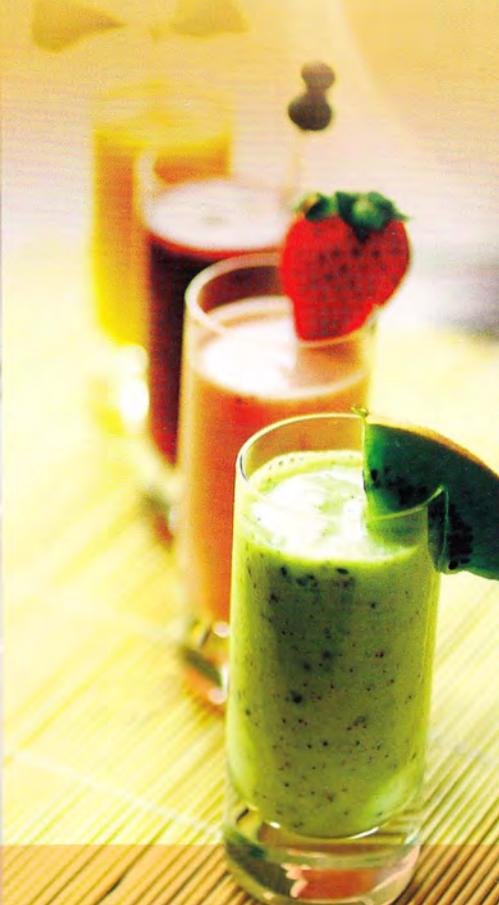


Catrin E. Morris

# FLASH

## on English

for COOKING, CATERING  
& RECEPTION



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Unit	Topic	Vocabulary	Skills
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 1 MP3 audio files downloadable from [www.elionline.com](http://www.elionline.com)

# 1

# An Introduction to the Catering Industry

## 1 Decide if these sentences about catering are true (T) or false (F).

- Catering is providing people with food and drink.
- The term 'catering' is only used for social situations like parties.
- You find catering services only in hotels, restaurants or cafés.

## 2 Read the text about catering and check your answers.

Catering is the provision of food and drink and it is divided into two basic sectors: **commercial businesses**, where the main aim is to make a profit, and **non-commercial businesses** (welfare), where the main aim is to provide a non-profit-making social service.

Commercial catering is usually found in hotels, restaurants, pubs, bars, cafés or fast food outlets, where you can eat in or take away the food and beverages you buy. But commercial catering can also be found in the transport industry in places such as railway stations, airports or motorway service stations and on ships and trains, where the place you eat is called a buffet car and offers self-service, or on aeroplanes, where on the other hand there is waiter service provided by the cabin crew. In other words, whenever people travel any distance for work or pleasure, they are able to eat and drink thanks to the catering service provided.

Catering at private events, such as social events or gatherings and wedding receptions, or public events including rock concerts or football matches is also considered commercial.

Welfare catering ranges from providing food for workers at a subsidised price in factory or office block canteens, to catering in hospitals, schools or prisons, where people pay nothing or very little for the service.

## 3 Read the text again and match these words with the pictures.

canteen fast food outlet buffet car  
service station self-service waiter service



## 4 Complete the table with information from the text.

Type of catering	Types of venues	Type of service
commercial catering	(3) _____	takeaway (11) _____
	(4) _____	
	(5) _____	
	(6) _____	
	(7) _____	
	(8) _____	
(1) _____	factory or office block canteens hospitals (9) _____ (10) _____	self-service (12) _____
(2) _____	buffet car service station	



**5 Complete the sentences with the correct form of these words from the text.**

bar beverages café ~~eat in~~ profit  
provision reception takeaway subsidised

- It's really expensive to *eat in* at our local restaurant because you have to pay a service charge.
- The wedding \_\_\_\_\_ was held in a beautiful setting by the sea.
- We're meeting in the \_\_\_\_\_ tonight for cocktails at 7 p.m.
- I love meeting my friends in a \_\_\_\_\_ and chatting over a cup of coffee.
- 'We would like to inform passengers that we will shortly be passing through the first class cabins of this train serving hot and cold snacks and \_\_\_\_\_'.
- 'Let's get a \_\_\_\_\_ tonight, I don't feel like cooking'.
- Companies that run to help others and not to make money are non-\_\_\_\_\_ -making.
- Nowadays a lot of children in the UK have free or \_\_\_\_\_ school meals because their families can't pay for them.
- When there are wars or natural disasters, organisations like the Red Cross are responsible for the \_\_\_\_\_ of emergency aid.

**6** **1** Listen to the following conversations. Decide where the people are and what the relationship between the people is (friends, colleagues, customer and waiter/waitress, customer and server, cabin staff and passenger, etc.).

	Venue	Relationship
Conversation 1	<i>restaurant</i>	
Conversation 2		<i>customer and server</i>
Conversation 3		
Conversation 4		

**7** **2** Read the conversation in a café between a waiter and a customer and complete it with the expressions from the box. Then listen and check your answers.

can you tell me    could I have    I'd like    I'll have  
just ~~ready to order~~    would you like    still or sparkling  
we have two options    yes, of course

Waiter: Are you (1) *ready to order*?

Customer: Yes. (2) \_\_\_\_\_  
what today's specials are,  
please?

Waiter: (3) \_\_\_\_\_, a  
vegetarian pasta bake and  
a warm bacon and tomato  
salad.

Customer: Mmm! (4) \_\_\_\_\_  
the warm bacon and  
tomato salad, please.

Waiter: (5) \_\_\_\_\_ some  
bread with that?

Customer: (6) \_\_\_\_\_ some  
garlic bread, please?

Waiter: (7) \_\_\_\_\_! What would you  
like to drink with your meal?

Customer: (8) \_\_\_\_\_ water, please.

Waiter: (9) \_\_\_\_\_?

Customer: (10) \_\_\_\_\_ sparkling water,  
please.



**8 Work in pairs. Role play similar conversations in a fast food outlet and on an aeroplane. Use the conversations in exercises 6 and 7 to help you.**

**Conversation 1**

Student A: you are a fast food outlet server.

Student B: you are a customer.

**Conversation 2**

Student B: you are cabin staff on an aeroplane.

Student A: you are a passenger.

## 9 Read the text and answer the questions.

Businesses focusing on providing catering services are varied and multiple. Restaurants offer customers a range of food, drink and service options. At the high end of the market there are **à la carte restaurants**, so-called because of the type of menu which lists and prices all items individually and prepares dishes to order. Service is generally of a very high standard with waiters/waitresses as well as specialist bar staff and wine waiters and the atmosphere is formal. Within this category, **gourmet restaurants** are the most expensive, reflecting the high quality of food and beverages and the fact they often have recommendations from important food critics and organisations, which are highly prized.



**Table d'hôte menu restaurants** with fixed-priced menus, a set number of courses with choices within each course, are a cheaper alternative. Items on the menu are ready at the same time, rather than made to order. This kind of restaurant is often family-run with a more informal atmosphere.

Examples of **specialist restaurants** are steakhouses, seafood or vegetarian restaurants. There are also **ethnic restaurants** providing food and drink from a particular country. The most widespread of these are Italian, Indian and Chinese restaurants. Both ethnic and speciality restaurants can have either an à la carte, table d'hôte or a combination of both kinds of menus. Nowadays, many restaurants are part of a **regional, national or international chain**, so menus, service, ambiance and cost are unified and you know exactly what to expect. This is particularly true of fast food outlets, many of which specialise in a particular type or region of cuisine and prepare food which is served and eaten quickly. These can either be eat-in restaurants, which are mostly self-service, or takeaway restaurants where you buy cooked food to eat somewhere else, or sometimes both. Examples include pizzerias, kebab or fish and chip shops. In addition to restaurants, **cafés, coffee bars, bars and pubs** also provide catering although the focus may be more on drinking than eating. Cafés and coffee bars serve reasonably priced hot and cold drinks and light meals or snacks and are usually only open during the day. Bars and pubs are always open at night but increasingly they are serving food and drinks during the day too. In pubs the food is usually home-made and traditional, whereas bars tend to offer a European-style menu of salads and sandwiches.



- 1 What do restaurants offer customers?  
*A range of food, drink and service options.*
- 2 What is highly prized by gourmet restaurants?
- 3 What are the main differences between table d'hôte and à la carte menus?
- 4 What kind of food can you eat at a specialist restaurant?
- 5 Which are the most popular ethnic restaurants?
- 6 Why do you know what to expect in chain restaurants?
- 7 What is the main characteristic of fast food restaurants?
- 8 When are cafés and coffee shops usually open?
- 9 How does pub and bar food differ?

**10** Complete this catering survey about the area you live in.

**CATERING SURVEY**  
(Please tick your answers)

- What kind of restaurants are available in your area?
  - à la carte
  - gourmet
  - table d'hôte
  - specialist (please specify) \_\_\_\_\_
  - ethnic (please specify) \_\_\_\_\_
  - fast food outlets (please specify) \_\_\_\_\_
  - other (please specify) \_\_\_\_\_
- Is the service good?     Yes, usually.     Not always.     Sometimes.     Not usually.
- How much does an average meal cost? \_\_\_\_\_
- Are they easy to reach using public transport?     Yes, they are.     Yes, some are.     No, they aren't.
- Are there many cafés, bars and pubs available in your area?     Yes, there are.     No, there aren't.
- What is good about them?
  - cost
  - atmosphere
  - service
  - food and drink
  - other (please specify) \_\_\_\_\_
- What could be improved in them?
  - cost
  - atmosphere
  - service
  - food and drink
  - other (please specify) \_\_\_\_\_
- Where would you recommend having an eat-in meal in your area and why? \_\_\_\_\_
- Where would you recommend purchasing a takeaway meal in your area and why? \_\_\_\_\_
- What catering services do you think are missing in your area? \_\_\_\_\_

**11** Use the information in exercise 10 to write a short entry for an online guide about the catering services available in your area. Include a general introduction and some specific recommendations. You could give marks for cost, atmosphere, service and food and drink and suggest the best dishes to try.

*Catering in my area is very varied...*

**MY GLOSSARY**

- à la carte /ælə'kɑ:t/ \_\_\_\_\_
- ambiance /æmbiəns/ \_\_\_\_\_
- bar staff /bɑ: stɑ:f/ \_\_\_\_\_
- beverage /'bevərɪdʒ/ \_\_\_\_\_
- buffet car /'bʊfeɪ kɑ:/ \_\_\_\_\_
- cabin crew /'kæbɪn kru:/ \_\_\_\_\_
- café (UK), coffee bar (US) /'kæfeɪ/ /'kɒfi bɑ:/ \_\_\_\_\_
- canteen /kænti:n/ \_\_\_\_\_
- catering /'keɪtərɪŋ/ \_\_\_\_\_
- chain /tʃeɪn/ \_\_\_\_\_
- course /kɔ:s/ \_\_\_\_\_
- cuisine /kwi:'zi:n/ \_\_\_\_\_
- to eat in /tu it ɪn/ \_\_\_\_\_
- family-run /'fæmɪli rʌn/ \_\_\_\_\_
- fast food outlet /fɑ:st fu:d 'aʊtlet/ \_\_\_\_\_
- food critic /fu:d 'krɪtɪk/ \_\_\_\_\_
- garlic bread /gɑ:lɪk bred/ \_\_\_\_\_
- gourmet restaurant /gʊəmeɪ 'restrɒnt/ \_\_\_\_\_
- made to order /meɪd tu 'ɔ:də/ \_\_\_\_\_

- motorway service station /'mɔ:təweɪ 'sɜ:vɪs 'steɪʃn/ \_\_\_\_\_
- prized /praɪzd/ \_\_\_\_\_
- reasonably priced /ri:zənəbli praɪst/ \_\_\_\_\_
- recommendation /,rekəmen'deɪʃn/ \_\_\_\_\_
- service charge /sɜ:vɪs tʃɑ:dʒ/ \_\_\_\_\_
- set number /set 'nʌmbə/ \_\_\_\_\_
- snack /snæk/ \_\_\_\_\_
- social gathering /səʊʃəl 'gæðərɪŋ/ \_\_\_\_\_
- sparkling water /'spɑ:klnɪŋ 'wɔ:tə/ \_\_\_\_\_
- special /speʃl/ \_\_\_\_\_
- starter /stɑ:tə/ \_\_\_\_\_
- steakhouse /'steɪkhaʊs/ \_\_\_\_\_
- still water /stɪl 'wɔ:tə/ \_\_\_\_\_
- table d'hôte /tɑ:blədəʊt/ \_\_\_\_\_
- takeaway /teɪkəweɪ/ \_\_\_\_\_
- venue /venju:/ \_\_\_\_\_
- waiter service /weɪtə 'sɜ:vɪs/ \_\_\_\_\_
- wedding reception /wedɪŋ rɪ'sepʃn/ \_\_\_\_\_
- wine waiter /waɪn 'weɪtə/ \_\_\_\_\_