



English for **Tourism and** **Restaurants**

MP3

BOOK 2

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NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH



01

PAGE 12

Taking Orders

- Situation/Function**
1. Standard procedures for taking orders
 2. Helping guests choose side dishes and beverages
 3. Changing the order

Grammar

Types of personal pronouns

- Sentence Structure/Phrase Focus**
1. What would you like to order?
 2. How would you like your ... ?
 3. We don't have ...

Training in Listening and Speaking

Practice listening to a food order and repeating it

- Words and Phrases**
1. Taking orders
 2. Describing steak

02

PAGE 18

Explaining the Menu

- Situation/Function**
1. Explaining the dishes on the menu
 2. Recommending dishes

- Sentence Structure/Phrase Focus**
1. It has a ... taste.
 2. It consists of/is made of/is made from ...
 3. It contains ...

Training in Listening and Speaking

Learn how to describe the contents and the taste of a dish

- Words and Phrases**
1. Explaining the menu
 2. Describing flavors
 3. Types of Chinese tableware

03

PAGE 22

Serving Meals

- Situation/Function**
1. Standard procedures for serving meals in different types of restaurants
 2. Explaining the use of sauces

- Sentence Structure/Phrase Focus**
1. Your ... , sir/madam.
 2. Who has ordered ... ?

Training in Listening and Speaking

Practice conversations for serving meals

- Words and Phrases**
- Serving a meal

04

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Beverage Service (1)

Situation/Function

Taking orders for whiskeys, coffee, and other non-alcoholic drinks

- Sentence Structure/Phrase Focus**
1. I'd like a cup/pot of ...
 2. It contains ...

Training in Listening and Speaking

Practice asking guests which beverages they prefer

- Words and Phrases**
1. Ordering a whiskey
 2. Types of glasses
 3. Types of tea and coffee
 4. Common non-alcoholic drinks

05

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Beverage Service (2): At the Bar

- Situation/Function**
1. Taking orders for cocktails and beer
 2. Explaining the contents of a cocktail
 3. Serving beverages at the bar
 4. Procedures for making a cocktail

- Sentence Structure/Phrase Focus**
1. It consists of/is made of ...
 2. Can I get you/Can you get me ... ?
 3. Which brand would you like, ... or ... ?

Training in Listening and Speaking

1. Practice taking beverage orders at the bar
2. Learn how to explain the contents of cocktails and to recommend one

- Words and Phrases**
1. Materials and utensils for making cocktails
 2. Common cocktails
 3. Materials and brand names of beer

06

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Beverage Service (3): Recommending Wines

- Situation/Function**
1. Taking orders for wines
 2. Recommending wines

Grammar

Sense verb + adjective

- Sentence Structure/Phrase Focus**
1. This wine goes well with ...
 2. This wine has ...

Training in Listening and Speaking

1. Learn how to describe the odor and taste of wines and to recommend wines to go with different food
2. Listen to the process of serving wines

Words and Phrases

Describing the odor and taste of a wine

07

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Beverage Service (4): Serving Wines

- Situation/Function**
1. Serving wines
 2. Decanting wines

Grammar

Verb and noun use

- Sentence Structure/Phrase Focus**
1. May I serve the ... ?
 2. How is the temperature/taste/color ... ?

Training in Listening and Speaking

1. Practice conversations for serving wines
2. Listen to the process of decanting wines

- Words and Phrases**
1. Serving wines
 2. Some brand names of liqueur

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During the Meal

- Situation/Function**
1. Providing tableware
 2. Explaining the use of utensils
 3. Refilling beverages
 4. Asking for customers' opinions
 5. Changing plates
 6. Cleaning the tables

- Grammar**
1. I dropped my ...
 2. Would you like some more ... ?
 3. Are you enjoying your ... ?
 4. May I change your ... ?
 5. May I take ... away?

Sentence Structure/Phrase Focus

Practice conversations involving common situations at the table

- Training in Listening and Speaking**
- Words and Phrases**
1. Meal service
 2. Cleaning tables
 3. American tableware

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Review Test 1 Lessons 1–8

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Settling the Bill (1)

1. Standard bill payment
2. Accepting cash and giving change
3. Accepting credit cards

1. It comes to/costs ...
2. Do you accept Visa/MasterCard ... ?

Practice explaining the amount due on a bill and asking about methods of payment

1. Bill payment
2. Types of credit cards

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PAGE 60

Setting the Bill (2)

1. Explaining the tax and service charges
2. Signing for a meal
3. Giving the wrong change

1. Your bill includes ...
2. ... has been included in/added to ...

Practice explaining the extra charges on a bill

2. Learn how to give and ask for change

Bill payment

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Checking Out

1. Standard procedures for checking out
2. Dealing with bill problems

The bill comes to/totals/will be ...

Practice conversations for checking out

2. Learn how to deal with problems regarding a bill

Checking out

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PAGE 68

Foreign Exchange

1. Standard exchange procedures
2. Explaining the night change limits

1. I'd like to change ... into ...
2. We have a change limit of ...

Practice conversations for making foreign exchanges

2. Practice explaining the change limits

1. Exchange money
2. Types of currencies
3. Types of U.S. and euro coins

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PAGE 72

Making Travel Arrangements

1. Booking a hotel room via email
2. Talking to a travel agent in an agency before traveling abroad and arranging travel spots

1. I'd like to know ...
2. I'm (particularly) interested in ...
3. Please send me ...
4. Please let me know ...
5. ... expect to arrive ...
6. I'd be grateful for ...
7. I look forward to ...
8. ... would be appreciated.
9. Does the fee include ... ?
10. We will stop at ...

Practice discussing a tour with a travel agent

1. Booking rooms
2. Describing a tour
3. Common tourist sites and buildings

Situation/
Function

Grammar

Sentence Structure/
Phrase FocusTraining in Listening
and SpeakingWords and
Phrases

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Arranging
Local Tours for
Hotel Guests

1. Arranging local tours or optional tours for hotel guests
2. Recommending interesting spots to hotel guests
3. Arranging for water sports

1. ... is one of the most famous ... in the world.
2. ... is the most well-known ... in the world.
3. ... is/are noted/famous/renowned for ...
4. You will be impressed by the ... of ...
5. ... is built in the ... style.
6. ... is a ...-style architecture.

Practice recommending interesting spots to visit and describing their features

1. Planning a local tour
2. Types of water sports
3. Describing architecture

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PAGE 86

Transportation
(1): Taxis and
Buses

1. Taking a taxi
2. Taking a bus

1. Where would you ...?
2. Take the number ... bus to ...

1. Practice conversations for reserving a taxi
2. Practice conversations inside a taxi
3. Give information about which bus to take

Taking taxis and buses

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Transportation
(2): Trains,
Subways, and
Rental Cars

1. Taking a train
2. Renting a car
3. Taking the subway

There are trains at ... (time)

1. Give time and fare information about trains and the subway
2. Practice conversations for renting cars

1. Trains and stations
2. Types of tickets
3. Types and structures of cars
4. Types of car insurance

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Review Test 2 Lessons 9–16

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PAGE 104

Shopping
(1): Basic
Expressions

1. Striking a bargain
2. Explaining the tax refund procedure

1. Practice explaining the size, color, and style of a product
2. Practice striking a bargain
3. Explain the tax refund regulation to a guest

1. Shopping
2. Colors
3. Tax refund

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Shopping
(2): Clothes,
Cosmetics,
and Jewelry

1. Shopping for clothes and shoes
2. Shopping for cosmetics
3. Shopping for jewelry

1. Would you like to try on ...?
2. It is made of ...
3. This is the latest ...
4. This product can help ...

1. Practice conversations inside a clothes or shoes store
2. Practice recommending cosmetics according to a guest's needs
3. Practice explaining the materials used in a piece of jewelry

1. Materials used in clothing and shoes
2. Describing clothes or shoes
3. Types of cosmetics
4. Describing cosmetics or perfumes
5. Types of jewelry and stones

	Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
19 <small>PAGE 116</small> Aviation (1): Booking Flights	<ol style="list-style-type: none"> 1. Booking a flight 2. Changing flights 3. Confirming a flight 		<ol style="list-style-type: none"> 1. I'd like to book a ... ticket to ... 2. I would like to change to ... flight. 3. Your reservation to ... is confirmed, canceled, delayed, etc. 	Practice possible conversations between a passenger and the ground staff of an airlines	<ol style="list-style-type: none"> 1. Flights 2. Classes of airplane cabins
20 <small>PAGE 120</small> Aviation (2): At the Airport	<ol style="list-style-type: none"> 1. Standard procedures for airport check-in 2. Checking in baggage 3. Passing an airport security check 4. Applying for a tax refund 		<ol style="list-style-type: none"> 1. Where is the counter for ... ? 2. ... is/are not allowed to be carried on the plane. 	<ol style="list-style-type: none"> 1. Practice checking in at an airport 2. Practice conversations at a security gate 	<ol style="list-style-type: none"> 1. Checking in 2. Airplane seat types 3. Facilities in an airport 4. Prohibited items on a plane 5. Tax refund
21 <small>PAGE 126</small> Aviation (3): Upon Arrival	<ol style="list-style-type: none"> 1. Going through immigration and customs 2. Dealing with missing baggage 3. Pickup service upon arrival 		What's the purpose of ... ?	<ol style="list-style-type: none"> 1. Practice conversations between a customs officer and a passenger 2. Practice conversations between a local guide and the tourists she/he is picking up at an airport 	<ol style="list-style-type: none"> 1. Immigration and customs declarations 2. Features of baggage 3. Pickup service
22 <small>PAGE 132</small> Aviation (4): During the Flight	<ol style="list-style-type: none"> 1. Giving directions to a seat 2. Explaining in-flight entertainment 3. Serving food on a plane 4. Shopping on a plane 		<ol style="list-style-type: none"> 1. Where is seat ... ? 2. Can you tell me how to ... ? 3. Would you care for some ... ? 	Practice possible conversations between a flight attendant and a passenger	<ol style="list-style-type: none"> 1. Facilities and items on a plane 2. Describing tax-free products
23 <small>PAGE 140</small> Making Announcements at the Airport and on the Plane	<ol style="list-style-type: none"> 1. Making airport announcements about canceled and delayed flights 2. Making in-flight announcements about takeoff, stopover, and landing 3. Making in-flight announcements about prohibitions and services 4. Making an in-flight announcement about weather conditions 5. Giving information about a meeting time and place 	<ol style="list-style-type: none"> 1. Present and past participial phrases 2. Future progressive tense 	<ol style="list-style-type: none"> 1. go off 2. ... be scheduled to ... 	<ol style="list-style-type: none"> 1. Read and listen to some airport and in-flight announcements 2. Announce information about meeting times and places 	<ol style="list-style-type: none"> 1. Making an announcement at an airport or on a plane 2. Meeting times and places

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Making an
Emergency
AnnouncementSituation/
Function

Grammar

Sentence Structure/
Phrase FocusTraining in Listening
and SpeakingWords and
Phrases

1. When there is a fire
2. When there is an earthquake
3. When there is a power outage

"Because"
and
"because of"

1. Please ...
2. Please do not ...
3. It is dangerous to ...

1. Practice conversations between a housekeeper and a guest in a hotel in an emergency situation
2. Listen to and read some emergency announcements in a hotel

A fire, an
earthquake, and
a power outage

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Review Test 3 Lessons 17–24

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Arranging
Banquets and
Conferences

1. Explaining conference services and charges
2. Explaining banqueting services and charges

Some useful
"of" phrases

1. The room seats up to ... people.
2. We can provide ...
3. We can assist you with ...

Practice describing
conference
and banquet
services to a
guest

Conference or
banquet facilities

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Writing a
Semi-formal
Letter

1. Replying to a room reservation request via email
2. Writing an application letter
3. Writing an apology letter

1. Useful patterns for writing a reply letter (Thank you for your ... / Please contact us if ... / I have enclosed a ...)
2. Useful phrases for describing your abilities (be skilled at/be able to/be proficient at/be capable of/be conversant with/be good at/be experienced in)
3. Useful patterns for promoting yourself (I believe/I hope/I'd appreciate ...)
4. Useful patterns for apologizing in an email (I'm sorry that we failed/neglected/forgot to ... ; I realize/understand ...)

1. Writing semi-formal letters
2. Complimentary closings
3. Describing one's skills and education
4. Offering apologies

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Dealing with
Complaints in
a Restaurant
(1): Food

1. When a guest complains about food quality
2. When a guest finds an insect in the soup

The suffix
"-less"

1. The food is/tastes ...
2. There is ... in my soup.

Practice conversations dealing
with food quality

Describing
problems with
food quality

	Situation/ Function	Grammar	Sentence Structure/ Phrase Focus	Training in Listening and Speaking	Words and Phrases
28 <small>PAGE 176</small> Dealing with Complaints in a Restaurant (2): Service	1. When a guest complains about the wrong food order 2. When a guest complains about the tableware 3. When a guest complains about a late order		1. I will bring you ... 2. I will be right back with ...	Practice conversations dealing with service problems	Describing tableware
29 <small>PAGE 180</small> Dealing with Complaints in a Restaurant (3): Other Problems	1. When drinks are spilled on a guest 2. When a guest complains about other noisy guests	1. The verb "need" 2. Stop/forget /remember + to V/ V-ing	1. I'm sorry that I spilled ... on your clothes. 2. It's noisy/cold/freezing ... in here.	Practice conversations dealing with service problems and noisy guests	Poor service
30 <small>PAGE 184</small> Dealing with Complaints in a Hotel (1): Accidents in Public Areas and Rooms	1. When an accident happens in a hotel 2. Providing items in a hotel room	Phrasal and prepositional verbs	1. I've tripped over ... 2. He was hit/cut/burned on the head/arm/leg.	Practice conversations dealing with hotel accidents and room problems	Hotel accidents and room problems
31 <small>PAGE 188</small> Dealing with Complaints in a Hotel (2): Laundry Service and Guest Rooms	1. When a guest complains about problems with the laundry 2. When a guest complains about an improperly cleaned room	1. Verb or noun? 2. Past participles and adjectives used with specific prepositions	Could you do something about ... ?		Describing laundry problems
32 <small>PAGE 192</small> Dealing with Complaints in a Hotel and at the Airport	1. Dealing with problems of the appliances in a hotel room 2. Dealing with problems related to room temperatures 3. Dealing with complaints about delayed flights or schedules	Phrasal and prepositional verbs	1. I will send another ... 2. The flight was delayed because ...	1. Practice conversations dealing with room problems 2. Practice conversations dealing with scheduling problems	1. Describing room problems 2. Flight schedules



Preface

English for the tourism industry and the restaurant industry is quite different from our daily spoken English. As an employee, no matter what kind of customers you are dealing with, you should speak and behave in a very polite manner. Your listening, speaking, reading, and writing skills may need to be modified.

English for Tourism and Restaurants is specially written for those who want to work in a hotel, a restaurant, a travel agency, an airline, or a cruise ship. For anyone who wants to enter the tourism and restaurant industries, this book offers comprehensive listening and speaking practice and training in English. Whether you're interested in working as a receptionist, food server, bellhop, housekeeper, telephone operator, tour guide, store salesperson, cook, or flight attendant, this book will help you learn the expressions covering all the related situations in these fields. By studying this book, you'll improve your English for these professional fields.

The sophisticated arrangement of lessons in this book will help you:

- ★ get familiar with the tourism and restaurant industries through over 100 *dialogs* about various kinds of situations.
- ★ learn the essential grammar through *simple sentences* and *clear charts*.
- ★ enrich your vocabulary by studying the *Words & Phrases*, *Word Power*, and *Phrase Focus* sections.
- ★ strengthen your *listening comprehension* by doing lots of listening training.
- ★ improve your speaking skills by frequently doing the *Pair Work*.
- ★ deepen your understanding of English for the service industry by doing a large number of *exercises*.

Pictures in this book are carefully chosen to correspond to the words or phrases to which they refer. A real picture is often used to help learners understand the meaning of a certain word or phrase.

English for Tourism and Restaurants has two volumes. Each comes with one MP3 CD and is suitable for use as a self-study reference as well as a textbook.

Frank Levin & Peg Tinsley

01 Taking Orders

Dialog 1 / Standard Procedures for Taking an Order



- Waitress Good afternoon, sir. Welcome to the Coffee Shop. May I show you our lunch menu?
- Guest Yes, please.
- Waitress Would you like something to drink while you look at the menu?
- Guest No, thanks.
- Waitress Please take your time.
- Waitress *(Five minutes later)* May I take your order now, sir?
- Guest Yes, I'll have a mixed salad and a lamb chop. Which vegetables come with the lamb chop?
- Waitress Fried potatoes, carrots, and peas.
- Guest That'll be fine.
- Waitress Would you like anything to drink, sir?
- Guest Yes, I'll have a beer and some coffee.
- Waitress Which kind of salad dressing do you prefer: French, Thousand Island, or oil and vinegar?
- Guest Do you have blue cheese dressing?
- Waitress I'm afraid not, but I would recommend the French dressing.
- Guest Okay. I'll try that.
- Waitress Would you like your coffee now or later?
- Guest Later, please.
- Waitress A lamb chop, a mixed salad with French dressing, a glass of beer, and a cup of coffee. Will there be anything else?
- Guest No, that's all. Thanks.
- Waitress Thank you, sir. I'll have your order in a few minutes.



lamb chop

**Exercise** Choose the correct word or phrase to fill in each blank.

A/An ⁽¹⁾ _____ menu offers many choices. Each dish is priced separately. The guest can choose anything he or she wants. On this type of menu, there is often a ⁽²⁾ _____. In English, it is called the daily special. The French name, the plat du jour (the ⁽³⁾ _____ of the day), is also used. The plat du jour can be served ⁽⁴⁾ _____. It is also less expensive than many of the other items on the menu. The chef ⁽⁵⁾ _____ a different special every day.

- | | | | |
|------------------------------|---------------------|--------------------|--------------------|
| _____ 1. A à la carte | B set course | C fast food | D breakfast |
| _____ 2. A miracle | B brand name | C special | D chef |
| _____ 3. A spoon | B bowl | C cook | D dish |
| _____ 4. A honestly | B quickly | C slowly | D lonely |
| _____ 5. A eats | B prepares | C touches | D mops |



Pair Work

Practice the following conversations with a partner.

Change roles and practice again. **G** Guest **W** Waiter/Waitress

- 1** **W** | Would you like to order now | , sir/ma'am?
 | May I take your order
 | May I have your order
 | Are you ready to order
- G** | Yes, please.
 | I need more time.



01 Taking Orders

- 2** **W** What would you like to order?
- G** | We want two orders of braised beef and two orders of roast beef.
 | We want one order of lamb stew and four orders of beef stew.
 | We want bacon, sausages, and scrambled eggs for five.
 | We want poached fish with rice and spinach for three.
 | We'll take two orders of broiled chicken and a hamburger.
 | Three T-bone steaks and a Russian salad, please.
 | I'll have the braised silverside with mushrooms, beets, and potato chips.
 | My wife will have broiled steak and mashed potatoes, and I want a cheeseburger.
 | We would like two bowls of cornflakes, a scone with strawberry jam, and three cups of coffee.
- W** Two orders of braised beef and two orders of roast beef. . .
 (Repeat the order without looking at the text.)
- G** | That's correct.
 | No, I said . . .



More Expressions

G Guest **W** Waiter/Waitress

- The tea is complimentary, sir.
- There is no charge for the tea.
- Here is a hot towel for wiping your hands.
- What would you like to order, ma'am?
- Would you like to start with an hors d'oeuvre?
- I'm sorry, but vegetables are not included with the main dish. Would you like to order them separately?
- When should I bring your salad?
- Would you like your drink right away or after you have finished the other dishes?
- Would you like to order an entrée now?
- Can you show me on the menu?
- Which number is it, sir? (Use this sentence if the items are numbered on the menu.)
- I would recommend that you order a set course.
- G** Is chicken on the menu?
W Yes, we have grilled chicken.
- G** Where are the soups listed?
W They're on the next page, sir.
- G** What's the soup of the day?
W Today, we have lobster soup.
- Is that all for now?

Words & Phrases for Taking Orders

following **a.**
 complimentary **a.**
 separately **adv.**
 page **n.**
 later **adv.**

Dialog 2 / Ordering a Salad and a Steak



- Waitress: May I take your order, sir?
- Guest: Yes, I'll have the steak.
- Waitress: How would you like your steak cooked—rare, medium, or well done?
- Guest: I'd like it medium, please.
- Waitress: Would you like your steak with a baked potato or french fries?
- Guest: I prefer a baked potato, please.
- Waitress: Would you care for a salad, sir?
- Guest: Yes, I would. What kinds do you have?
- Waitress: We have mixed salad and tomato salad.
- Guest: A mixed salad is fine.
- Waitress: And what would you like to drink with your meal?
- Guest: I'd like a glass of wine.
- Waitress: The wine list is on the last page of the menu, sir. I'll give you a minute to choose.
- Guest: Ah . . . *(The guest turns to the last page of the menu.)*



baked potato



Grammar: Types of personal pronouns

Study the chart below and circle the correct pronoun in the sentences that follow.

	Subjective	Objective	Possessive	
			Determiner	Pronoun
First person	I	me	my	mine
	we	us	our	ours
Second person	you	you	your	yours
Third person	he	him	his	his
	she	her	her	hers
	it	it	its	
	they	them	their	theirs

Examples

I'd like *my* steak well done.

I'd like *mine* well done.

Please give *me* a glass of water.

- I see *she/her* at the bar every Friday.
- Isn't *she/her* a good waitress?
- He/Him* is going to a dinner party on Sunday.
- She/Her* and John often dine in this restaurant.
- Yours/Your* salad is good, and so is *my/mine*.
- I hurt *my/mine* finger when I was cutting the meat.
- Can you bring us *our/ours* drinks now?
- Mary and *I/me* would rather have Chinese food tonight.
- Everyone has to do *their/his or her* own exercises.
- Just between you and *I/me*, I don't like this food.

Dialog 3

Changing the Side Dish



side dishes



- Waiter Are you ready to order, Miss?
- Guest Yes. Which entrée do you recommend?
- Waiter The sirloin steak is very popular with our guests.
- Guest Great! I feel like having a sirloin. What comes with it?
- Waiter French fries.
- Guest Do you have any other choices, like a mixed salad?
- Waiter I'm sorry, but we don't have mixed salads today. How about a tomato salad?
- Guest Okay.
- Waiter Would you like anything to drink?
- Guest Yes, I'll have a glass of orange juice.



Pair Work

Practice the following conversations with a partner.

Change roles and practice again. Guest Waiter/Waitress

- 1 I don't want

a chicken salad.
French fries.

 Can I have

a fruit salad
mashed potatoes

 instead?
- I am sorry, sir/ma'am.

a fruit salad.
We don't have
mashed potatoes.

 May I suggest

a baked potato?
How about
onion rings?
- 2 I'll have

a cherry tart.
the pork chops.
the pineapple shrimp.
the roast duck.
- I am afraid

it is not in season.
they are sold out.
they are not on the menu.
it must be ordered a day in advance.

 Would you like to try something else?
- 3 I'd like this course for one, please.
- I am afraid

this course is meant for four people.
we don't have any set courses for just one person.
this course is suitable for four people.



Words & Phrases for Taking Orders

be sold out
in advance
minimum *n.*
portion *n.*



More Expressions

Guest Waiter/Waitress

- This dish is suitable for four people.
- This is the price per person.
- Have we ordered enough for five people?
 You might want to order two more dishes, perhaps the beef, the seafood, or a vegetable.
- Would you like large or small portions?
- I would recommend that you order a set course for 10 people.
- This course serves a minimum of 4 to 5 people; I think the portions are too large for two people.
- I think the chef will be able to make this. I'll check with him. Just a moment, please.