

## Tourism and Hospitality Industry 2



### Warm up

- Do you work in tourism or the hospitality industry? What do you do?
- What kind of requests do you receive at your job?
- Do people tip in your country? If so, which services usually receive a tip? And what is the standard amount?
- What do you consider excellent service at a restaurant?
- Have you ever had a bad experience at a restaurant? If so, what happened?
- Can you think of a particularly good experience you had at a restaurant? Tell your class about it.
- How often do you eat out?
- Do you enjoy cooking? If so, what type of food do you cook?



### 1. Where is the country of origin of the dishes below?

1. Sushi *Japan*



2. paella *Spain*



3. pad Thai *Thailand*



4. fish and chips *UK*



5. tacos *Mexico*



6. pizza *Italy*



- What do you know about these dishes?
- Have you tried any of the dishes?
- Are there any of the dishes which you haven't tried but would like to?
- Have you cooked any of the dishes?
- Describe some local dishes from your country.
- What is your favourite type of cuisine?



2. Match the cooking verbs with the correct image.

to deep fry  
to chop  
to blend

to boil  
to slice  
to peel

to fry  
to grate  
to roast

1. to fry



2. to boil



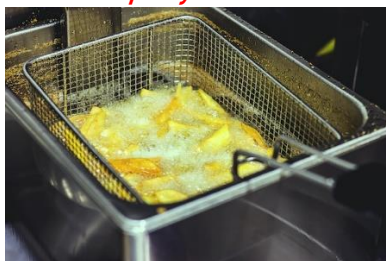
3. to blend



4. to roast



5. to deep fry



6. to peel



7. to chop



8. to slice



9. to grate



- To put these verbs in the adjective form at -ed to the end. For example: *boiled potatoes*. Practice with your teacher. *fried, boiled, blended, roasted, deep fried, peeled, chopped, sliced, grated*
- Do you like deep fried food?
- What is the difference between chopping and slicing?
- What recipes usually include *blending*?
- Describe how to make a simple dish that you like using the verbs above.



3. Work with a partner and list some dishes that you know from around the world and share your list with your class.

- Can you describe a recipe?
- Were there any dishes that you hadn't heard of?



4. Match the following vocabulary and phrases to their meanings.

- |                                      |   |
|--------------------------------------|---|
| 1. dietary restrictions <i>g</i>     | a. When your body has a bad reaction to something.                      |
| 2. dairy <i>d</i>                    | b. Used to describe people who are unable to digest milk products.      |
| 3. vegan <i>f</i>                    | c. A person who doesn't eat meat or fish but still has milk products.   |
| 4. vegetarian <i>c</i>               | d. Milk products and eggs.  |
| 5. pescatarian <i>e</i>              | e. A person who doesn't eat meat but still eats fish and milk products. |
| 6. allergic(adj.)Allergy(n) <i>a</i> | f. A person who doesn't eat any animal products.                        |
| 7. lactose intolerant <i>b</i>       | g. Limitations of what someone can eat.                                 |



5. Work with your class and name dishes and answer the following questions.

fried eggs  
soft boiled eggs

hard boiled eggs  
poached eggs

scrambled eggs  
omelette

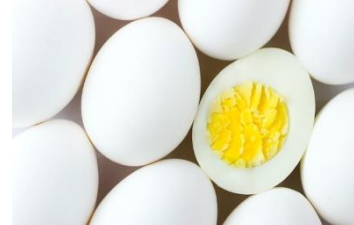
1. omelette



2. scrambled eggs



3. hard boiled eggs



4. fried egg



5. poached eggs



6. soft boiled eggs



- Do you like eggs? If so, what is your favourite way to eat eggs?
- Eggs are very versatile i.e. they can be used in lots of different dishes. Can you name some recipes which need eggs?



## 6. Read the dialogues below and explain the underlined vocabulary

*Waiter:* How is everything ?

*Customer:* To be honest, I am not very happy. My wife's food arrived 10 minutes before mine. So, her food was cold when she stated to eat it. I ordered scrambled eggs but I got fried eggs.

*Waiter:* Oh, I am terribly sorry to hear that. One of our cooks fell ill today and didn't come in so it has been difficult for the kitchen. Can I please offer you a complimentary dessert?

*Customer:* I see. A complimentary dessert would be nice thank you.

*Waiter:* Perfect, I'll just get the menu.

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*Customer:* Hello, I would like to inform you that I am highly allergic shellfish. Is your kitchen able to work with this?

*Waiter:* Yes, everyone in our kitchen staff is professionally trained. I will speak to the chef immediately. He will start your order using separate knives and cutting boards.

*Customer:* That's great to hear! Thank you so much for making me feel safe. Also, what would you recommend off the menu?

*Waiter:* You're very welcome. Just to let you know, I recommend trying our chef's signature dish. He makes a spicy roasted chicken which is served with seasonal vegetables which are grown here in the restaurants gardens.



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*Waiter:* Good evening. I would just like to let you know that today's special is pasta with a black truffle cream sauce. Are you ready to order?

*Customer:* Yes, I am ready. Could you tell me what the soup of the day is please?

*Waiter:* Of course. It's tomato soup.

*Customer:* Great. So, I will have the soup as a starter. For the main course, I'd like the spicy chicken but instead of fries I'd like it to come with a salad.

*Waiter:* Sure. Can I get you a side order with that? I recommend the coleslaw.

*Customer:* Sure, why not. Thanks.

*Waiter:* And what would you like to drink?

*Customer:* I would like a glass of house red wine please.

*Waiter:* Can I get you anything else?

*Customer:* No that's everything. Thanks.



7. Read the dialogues above and find the phrases that refer to the following.

### Customer

- To tell the server to are ready to order  
*Yes, I am ready*
- To ask for a recommendation  
*what would you recommend off the menu?*
- To order  
*I would like, I will have*
- To ask for something to be removed or changed  
*instead of fries I'd like it to come with a salad.*
- To mention an allergy  
*I would like to inform you that I am highly allergic shellfish*
- To complain  
*To be honest, I am not very happy. My wife's food arrived 10 minutes before mine*

### Server

- To ask if they are ready to order  
*Are you ready to order?*
- To announce the special of the day  
*I would just like to let you know that today's special is pasta with a black truffle cream sauce.*
- To ask if the guests would like anything else  
*Can I get you a side order with that?, Can I get you anything else?*
- To make a recommendation  
*I recommend the coleslaw.*
- To respond to complaints  
*Oh, I am terribly sorry to hear that.*



8. Roleplay: Work in pairs and take it in turns practicing taking orders and ordering off the menu on the following page. Use some of the phrases from the previous exercise.



### 9. Pair work: Presentation

Work with a partner and prepare a short presentation. The presentation will be about the food of your country. If you are not from the same country choose another country's food and make a presentation about it. Do some online research and cover some of the following points in your presentation.

- The influences
- The history
- examples of dishes, ingredients, and recipes
- flavours

# QUICK AND EASY Restaurant

## - BREAKFAST -

7:00 - 11:30 AM

<b>EGGS</b>	\$5
Eggs cooked the way you want and served with two slices of toast	
<b>TOAST AND JAM</b>	\$5
Two slices of toast with homemade strawberry jam	
<b>CHEESE AND AVOCADO</b>	\$7
Brown bread roll with cream cheese and avocado	

## - STARTERS -

<b>SOUP OF THE DAY</b>	\$7
Ask the waiter	
<b>CHEESE BALLS</b>	\$18
Deep fried cheese balls	
<b>FISH AND VEG</b>	\$18
Catch of the day served with boiled potatoes and seasonal vegetables	

## - MAIN COURSE -

<b>FISH AND VEG</b>	\$25
Catch of the day served with boiled potatoes and seasonal vegetables	
<b>RICE AND VEG</b>	\$15
Chopped vegetables mixed with rice and spices	
<b>SPICY CHICKEN</b>	\$18
Roasted spicy chicken served with fries	
<b>VEGETABLE BAKE</b>	\$14
Seasonal vegetables served with grated cheese	

## - SIDE ORDERS -

<b>COLESLAW</b>	\$18
Grated cabbage and carrots in a homemade mayonnaise	

## - DESSERTS -

<b>ICE CREAM</b>	\$3
vanilla, chocolate, strawberry	
<b>CAKE OF THE DAY</b>	\$4
Ask your waiter	

## - DRINKS -

<b>SPARKLING WATER</b>	\$3	<b>RED/WHITE WINE (GLASS)</b>	\$6
<b>ORANGE JUICE</b>	\$4	<b>BEER</b>	\$5