
 B: Yes, sir. I'll get you some.  
 A: One more thing, I'll need an ashtray.  
 B: Of course, sir. I'll bring you one right away.

### Exercise two

- I'll get another.
- I'll get another.
- I'll get one.
- I'll get some more.
- I'll get some more.
- I'll get some.
- I'll get one.
- I'll get another.
- I'll get some.
- I'll get some more.

### Exercise three

- Guest:** Could you bring me a pepperpot, please?  
**Waiter:** Yes, I'll bring one right away.
- Guest:** Could you bring me a wine glass, please?  
**Waiter:** Yes, I'll bring one right away.
- Guest:** Could you bring me some bread, please?  
**Waiter:** Yes, I'll bring some right away.
- Guest:** Could you bring me a fish fork, please?  
**Waiter:** Yes, I'll bring one right away.

### Exercise four

- Waiter:** Certainly. What kind would you like - red or white?  
**Waiter:** I'll get some.
- Waiter:** Certainly. What kind would you like - filter or non-filter?  
**Waiter:** I'll get some.
- Waiter:** Certainly. What kind would you like - a soup spoon or a teaspoon?  
**Waiter:** I'll get one.

### Exercise five

- ASHTRAY      6 SOME
- ANOTHER      7 PEPPER
- BILL            8 ONE
- I'LL            9 TEASPOON
- LEFT            10 NAPKIN

The missing word is:  
 TABLESPOON.

## Unit 14

### Exercise one

- e.    3 d.    5 g.    7 b.
- h.    4 f.    6 c.    8 a.

- Ratatouille consists of tomatoes, peppers, courgettes, aubergines, and onions.
- Stroganoff contains steak, mushrooms, and sour cream.
- Cod Mornay consists of cod and cheese sauce.
- Chicken Kiev is made from chicken breasts, herbs, and garlic butter.
- Potatoes Lyonnaises is made from thin slices of potatoes and onions.
- Aioli consists of garlic and mayonnaise.
- French dressing contains oil and vinegar.

### Exercise two

- Prawn cocktail is served on a bed of lettuce.
- White wine is served chilled.
- The steak is grilled for three minutes on each side.
- For this dessert, the pears are poached for half an hour.
- This dessert is not served with cream.

### Exercise three

- Crêpes are made from batter.
- Fresh fish is brought to the restaurant every day.
- Prawns and shrimps are brought every Monday.
- Bolognese sauce is not made with eggs.
- Bread is made from flour.

### Exercise four

- First of all, you beat the egg yolks in a bowl.
- Then you add the garlic, mustard, salt, and pepper.
- You mix these ingredients together well.
- Then you add *one* drop of oil to the mixture.
- You beat the mixture again for a short time.
- You repeat the process for a few minutes.
- When the mixture is thick, you add larger drops.
- At this point, you put a teaspoon of vinegar in.
- You add the rest of the oil slowly, while you beat the mixture.
- Finally, you season it with a little more salt and pepper.

### Exercise five

- crab            5 scallop
- mussel        6 squid
- octopus        7 oyster
- prawn          8 lobster

## Unit 15

### Exercise one

- c.    3 e.    5 b.    7 d.
- g.    4 a.    6 f.    8 h.

### Exercise two

- arrived      6 started
- waited        7 finished
- showed      8 refused
- asked        9 called
- ordered

### Exercise three

- slow/slower/the slowest
- popular/more popular/the most popular
- cold/colder/the coldest
- good/better/the best
- bad/worse/the worst
- expensive/more expensive/the most expensive
- salty/saltier/the saltiest

### Exercise four

- a. The Duke is a popular restaurant.  
 b. Giddy's is more popular than the Duke.  
 c. Cesario's is the most popular.
- a. Marie is a good student.  
 b. Roberto is better than Marie.  
 c. Carlos is the best student.
- a. Monday nights are busy.  
 b. Friday nights are busier than Monday nights.  
 c. Saturday nights are the busiest.

### Exercise five

- UNDERCOOKED
- OVERDONE
- COMPLAIN
- EXPENSIVE
- STALE
- CHANGE
- SERVICE
- UNEATABLE
- WORST
- BEST

The missing word is:  
 COMPLAINTS.

## Unit 16

### Exercise one

- these    5 those
- that     6 those
- these    7 This
- that     8 those

### Exercise two

- c.    3 e.    5 g.    7 d.
- a.    4 b.    6 f.

### Exercise three

- a. In picture A, the commis is behind the table.  
 b. In picture B, the commis is in front of the table.
- a. In picture A, the casserole is in the dishwasher.  
 b. In picture B, the casserole is in the oven.
- a. In picture A, the soufflé dish is in the oven.  
 b. In picture B, the soufflé dish is on the trolley.
- a. In picture A, the whisk is on the plate.  
 b. In picture B, the whisk is in the bowl.
- a. In picture A, the ladle is in front of the stockpot.  
 b. In picture B, the ladle is in front of the deep fryer.

### Exercise four

- c.    3 f.    5 d.    7 e.
- g.    4 a.    6 b.

- The assistant chef is responsible for preparing salads and side orders.
- The commis is responsible for peeling and preparing the vegetables.

- The receptionist is responsible for taking bookings.
- The waiter is responsible for serving the customers.
- The maître d' is responsible for organizing the waiters.
- The pastry chef is responsible for cooking the bread.

### Exercise five

- c.    3 a.    5 c.    7 d.    9 d.
- b.    4 d.    6 b.    8 c.    10 a.

## Unit 17

### Exercise one

- Pour some olive oil into a baking-tin.
- Chop up some garlic and add it to the oil.
- Cut the bread into small cubes.
- Put the pieces of bread on to the baking-tin.
- Cover both sides of the bread with oil.
- Put the bread into a hot oven for twenty minutes.

### Exercise two

- has to                    5 have to
- don't have to        6 don't have to
- doesn't have to    7 don't have to
- have to                    8 mustn't

### Exercise three

WARM SMOKED SALMON AND SALAD

- First, put the anchovies in a saucepan and cook for two minutes.
- Add the cream to the anchovy paste and heat.
- Stir the ribbons of smoked salmon into the warm cream.
- Pour the salmon and cream sauce on to a bed of salad.
- Finally, garnish with the remaining ribbons of smoked salmon.

PRAWNS CHARDONNAY

- First, chop up the vegetables and fry in a little butter.
- Add the Chardonnay to the fried vegetables and simmer for 20 minutes.
- Drain the vegetables and return the stock to the saucepan.
- Add the prawns to the stock and warm through.
- Finally, garnish the prawns with chopped chives.

### Exercise four

- basting            5 parboiling
- beating            6 tossing
- glazing            7 stir-frying
- greasing           8 scoring

### Exercise five

R	T	S	A	O	R	S	J
S	W	B	P	G	H	U	N
A	H	B	U	W	L	D	I
M	I	L	R	I	D	D	A
N	S	A	E	C	I	D	R
I	K	N	E	A	D	W	T
C	N	C	S	G	F	M	S
E	D	H	L	L	I	R	G

- DICE                    6 BLANCH
- STRAIN                7 PUREE
- MINCE                8 WHISK
- KNEAD                9 JULIENNE
- GRILL                 10 ROAST

# ANSWER KEY

## Unit 18

### Exercise one

- |                   |                                 |
|-------------------|---------------------------------|
| 1 Is that Room    | 9 orange juice                  |
| 2 put you through | 10 grapefruit juice             |
| 3 I help you      | 11 would you like               |
| 4 like to order   | 12 Would you like anything else |
| 5 24 hours        | 13 your room number             |
| 6 order now       | 14 send it up                   |
| 7 breakfast       |                                 |
| 8 English         |                                 |

### Exercise two

- |             |             |
|-------------|-------------|
| 1 slow      | slowly      |
| 2 fast      | fast        |
| 3 quick     | quickly     |
| 4 hard      | hard        |
| 5 immediate | immediately |
| 6 polite    | politely    |
| 7 good      | well        |
| 8 sudden    | suddenly    |
| 9 fresh     | freshly     |
| 10 early    | early       |

### Exercise three

- |         |               |
|---------|---------------|
| 1 nice  | 6 immediately |
| 2 well  | 7 fresh       |
| 3 quiet | 8 good        |
| 4 fast  | 9 late        |
| 5 hard  | 10 slowly     |

### Exercise four

- He cooks brilliantly.
- She sings badly.
- He swims fast.
- They eat slowly.
- She drives carefully.

### Exercise five

- Message for Mrs Brown. Mrs Grey called. She will meet you at the hotel, and she will bring her car.
- Message for Mr and Mrs Jones. Barclays Bank called. Your traveller's cheques are ready. You can pick them up from their branch at 23 Millford Road.
- Message for Mr Drayson. Mr Player called. He would like to cancel your game of golf because he has an important meeting in London. He will telephone you again this evening.

### Exercise six

- |                         |                 |
|-------------------------|-----------------|
| 1 mulled wine           | 5 travel agency |
| 2 milk shake            | 6 hot dog       |
| 3 toasted sandwich      | 7 orange juice  |
| 4 continental breakfast | 8 China tea     |

## Unit 19

### Exercise one

- I'm sorry, could you speak up?
- I can just hear you. We seem to have a bad line.
- I'm sorry, I didn't catch that.
- When would you like to arrive?
- Did you say August 13th?
- Could you spell that, please?
- I'm sorry, could you repeat that?
- That's fine, Mr Velasquez. We'll hold the room until 8 pm.

### Exercise two

- |         |         |         |
|---------|---------|---------|
| 1 drove | 4 spent | 7 slept |
| 2 flew  | 5 saw   | 8 cost  |
| 3 had   | 6 read  | 9 left  |

### Exercise three

- A: Did the plane arrive late last night?  
B: No it didn't arrive late. It arrived early.
- A: Did you reserve a room for three nights?  
B: No, I didn't reserve a room for three nights. I reserved a room for five nights.
- A: Did Mr Wilson pay by cheque?  
B: No, he didn't pay by cheque. He paid by credit card.
- A: Did you speak to the manager?  
B: No, I didn't speak to the manager. I spoke to the head waiter.
- A: Did you ask for your steaks well done?  
B: No, we didn't ask for our steaks well done. We asked for our steaks rare.

### Exercise four

- |             |             |
|-------------|-------------|
| 1 Canada    | 5 Chinese   |
| 2 Japanese  | 6 Hungarian |
| 3 Australia | 7 Mexican   |
| 4 Austrian  | 8 Brazil    |

### Exercise five

- COLLECT
- DIRECTORY
- DIAL
- CODE
- PAYPHONE
- ANSAPHONE
- CALLBOX
- DISTANCE
- TELEGRAM

The missing word is: TELEPHONE.

## Unit 20

### Exercise one

- CONVERSATION A
- Guest:** I need to change some money.
- Hotel:** That's no problem, madam. You can change some at the exchange bureau.
- Guest:** Is it open now?
- Hotel:** No, not yet. It opens at eight.
- Guest:** I need to go out before that. Where can I cash a personal cheque?
- Hotel:** You can cash one at reception if you need some money now.

### CONVERSATION B

- Guest:** I've got some shirts that need washing.
- Hotel:** That's no problem, sir. We have a laundry service.
- Guest:** What do I need to do?
- Hotel:** Just fill in the form in your room and give the shirts to the chambermaid.
- Guest:** When will they be ready?
- Hotel:** They will be ready tomorrow morning.

### Exercise two

- These shirts need ironing.
- My jacket needs mending.
- Your ticket doesn't need re-confirming.
- The TV in my room needs fixing.
- This coat doesn't need dry-cleaning.
- All the windows at the front of the hotel need repainting.
- The floor doesn't need polishing.
- Your shoes need cleaning.

### Exercise three (other answers are possible)

- You can meet them in the coffee shop.
- You can put it in the car park.
- You can change them at the exchange bureau.
- I'll send them to the laundry service.
- Yes, you can call room service.
- You can have dinner in the rooftop restaurant.
- You can call the night porter.
- Yes, we have a shoe-cleaning service.

### Exercise four

- |             |              |
|-------------|--------------|
| 1 magazines | 6 cabaret    |
| 2 swimming  | 7 disco      |
| 3 keep-fit  | 8 excursions |
| 4 aerobics  | 9 theatre    |
| 5 cinema    | 10 barbeque  |

## Unit 21

### Exercise one

- to
- across
- past
- turn
- at
- on the left
- left
- into
- facing
- of
- right
- to the end
- right
- past
- on the right

### Exercise two

- |                   |                          |
|-------------------|--------------------------|
| 1 paper shop      | 4 men's changing rooms   |
| 2 hairdresser's   |                          |
| 3 exchange bureau | 5 women's changing rooms |

### Exercise three

- (other answers are possible)
- Yes, you take the lift to the basement and walk across the lobby. You go past the flower shop and turn right. The exchange bureau is on your left. Go through the exchange bureau, and you'll see the safe in front of you.
  - Take the lift to the basement. When you come out of the lift, turn left and go down to the end of the corridor and turn left. Go through the cocktail bar, and the store is in the corner on the right.
  - Yes, you take the lift to the basement. Go across the lobby and turn left. Go to the end of the corridor and turn left. Turn left again and walk to the other side of the swimming-pool and the filter room is in the corner.
  - Yes, you take the lift to the basement. Come out of the lift and go across the lobby. Turn left, and go down the corridor, and you'll find the beauty salon on the right.
  - Yes, you take the lift to the basement. When you come out of the lift, turn right, and go past the flower shop. The post box is at the end of the corridor on the left.

### Exercise four

- |                |                  |
|----------------|------------------|
| 1 bath         | 6 curtains       |
| 2 blind        | 7 dressing table |
| 3 hanger       | 8 stool          |
| 4 shower       | 9 socket         |
| 5 shaver point | 10 wardrobe      |

### Exercise five

- |                   |                 |
|-------------------|-----------------|
| 1 flower shop     | 5 night porter  |
| 2 car hire        | 6 indoor pool   |
| 3 tennis court    | 7 beauty salon  |
| 4 exchange bureau | 8 travel agency |

## Unit 22

### Exercise one

- |         |            |
|---------|------------|
| 1 over  | 6 out of   |
| 2 under | 7 into     |
| 3 round | 8 across   |
| 4 on to | 9 inside   |
| 5 off   | 10 outside |

### Exercise two

- |                  |              |
|------------------|--------------|
| 1 right          | 6 bridge     |
| 2 traffic lights | 7 roundabout |
| 3 no entry       | 8 road       |
| 4 dead end       | 9 second     |
| 5 T junction     | 10 left      |

### Exercise three

- (other answers are possible)
- Yes, when you leave the hotel, turn left down Railton Road. When you get to the T junction, turn left. Go down Wilcote Street and take the second turning on your right. Go down Lord Street and you'll see the cinema on your left.
  - Yes, when you leave the hotel, go right down Railton Road. Turn right at the T junction at the end, and go down Akeman Street. Turn right after the bridge, and then take the first right into Manchester Street. The Post Office is on the left.
  - When you leave the hotel, turn left, and go down Railton Road. Turn left at the T junction, and then take the first turning on the left into Hill Street. Go round the roundabout and take the second exit into Castle Road. Go along the road, and you'll see the castle at the end of the road on the left.

### Exercise four

- |           |           |
|-----------|-----------|
| 1 BRIDGE  | 6 MINUTES |
| 2 TRAIN   | 7 RIGHT   |
| 3 STORE   | 8 ZOO     |
| 4 AHEAD   | 9 ON      |
| 5 TRAFFIC | 10 BUS    |

The missing word is: DIRECTIONS.

## Unit 23

### Exercise one

- |       |        |         |
|-------|--------|---------|
| see   | saw    | seen    |
| write | wrote  | written |
| buy   | bought | bought  |
| come  | came   | come    |
| ring  | rang   | rung    |
| cook  | cooked | cooked  |
| make  | made   | made    |
| leave | left   | left    |
| do    | did    | done    |
| open  | opened | opened  |



# ANSWER KEY

## Exercise two

- 1 What have you planned for today?
- 2 Have you been to Montmartre yet?
- 3 I think you should go there. It's a very interesting place.
- 4 No, you can get there by underground.

## Exercise three

- 1 f. 3 e. 5 c.
- 2 a. 4 d. 6 b.

## Exercise four

- 1 The guests have just arrived at the hotel.
- 2 Caroline has just posted the letters.
- 3 The waiter has just broken the glass.
- 4 It has just started to rain.

## Exercise five

- Mr and Mrs Elmer, Tourists
- 1 They have seen the Eiffel Tower.
  - 2 They have bought some souvenirs.
  - 3 They haven't had lunch at Maxim's yet.
  - 4 They haven't packed yet.

Jacques Remy, Head Waiter

- 1 He hasn't talked to the new waiters yet.
- 2 He has discussed the menu with the chef.
- 3 He has ordered some new wine.
- 4 He hasn't checked the tables in the restaurant yet.

Helen Smith, Chambermaid

- 1 She has made the beds.
- 2 She has cleaned the bathrooms.
- 3 She has taken away the breakfast trays.
- 4 She hasn't re-filled the mini-bars yet.

## Unit 24

### Exercise one

- |            |              |
|------------|--------------|
| 1 speaking | 8 cleaned    |
| 2 help     | 9 am         |
| 3 ringing  | 10 should    |
| 4 complain | 11 contact   |
| 5 seems    | 12 work      |
| 6 made     | 13 apologize |
| 7 hasn't   | 14 send      |

### Exercise two

- |      |      |      |      |
|------|------|------|------|
| 1 h. | 3 b. | 5 e. | 7 c. |
| 2 f. | 4 d. | 6 g. | 8 a. |

### Exercise three

- 1 The TV hasn't been fixed.
- 2 The sheets haven't been changed.
- 3 The waste-paper basket hasn't been emptied.
- 4 My cases haven't been brought up.
- 5 My mini-bar hasn't been filled up.
- 6 The bathroom light hasn't been repaired.

### Exercise four

- 1 I should have been given an alarm call 20 minutes ago.
- 2 The breakfast trays should have been taken away.
- 3 The curtains should have been drawn.
- 4 I should have been given clean towels.
- 5 Some new soap should have been put in the bathroom.
- 6 My clothes should have been brought back from the laundry.
- 7 The coffee I ordered should have been sent up by now.

## Exercise five

- |          |        |         |
|----------|--------|---------|
| 1 began  | 4 got  | 7 spent |
| 2 taught | 5 had  | 8 took  |
| 3 went   | 6 left | 9 wrote |

## Exercise six

- |      |       |
|------|-------|
| 1 c. | 6 d.  |
| 2 d. | 7 d.  |
| 3 c. | 8 b.  |
| 4 a. | 9 d.  |
| 5 d. | 10 a. |

## Unit 25

### Exercise one

- |           |               |
|-----------|---------------|
| 1 out     | 9 tax         |
| 2 let     | 10 everything |
| 3 bill    | 11 rate       |
| 4 of      | 12 extras     |
| 5 in      | 13 would      |
| 6 moment  | 14 pay        |
| 7 get     | 15 By         |
| 8 include | 16 sign       |

### Exercise two

- 1 Service is not included.
- 2 Yes, if you have a cheque card.
- 3 Don't worry, we have a stamp.
- 4 It's the eighth of November.
- 5 I'll go and get your receipt.

### Exercise three

- |                |
|----------------|
| 1 is sitting   |
| 2 works        |
| 3 produces     |
| 4 is doing     |
| 5 doesn't like |
| 6 costs        |
| 7 stays        |
| 8 is having    |
| 9 are spending |

- |                 |
|-----------------|
| 10 is staying   |
| 11 is           |
| 12 are doing    |
| 13 is preparing |

- |                |
|----------------|
| 14 is talking  |
| 15 is showing  |
| 16 are helping |

- |                     |
|---------------------|
| 17 ask              |
| 18 check            |
| 19 put              |
| 20 signs            |
| 21 aren't listening |
| 22 are looking      |

### Exercise four

- |           |             |
|-----------|-------------|
| 1 him     | 5 her; them |
| 2 us      | 6 it; her   |
| 3 them    | 7 it; them  |
| 4 it; him |             |

### Exercise five

- |      |      |      |
|------|------|------|
| 1 g. | 4 b. | 7 i. |
| 2 c. | 5 h. | 8 d. |
| 3 e. | 6 a. | 9 f. |

### Exercise six

- |            |           |
|------------|-----------|
| 1 CHEQUES  | 6 CREDIT  |
| 2 DISCOUNT | 7 INCLUDE |
| 3 SIGN     | 8 RATE    |
| 4 EXCHANGE | 9 CHARGE  |
| 5 TOTAL    |           |

The missing word is: SIGNATURE.

## Unit 26

### Exercise one

CONVERSATION A

Diner: Waiter!

Waiter: Yes, madam, how can I help you?

Diner: The bill for the food seems very high. Could you check it?

Waiter: Yes, of course. You had the pâté, salmon, and ice cream.

Diner: No, I changed my order. I only had soup and a sandwich.

Waiter: I beg your pardon, madam, that's our mistake. I'll prepare another bill.

Diner: Thank you.

CONVERSATION B

Guest: I'd like to settle my bill, please. I'm checking out today.

Waiter: Here you are, sir.

Guest: This room bill seems very high. It can't be right.

Hotel: I'll check it for you, sir. It was room 428, wasn't it?

Guest: That's right. You have charged me £5.50 for extras, but I didn't order any food.

Hotel: I'm afraid there's no mistake, sir. The extras are for a phone call.

Guest: Oh yes, I forgot. I called Australia last night.

### Exercise two

- |             |             |
|-------------|-------------|
| 1 There is  | 5 There are |
| 2 There is  | 6 There are |
| 3 There is  | 7 There is  |
| 4 There are | 8 There are |

### Exercise three

- |                     |                    |
|---------------------|--------------------|
| 1 There aren't many | 6 Are there many   |
| 2 Is there much     | 7 There isn't much |
| 3 there isn't much  | 8 Is there much    |
| 4 Are there many    | 9 There isn't much |
| 5 There aren't many |                    |

### Exercise four

- 1 There aren't many guests in the hotel.
- 2 There is a lot of money in the hotel safe.
- 3 There are a lot of cinemas in town.
- 4 There isn't much information about what's on in town.
- 5 There is a lot of equipment in the gymnasium.
- 6 There are always a lot of taxis outside the hotel.

### Exercise five

- |           |            |
|-----------|------------|
| 1 GRAND   | 5 INCLUDED |
| 2 SERVICE | 6 INVOICE  |
| 3 BALANCE | 7 DEPOSIT  |
| 4 TIP     | 8 QUERY    |

The missing word is: GRATUITY.

## Unit 27

### Exercise one

- 1 Where are you going now?
- 2 When does your plane leave?
- 3 Are you flying back to the States today?
- 4 That looks like your taxi now.
- 5 Let me help you with your luggage.
- 6 I hope you have a good trip.
- 7 I hope we'll see you again.

## Exercise two

- |                    |                   |
|--------------------|-------------------|
| 1 am travelling    | 6 am having/ have |
| 2 leave            | 7 goes            |
| 3 goes             | 8 departs         |
| 4 does that flight | 9 get in          |
| 5 arrives          | 10 am coming      |

## Exercise three

- 1 am going to make
- 2 are you going to leave
- 3 is going to visit
- 4 are going to stay
- 5 is going to hire
- 6 Are you going to take
- 7 am going to learn
- 8 am going to ring
- 9 is going to buy
- 10 are going to call

## Exercise four

- |               |                  |
|---------------|------------------|
| 1 grandmother | 6 granddaughter  |
| 2 cousin      | 7 grandson       |
| 3 aunt        | 8 brother-in-law |
| 4 nephew      | 9 mother-in-law  |
| 5 niece       |                  |

## Unit 28

### Exercise one (sample answer)

- 1 My first name is Maria.
- 2 My current address is 16 Western Road, Cambridge.
- 3 It's my home.
- 4 I'm single.
- 5 I went to school in Cambridge - St Mary's.
- 6 I got 6 GCSEs.
- 7 Yes, I did a catering course.
- 8 I'd like to apply for the job of commis.
- 9 I've always wanted to be in catering - I love cooking.
- 10 Yes, I have worked in two small hotels - mainly during school holidays.
- 11 From the end of the month.
- 12 Goodbye.

### Exercise two

- |              |               |
|--------------|---------------|
| 1 Madam      | 5 send        |
| 2 Vacancy    | 6 application |
| 3 apply      | 7 faithfully  |
| 4 advertised |               |

### Exercise three

- |            |                |
|------------|----------------|
| 1 Miss     | 6 return       |
| 2 May      | 7 interviewing |
| 3 company  | 8 June         |
| 4 grateful | 9 look         |
| 5 complete | 10 sincerely   |

### Exercise four

- |         |         |         |
|---------|---------|---------|
| 1 False | 4 True  | 7 True  |
| 2 True  | 5 False | 8 False |
| 3 False | 6 True  | 9 False |

### Exercise five

- 1 FORM
  - 2 SURNAME
  - 3 LETTER
  - 4 EXPERIENCE
  - 5 INTERVIEW
  - 6 ADVERTISEMENT
  - 7 SCHOOL
  - 8 SINGLE
- The missing word is: FAREWELL.

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This course has been specially developed for young trainees who will be working in hotels and restaurants where they will need English to deal with customers. It begins at post-elementary level and takes students to a low-intermediate level.

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ISBN 0-19-437664-8



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