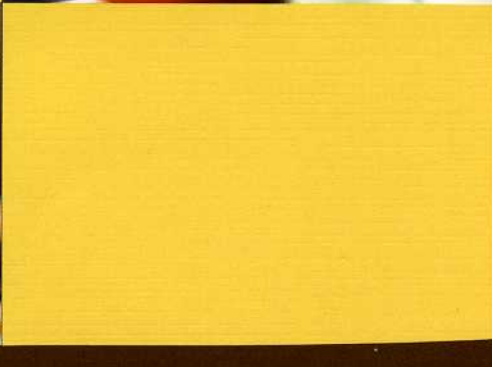


# Hotel & Catering Milestones

Englisch für Hotel- und Restaurantberufe



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Mit Video-DVD und Online-Materialien





Das Lehrwerk **Hotel and Catering Milestones** bietet praxisorientiertes Englisch für alle Hotel- und Restaurantberufe, inklusive der Systemgastronomie. Es motiviert Schülerinnen und Schüler sowie erwachsene Lerner mit beruflich relevantem Englisch. Berufsbezogene Videos auf DVD und Audios zum Download über den Online-Link ermöglichen ein einzigartiges, abwechslungsreiches, multimediales Training. Zudem bereitet das Lehrwerk gezielt auf die KMK-Fremdsprachenzertifikatsprüfung vor.


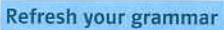











Jede Unit besteht aus acht Seiten und ist folgendermaßen aufgebaut:

- Die **Auftaktseite** stimmt auf die Unit ein und erhöht die Motivation der Schülerinnen und Schüler durch Bildmaterial und Einstiegsaufgaben.
- Der **Hauptteil** stellt die Redemittel, den Wortschatz und die Grammatik bereit, die die Schülerinnen und Schüler brauchen, um die Aufgaben im weiteren Verlauf der Unit zu meistern. Auf insgesamt sechs Seiten finden sich kommunikative Handlungssituationen, Lesetexte unterschiedlicher Länge, Aufgaben zum Hörverstehen sowie ein abwechslungsreiches Angebot an Übungen, das die Lernenden systematisch auf den Einsatz der Fremdsprache im Berufsleben sowie auf Klassenarbeiten und Prüfungen vorbereitet.
- Unter **Refresh your grammar** werden die wichtigsten Grammatikstrukturen kurz erläutert. Informationen zu kulturellen Unterschieden finden sich unter **Communicating across cultures**. Hörverstehensaufgaben und **Video lounges** mit Übungen zum unitbezogenen Filmmaterial ermöglichen multimediales Training.
- Die Seiten **Advanced material** mit anspruchsvolleren Lesetexten und Übungen sowie die **Phrases** runden die einzelnen Units ab und dienen der Differenzierung für fortgeschrittene Lernerinnen und Lerner.

Im ausführlichen Anhang finden sich zahlreiche nützliche Hilfsmittel zum Nachschlagen, wie zum Beispiel alphabetische Wortlisten; eine Auflistung von berufsspezifischem Fachwortschatz; Angaben zu Maßen, Gewichten und Zahlen; Rezepte; Tipps zum Englisch lernen und das internationale Telefonalphabet.

Autor, Berater und Redaktion wünschen Ihnen viel Spaß und Erfolg bei der Arbeit mit diesem Buch.

#### Symbole:

 R	Rezeption	 Refresh your grammar	Erklärungen zur Grammatik
 M	Mediation	 Communicating across cultures	Information zu kulturellen Unterschieden
 I	Interaktion	 Video lounge	Aufgaben zum Filmmaterial auf DVD
 P	Produktion	<b>Advanced material</b>	Anspruchsvolle Lesetexte und Übungen
 1	Audiomaterial mit Tracknummer	<b>Phrases:</b>	Wichtige Redemittel der Unit
 v1	Filmmaterial mit Kapitelangabe	 Online-Link 808227-0001	Online-Link mit Audios und Zusatzmaterialien zum Lehrwerk
	Verweise auf <i>Phrases</i>		
 www	Internetaufgaben		
 KMK	Aufgaben zur Vorbereitung auf die KMK-Prüfung		



## Unit 1 Preparing for the job

6



### Topics / Skills

Introducing yourself  
Finding the right job  
**Advanced material**  
Cooking schools for teens in the USA

### Communicating across cultures

Greeting people  
**Refresh your grammar**  
Simple present and present continuous  
**Video lounge**  
Discussing career plans

## Unit 2 At the hotel

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### Topics / Skills

Meeting colleagues  
Places of work and job duties  
Talking about your job  
Personnel planning  
**Advanced material**  
Unusual hotels around the world

### Refresh your grammar

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Present perfect  
**Video lounge**  
Choosing a job in the hotel and catering business

## Unit 3 Enquiries and reservations

22



### Topics / Skills

Receiving enquiries  
Making offers and reservations  
Changing and cancelling reservations  
**Advanced material**  
Join quickbooking.com now

### Communicating across cultures

Telephoning  
**Refresh your grammar**  
Future tenses  
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At the reception desk

## Unit 4 At the reception

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### Topics / Skills

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Checking details and registering  
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**Refresh your grammar**  
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have s.o. + infinitive  
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## Unit 7

Topics / Skills  
Different types of food  
Taking orders  
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**Advanced material**  
Breakfast in the hotel

## Unit 8

Topics / Skills  
Types of food  
Kitchen equipment  
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Steps to food safety

## Unit 9

Topics / Skills  
Making a reservation  
Setting an agenda  
Explaining a process  
Dealing with complaints  
Paying the bill  
**Advanced material**  
Theme restaurant

## Unit 10

Topics / Skills  
Dealing with guests  
Writing a report  
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Conducting a survey

## Unit 11

Topics / Skills  
Planning a menu  
Making suggestions  
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Planning a menu

## Unit 12

Topics / Skills  
Looking at a menu  
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Gaining work experience

## Appendix

Role cards  
Numbers, dates and times



**Unit 7 Breakfast**

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**Topics / Skills**

Different types of breakfast  
Taking orders  
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Breakfast 24 hours a day

**Communicating across cultures**

Breakfast around the world  
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Comparatives and superlatives



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Kitchen equipment and utensils  
Kitchen organisation and safety  
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**Unit 10 Handling complaints**

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**Unit 12 Applying for a job**

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Looking at job adverts  
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Applying for jobs abroad  
**Refresh your grammar**  
Gerund  
**Video lounge**  
Applying for a work placement in a hotel



**Appendix**

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Role cards; Tips; Alphabetical vocabulary English-German, German-English; Specialist vocabulary; Telephone alphabet; Measurements; Numbers, dates and times; Recipes





# Unit 1

## Preparing for the job

In the hotel and catering business you will be dealing with lots of different people. There are trainees like yourself, other colleagues who have different jobs and the guests you provide your service for. Your job may be pleasant, sometimes perhaps demanding, but it is varied and even offers you the chance to work abroad in the future. Furthermore, you will have contact with many different cultures and languages. This is why you need a good knowledge of English and should always be polite.

### R Exercise

Match the phrases below with the photos above. Where do you think the conversations take place?

1. How is it going, Tina?

2. Have a pleasant stay at the Spring Hotel.

3. Hi, Nicole. I'm so happy to see you.

4. Is this your first time in Germany, Madam?



## A Introducing yourself

### R Exercise 1

1 Listen to the conversation. Then take roles and read the text.

- Ms Winter: Good morning. My name's Catherine Winter. I'm from Bristol in England and I'll be your English teacher for the next year. To start with I'd like to ask you to introduce yourselves. Please tell me where you work, which job you're training for and what interests you have.
- Sergej: Good morning. I'm Sergej Karamov. I live in Braunschweig but I was born in Moscow. I'll be 18 next Tuesday. I'm doing an apprenticeship as a cook at the Steigenberger Hof in Braunschweig. My hobbies are football and body building.
- Ms Winter: I'll try to remember your birthday. And what's your name?
- Ulrike: Hello, my name's Ulrike Schrader. I'm 18 years old and I'm training to become a restaurant management assistant in a restaurant near Braunschweig. I love dancing and going out with friends.
- Ms Winter: Thank you. By the way, I like dancing, too. And who are you?
- Marco: My name's Marco Detrino and I'm already 19. Like Sergej, I work at the Steigenberger Hof but I'm training to become a hotel management assistant. I like Italian food and in my free time I play football.
- Ms Winter: Great. There's a lot to do, so we'll go on with the introductions later.

### R Exercise 2

Say whether the following statements are true or false.

- Ms Winter is from Bristol and she is teaching at a vocational school in Bonn.
- Sergej is doing an apprenticeship as a restaurant management assistant.
- Ulrike loves dancing and playing football.
- Marco works at the same hotel as Sergej and he wants to become a hotel management assistant.

### P Exercise 3

Read Frank's personal profile and write your own profile. Then exchange your profile with a partner's and present him/her in class.

Name: Frank Meier  
 Age: 19 years and 10 months  
 Place of birth: Rostock, Germany  
 Training: 3-year training course to become a hotel management assistant  
 Career plans: I would like to work at the reception of a big hotel in a foreign country. In this way I hope to get in contact with people from different countries.  
 Interests: I like travelling and going out with friends. I'm also interested in music and sports.





**R** Exercise 4

2 Listen to the conversation and answer the questions.



1. How long has Emily been living in Germany?
2. What is Emily training to become?
3. What does she like about her job?



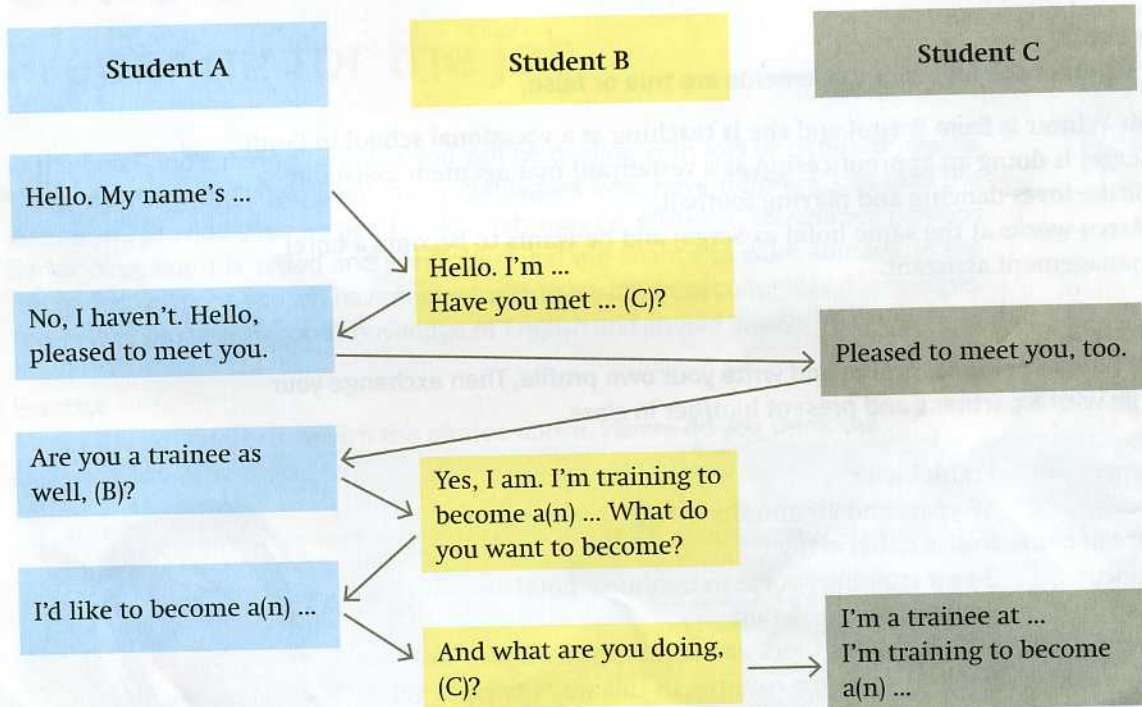
1. Where was Nadja born?
2. Which company does she work for?
3. What will she do tomorrow?



1. Where does Sergej work?
2. Why is he unhappy with his job?
3. Does he like his head chef? Why, or why not?

**I** Exercise 5

Work in groups of three. Act out the following conversation, using your own names and training courses.



**I** Exercise 6

Work in groups of three. Use the phrases from the conversation above and make similar dialogues. 🗉 Phrases



### Communicating across cultures: Greeting people

In the hotel and catering business it is important to be polite and to use formal language when talking with guests. A very formal greeting that is rarely used these days is "How do you do?" and should be answered with "How do you do?" Then you can ask "How are you?" which is usually answered with "I'm fine, thanks." If you want to introduce someone, you can start with "May I introduce you to ...?" or "May I introduce ...?" A common answer is "Pleased/Nice to meet you." which is usually followed by "Pleased/Nice to meet you, too."

Among young people a "Hi, I'm Tino." or a slightly more formal "Hi, I'm Tino Heft." is enough. Friends usually greet each other with "Hello." or "Hi, how are you doing?"

### Refresh your grammar: Simple present and present continuous

Das <b>simple present</b> wird verwendet für Handlungen, die auf Dauer gültig sind. Typische Häufigkeitsadverbien sind z. B. <i>always, never, often, rarely, sometimes, usually</i> . Die Verben <i>to be, to have, to like</i> und <i>to think</i> werden meistens im <i>simple present</i> benutzt.	<i>I often help guests in our hotel.</i> <i>She doesn't like football.</i> <i>Where do you come from?</i> <i>When does she usually leave the hotel?</i>
Das <b>present continuous</b> beschreibt Handlungen, die	<i>I am training to become a cook.</i>
1. im Moment stattfinden.	<i>I am working at the reception this week.</i>
2. auf einen (gegenwärtigen) Zeitraum begrenzt bzw. nicht abgeschlossen sind.	<i>He is having a drink at the bar tomorrow.</i>
3. für die Zukunft (mit Zeitbestimmung) fest eingeplant sind.	

#### P Exercise 7

Use the simple present or present continuous and complete the sentences.

1. Frank (**work**) on the computer at the moment.
2. My friend and I (**train**) to become hotel management assistants.
3. The receptionist always (**welcome**) new guests.
4. We (**leave**) for London tomorrow.
5. I (**call**) a taxi for Ms Brown from room 205 tomorrow morning.

#### P Exercise 8

Make questions and ask about the underlined part of the sentences.

1. There are lots of interesting jobs in the catering business.
2. Natasha tries to be a good student at school.
3. Orhan finishes work at 4 o'clock in the afternoon.
4. Frank likes his job because his colleagues are friendly.
5. Susan feels fine this morning.



## B Finding the right job

### R Exercise 1

Take roles and read the conversation between Susan, Brian and Mrs Gray, a careers advisor. Then complete the table below (on a separate sheet of paper) with information about the different jobs.



Mrs Gray: Hello, Susan.

Susan: Good afternoon, Mrs Gray. I'd like to introduce you to Brian. He's a good friend of mine.

Brian: Pleased to meet you, Mrs Gray.

Mrs Gray: Pleased to meet you, too. Well, Susan, I asked you to fill in the careers questionnaire. Did you bring it along?

Susan: Yes, I did. Here it is.

Mrs Gray: Let's see. You write that you enjoy organising things. Your strengths are communication and working with computers. Why don't you look at our careers database on the computer? You can find many job descriptions there. When you click on the jobs you can watch a short video that introduces the job and its tasks to you. If you have any questions, just let me know. OK?

Susan: That's great. Thank you very much.

Brian: Hey, Susan. Look at this job as an office administrator. You have to plan a lot, prepare presentations and get in contact with people. You work as part of a team. Oh, and you need a good knowledge of German and French. Well, that could be a problem.

Susan: That's not the right job for me. But I've found something interesting: hotel management assistant. You work in all parts of a hotel, for example at the reception and in the restaurant.

Brian: And it says that you've got good job prospects. This sounds great.

Susan: What do you like about your job as a cook, Brian?

Brian: I like washing, cutting and preparing the foods and cooking them according to instructions. I also have to clean the food preparation areas, including cooking surfaces and utensils. That's OK.

Mrs Gray: Hi, you two. How is it going? Did you find anything interesting?

Susan: Yes, I'd be interested in the job as a hotel management assistant.

Mrs Gray: Good idea. I'll print out the information for you and I'll give you a list of companies which are still looking for trainees this year.

Susan: Great. Thank you very much.

Mrs Gray: You're welcome. Good luck.

Job	Tasks
1. office administrator	
2. hotel management assistant	
3. cook	



**R Exercise 2**

3 Listen to the conversation between Susan and her friend Tara. Complete the sentences.

1. Susan finds it difficult to choose a job because ...
2. In Susan's view the most interesting job seems to be ...
3. Tara suggests to Susan to ...



**R Exercise 3**

Match the English terms (1.-8.) to the German translations (a.-i.).

1. receptionist	a. Zimmerpersonal, Zimmermädchen
2. hotel manager	b. Chefkoch/-köchin, Küchenchef/-in
3. head waiter/waitress	c. Jungkoch/-köchin
4. barkeeper	d. Oberkellner/-in
5. porter	e. Rezeptionist/-in, Empfangsmitarbeiter/-in
6. commis/junior chef	f. Hoteldirektor/-in
7. room attendant, chambermaid	g. Gepäckträger, Portier
8. head chef	i. Barmann/-frau

**Video lounge**

Discussing career plans Maya meets Josh at a café and they talk about their career plans. Watch the video and decide if the following statements are true or false. Then correct the false statements.

1. Maya arrives early in the café and she feels very relaxed.
2. Greg is in Sydney at the moment and he is planning to become an actor.
3. Josh is going to work as a porter in Paris.
4. Maya's parents want her to do an apprenticeship as an office administrator.
5. Maya is meeting her careers advisor in the afternoon and she hopes to find out what job(s) might interest her.
6. Josh and Maya will go to the cinema in the afternoon.





## Advanced material

### R Exercise 1

Read the text and explain to a partner what teens can learn at a cooking school.

#### Cooking schools for teens in the USA

In the USA there are many cooking schools for teens. Young people can learn how to cook there. In this way they can develop their culinary skills and may also increase their self-confidence.

5 It is easy for such schools to attract young people for their three-week courses because good cooks have gained a kind of rock-star image. Some teens even discover cooking as a career. For example, Pablo (14) says: "It's fantastic. I've never thought  
10 that I could learn so many things in such a short time." His friend Debbie (13) adds: "Cooking is great fun. I now know that I want to become a cook later."

15 In the cooking courses students learn the rules and techniques of good and healthy cooking. They can also experience the joy of creating things. Later in the course they present their  
20 food to other students and find out how they like it. As part of the course the students go to markets and learn where best to buy different products. They meet restaurant owners and pro-  
25 fessional cooks and they can ask ques-

tions. At the end of the programme the students together prepare the food for a gala banquet for the whole cooking class to enjoy.

Vivian Summers of Jill Prescott's Ecole de Cuisine from Asheville, North Carolina sums up the students' experience as follows: "The teens leave these classes empowered and proud like rock stars. They've been very creative all the time, they learn a lot and see the result of their work immediately."



### M Exercise 2

KMK

Ihr Chef hat den obigen Artikel in einem amerikanischen Restaurantmagazin gesehen. Er bittet Sie, den Inhalt des Artikels für ihn auf Deutsch zusammenzufassen. Übertragen Sie den Text sinngemäß ins Deutsche. Eine vollständige wörtliche Übersetzung ist dafür nicht nötig.

### P Exercise 3

Discuss these questions in small groups and present your results in class.

1. Why did you choose your apprenticeship?
2. Is your current job your dream job? Give reasons.
3. Do you think it is a good idea to learn cooking early on? Why, or why not?



## Phrases: Preparing for the job

### Introducing yourself

I'm Jan./My name is Jan Rex.	Ich heiße Jan./Mein Name ist Jan Rex.
My surname is Kunz, my first name is Silke.	Mein Familienname ist Kunz, mein Vorname ist Silke.
How do you do?	Guten Tag.
How are you?/How are you doing?	Wie geht es Ihnen/dir?
I'm fine, thanks. And how are you?	Danke, gut. Und (wie geht es) Ihnen/dir?
I'm from Jena and I'm 20 years old.	Ich komme aus Jena und bin 20 Jahre alt.
I'm German.	Ich bin Deutsche/-r.
I was born in Berlin.	Ich bin in Berlin geboren.
Have you met Ms Winter?	Kennen Sie Frau Winter?
May I introduce you to Mrs Lee?	Darf ich Sie Frau Lee vorstellen?
May I introduce Mr Stein (to you)?	Darf ich (Ihnen) Herrn Stein vorstellen?
Pleased/Nice to meet you.	Ich freue mich/Schön Sie kennen zu lernen.

### Talking about your training

I'm training to become a restaurant management assistant.	Ich bin in der Ausbildung zum/zur Restaurantfachmann/-frau.
I'm doing an apprenticeship as ...	Ich mache eine Ausbildung zum/zur ...
I'm a trainee hotel management assistant.	Ich bin Auszubildende/-r zum/zur Hotelfachmann/-frau.
I started my traineeship in July.	Ich begann meine Ausbildung im Juli.
I'm in the catering industry.	Ich bin in der Gastronomiebranche tätig.
I work at the Nikko Hotel.	Ich arbeite im Nikko Hotel.
I attend vocational school twice a week.	Ich besuche die Berufsschule zwei Mal pro Woche.

### Talking about your hobbies and interests

I'm interested in computers/sports/...	Ich interessiere mich für Computer/Sport/...
I like to meet my friends.	Ich treffe gerne meine Freunde.
My hobbies are football/cooking/...	Meine Hobbies sind Fußball/Kochen/...





## Unit 2

### At the hotel

Like any other organisation a hotel must run smoothly, especially for the benefit of the guests. Therefore, all staff members have to fulfil their duties. They have to work in a team and be flexible because the situation can change quickly, even within a single day. This also requires good personnel planning from the hotel management.

#### **P** Exercise 1

Look at the photos and name the people's jobs. Explain your answers.

#### **I** Exercise 2

Describe your own job to a partner. Then ask questions about the following jobs.

Partner A: cook/waiter/hotel manager

Partner B: barkeeper/room attendant/head chef



## A Meeting colleagues

### R Exercise 1

Read the conversation and answer the questions below.

- Mrs Hughes: Mr Moreno? Hello. I'm Gillian Hughes, the personnel manager. We spoke on the phone two weeks ago.
- Angelo: Good morning, Mrs Hughes. Nice to meet you.
- Mrs Hughes: Nice to meet you, too, Mr Moreno. Welcome to the Challenge Hotel, our 5 star business hotel. Did you have a pleasant journey?
- Angelo: The flight was fine and on time. At the airport I took a taxi and arrived here in less than 10 minutes. So everything went really well.
- Mrs Hughes: Great. Would you like to come this way, please? Last year we had a film crew here. They made a film that our guests can now download from our website. Did you watch the film when you were researching our hotel?
- Angelo: Well, I noticed the film but I couldn't watch it on my laptop at home.
- Mrs Hughes: That's a pity. I suggest you watch the film now. Later we'll make a tour of the hotel, so you can meet some of the other staff members.
- Angelo: I'm a bit nervous, you know. This is my first stay abroad.
- Mrs Hughes: I see. May I ask why you chose England for your work placement? Was it because of our fantastic weather?
- Angelo: It might surprise you but I actually like wind and rain. Moreover, the mission of your hotel impressed me very much.
- Mrs Hughes: Thank you, Mr Moreno. We'll do our best to meet your expectations and make you feel at home. OK, here we are ...



1. Why did Angelo travel to a hotel in England?
2. What kind of hotel is it?
3. What should Angelo do before he makes a tour of the hotel with Mrs Hughes?
4. Why did Angelo decide to do a work placement at the Challenge Hotel?

### I Exercise 2

Work with a partner and make a new dialogue by changing the names, places and other details in the text above. 🗨️ Phrases

#### Refresh your grammar: Simple past

Das **simple past** wird verwendet, um Ereignisse in der Vergangenheit zu schildern, die abgeschlossen sind und keinen Bezug mehr zur Gegenwart haben. Typische Zeitangaben sind z. B. *ago*, *in 1990*, *last week*, *yesterday*.

*I worked as a porter four years ago.*  
*He didn't come yesterday.*  
*Did you talk to your boss?*



**P Exercise 3**






Use the simple past to complete the sentences.

1. He (go) to the airport by taxi a few hours ago.
2. Dennis (not/enjoy) his work placement in a small restaurant in 2008.
3. What (you/do) in France last summer?
4. I (not/visit) Stuttgart during my trip to the south of Germany last week.
5. (he/take) part in a students' exchange programme two years ago?
6. Jürgen (not/call) the hotel last Monday.

**B Places of work and job duties**

**R Exercise 1**

Match the photos (1-5.) to the right jobs (a.-e.) and places of work (f.-j.).

	Job	Place of work
1. 	a. barkeeper	f. hotel bar
2. 	b. waiter/waitress	g. restaurant
3. 	c. kitchen assistant	h. office
4. 	d. room attendant	i. kitchen
5. 	e. hotel manager	j. hotel rooms



**P** Exercise 2

Explain where these people work and what their duties are. If necessary, use a dictionary. 🗨️ Phrases

cashier • guest relations officer • head of reception • kitchen assistant •  
pantry chef • pastry cook • reservations clerk • sous chef

**R** Exercise 3

**KMK** Mrs Hughes führt Angelo durch das Hotel. Lesen Sie vor dem Hören die Fragen

④ durch. Hören Sie sich den Text zweimal an und beantworten Sie dann die folgenden Fragen auf Deutsch.

1. Warum ist der Empfangsbereich in einem Hotel besonders wichtig?
2. Was sind die Aufgaben der Empfangsmitarbeiter?
3. Bei wem bezahlen die Hotelgäste ihre Hotelrechnung?
4. Wo erhalten Hotelgäste Informationen über Ausflüge und Veranstaltungen?
5. Welche Arbeitsaufgaben hat Mr Milton?

**R** Exercise 4

Do the quiz with a partner and find out which duties the kitchen staff have.

Who ...

1. is responsible for the overall management of the kitchen?
2. cleans dishes and utensils and does basic preparatory jobs?
3. helps the sections chefs and does some basic cooking?
4. assists the head chef?
5. cooks the sauces?
6. prepares cold starters and salads?
7. makes the sweets?
8. prepares grilled food in a larger kitchen?

commis/junior chef

grill/meat cook

pastry cook

pantry chef

head chef

sauce chef

kitchen assistant

sous chef

**R** Exercise 5

⑤ Listen to the conversation between Angelo and Mrs Fletcher. Make a list of her duties and the personal qualities that her job as a waitress requires.

**P** Exercise 6

Describe the cartoons and sum up what they say about these hotel jobs.





## C Talking about your job

### R Exercise 1

Take the roles of Angelo and Olivia and read the dialogue. Then decide if the statements below are true or false? Correct the false statements.

Olivia: Hello, I'm Olivia. And who are you?

Angelo: Hi, I'm Angelo from Germany. I'm doing a work placement here.

Olivia: When did you start? I haven't seen you before.

Angelo: It's my third day and I don't know everybody yet. What's your job?

Olivia: I work as a kitchen assistant in the kitchen on the ground floor.

Angelo: So, what exactly do you do?

Olivia: I clean dishes and kitchen utensils. I also have to keep the preparation areas tidy. Sometimes I prepare food for cooking.

Angelo: Do you like your job?

Olivia: It's OK, I guess. What about you? Where do you work?

Angelo: At the moment I'm working at the reception. It's really interesting.

I answer phone calls and help guests to find their way around the hotel.

Olivia: I see. And where will you go after that?

Angelo: I'll be in the restaurant. Do you know what I'll have to do there?

Olivia: I think you'll learn how to set the tables and replace the table settings.

Perhaps you'll also help in the kitchen.

Angelo: That sounds great. Oh, it's nearly 2 o'clock. I have to go. Bye.

Olivia: It's been nice talking to you. See you, Angelo. Bye.

1. Olivia is a restaurant manager.
2. Angelo is working at the reception and showing guests to their rooms.
3. Angelo finds his work placement boring.
4. Olivia asks Angelo to help her in the kitchen.

### P Exercise 2

Talk about your own job duties and what you like or don't like about your work.

#### 👉 Phrases

Do you like your job/  
superior?

What are you  
good/bad at?

When is your  
day off?

Are you satisfied with your  
working conditions?

#### Refresh your grammar: Present perfect

Das **present perfect** wird für Ereignisse verwendet,

1. die in der Vergangenheit begonnen haben und nicht abgeschlossen bzw. für die Gegenwart von Bedeutung sind. Typische Signalwörter sind z. B. *yet, this year, (n)ever, for* (Zeitpunkt), *since* (Zeitraum).

2. die gerade abgeschlossen wurden.

*Susanne hasn't applied for the job yet.*

*Lucy has worked in the kitchen since Monday.*

*They have served guests in the restaurant for the last three months.*

*I have just made the guest's bed.*



**P Exercise 3**

Use the present perfect and choose 'for' or 'since'.

1. Paul **(be)** a cook **(for/since)** seven years.
2. Syrina and Susan **(work)** at the Spring Hotel **(for/since)** two months.
3. Mr McNeil **(live)** in Frankfurt **(for/since)** last year.
4. Mareike **(play)** football **(since/for)** her seventh birthday.
5. Dennis **(not/see)** his girlfriend **(since/for)** two weeks because he **(be)** too busy.

**P Exercise 4**

Translate these sentences into English. Use the simple present or present perfect.

1. Sven wartet seit 30 Minuten an der Bushaltestelle auf seinen Bus.
2. Ich musste gestern die Tische im Restaurant decken.
3. Mein Chef arbeitet heute Morgen schon seit 6 Uhr.
4. Natasha ist bis jetzt noch nie in England gewesen.
5. Mark hat die Schule vor drei Wochen verlassen.

**D Personnel planning****M Exercise 1**

**KMK** Die folgenden Aufgaben werden in einem Hotel im Regelfall vom Personalleiter wahrgenommen. Übersetzen Sie die Aufgaben sinngemäß ins Deutsche.

- coordinates and manages the recruitment of new staff
- conducts interviews with applicants for positions in different departments
- develops plans for employee training and communicates personal policy aims
- assists the hotel management in dealing with complaints from staff or guests
- supervises the quality of work and plans personnel actions
- prepares vacation schedules and calculates wages and salaries

**P Exercise 2**

Can you imagine working as a personnel manager? Why, or why not?

**Video lounge**

- **Choosing a job in the hotel and catering business** Maya has a meeting with her careers advisor and they talk about future plans. Watch the video and answer the questions.

1. What does Maya enjoy doing in her free time?
2. What does Maya learn about the job as a caterer?
3. What are the tasks of a hotel manager?
4. Why does Maya not want to do a course in hotel management?
5. Why is Maya qualified for a work placement in Germany?
6. What advice does the advisor give Maya before she leaves?





## Advanced material

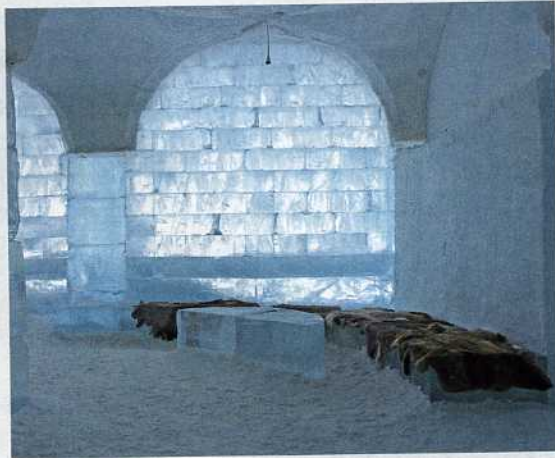
### R Exercise 1

Read the two texts and explain to a partner what is special about each hotel.

### Unusual hotels around the world

#### Hôtel de Glace, Canada

The Hôtel de Glace in Quebec is made of ice and offers unforgettable experiences. Enter a magical world where snow and ice are turned into fantastic forms. However, the regular season is only from  
5 January to March because when the snow begins to melt the hotel will be gone for good! Every year it takes five weeks, 500 tons of ice and 15,000 tons of snow to re-build the hotel. On the walls you can see artwork and all the furniture is carved from  
10 ice blocks. And don't worry: You won't be cold because the hotel provides arctic sleeping bags, warm blankets and pillows.



#### Woodpecker Hotel, Sweden

You can only reach this hotel by using a rope ladder and climbing up 13 metres. So you should have a good head for heights if you wanted to visit it. The hotel is built in a 130-year old oak tree in the central park of Västerås near Stockholm. The property  
5 itself is on a strong platform offering an impressive view of the park and the lake. The tree house is well-equipped and the ideal place to retreat comfortably. After pulling up the rope ladder just relax.  
10 By the way, you don't have to be afraid of uninvited guests either.



### P Exercise 2

Decide which hotel you would like to visit. Explain your choice to a partner.

### P Exercise 3

www Search the internet and do the following tasks.

1. Look for unusual hotels on the internet.
2. Choose one hotel and make notes on the following aspects: location, what is special about it, prices.
3. Present the hotel in class.



## Phrases: At the hotel

### Meeting colleagues

Good morning, Mr Braun. I'm Susan Nayak, the personnel manager.	Guten Morgen, Herr Braun. Ich bin Susan Nayak, die Personalleiterin.
Welcome to our 5 star hotel.	Willkommen in unserem 5 Sterne Hotel.
Did you have a pleasant journey?	Hatten Sie eine angenehme Reise?
Did you find us OK?	Haben Sie uns gleich gefunden?
The flight/train was on time/delayed.	Der Flug/Zug war pünktlich/hatte Verspätung.
I arrived by car/coach/train/plane an hour ago.	Ich kam vor einer Stunde mit dem Auto/Bus/Zug/Flugzeug an.
Would you like to come this way, please?	Würden Sie bitte hier entlang kommen?

### Places of work and job duties

Where is a porter's place of work?	Wo ist der Arbeitsplatz eines Portiers?
What are the duties of a head chef?	Was sind die Aufgaben eines Küchenchefs/einer Küchenchefin?
The head chef is responsible for the management of the kitchen.	Der Küchenchef/Die Küchenchefin ist für das Management der Küche verantwortlich.
Which duties do you have?	Welche Aufgaben haben Sie/hast du?
Do you have any particular questions about my job?	Haben Sie/Hast du bestimmte Fragen zu meinem Job?
My job requires a good appearance.	Meine Arbeit verlangt ein gutes Erscheinungsbild.
The personnel manager interviews job applicants for positions in different departments.	Ein/-e Personalleiter/-in führt Bewerbungsgespräche für Stellen in verschiedenen Abteilungen durch.

### Talking about your job

Do you like your job/superior?	Magst du deinen Job/Vorgesetzten?
Are you satisfied with the working conditions?	Bist du mit den Arbeitsbedingungen zufrieden?
When is your day off?	Wann ist dein freier Tag?
What are you good/bad at?	Worin bist du gut/schlecht?





## Unit 3

### Enquiries and reservations

When people make an enquiry or reservation, this is the first contact with the customer. While processing an enquiry, make sure that your writing is neat and that you write down your name, so that your colleagues know who is responsible for the notes. When you recommend rooms, first ask about the guests' needs. Tourists place importance on different things than business travellers who may expect to have a computer, printer and fax in their room.

#### **P** Exercise 1

Look at the photos above and describe in detail what you see in each of them.

#### **P** Exercise 2

Write down different ways in which customers can make enquiries and bookings.



## A Receiving enquiries

### R Exercise 1

6 Read/Listen to the conversation. Then answer the questions below.

- Tina: Grand Hotel, Vienna, Tina Bail speaking. What can I do for you?
- Mr Watson: Hello, this is Peter Watson of Enterprises International from San Francisco. I'm looking for a business hotel where I can make a presentation of kitchen utensils to our Austrian partners. Therefore I'm looking for a hotel with special business facilities.
- Tina: Thank you, Mr Watson. Could you please tell me when you're planning to come and how many rooms you'll need?
- Mr Watson: We'll be staying in Vienna from May 24 until May 31 and I think we'll need seven single rooms.
- Tina: OK, let me just check the availability of rooms during that time. [...] Yes, seven rooms and our conference rooms are available during that period. How many conference rooms do you need and what kind of equipment do you require?
- Mr Watson: We'll need at least two separate conference rooms with a minimum of 70 square meters each. The rooms have to be equipped with photocopying facilities, fax and wireless internet connection.
- Tina: That's no problem, Mr Watson. We actually offer free internet access in all of our rooms. The conference rooms are also equipped with overhead projectors, flipcharts, TV and DVD player. Moreover, there's secretarial help available on request.
- Mr Watson: That sounds good. Well, as you know a business day can be quite tiring. What kind of leisure facilities do you offer at the hotel?
- Tina: We've got a large sauna and a fitness centre that you may use.
- Mr Watson: Well, I think I've found the right hotel. Could you please e-mail me all the details? And I think it would also be good to have a brochure and a price list. I'll get back to you next week. Is that OK?
- Tina: Yes, of course. I'm sending you an e-mail straight away and I'll put our brochure and price list in the post for you. Could you please give me your e-mail and your postal address?
- Mr Watson: Sure. My e-mail is: peter-watson@enterprise.com. And our postal address is: Enterprises International, 220 Woodland Drive, San Francisco, 94012, USA.
- Tina: Thanks a lot. We hope to meet your expectations and look forward to hearing from you soon. Goodbye and thank you for your call.
- Mr Watson: Goodbye.

1. Why is Mr Watson planning to travel to Vienna?
2. When is he going to stay in Austria and for how long?
3. How many rooms does Mr Watson need?
4. What equipment does he require in the conference rooms?
5. What leisure facilities does the hotel offer to its guests?
6. What is Tina going to send to Mr Watson and how is she going to send it?




**R** Exercise 2

Complete the sentences with words from the text on page 23.

Mr Watson is planning to make a product **1** in Austria. He is looking for a hotel with **2** and **3** facilities. The Grand Hotel offers **4** access to the **5** in each room. Secretarial **6** is offered on **7**. There are still enough rooms **8** in May. The hotel hopes to **9** Mr Watson's **10**.

**I** Exercise 3

**KMK** Ein Geschäftsmann ruft an, weil er ein Hotel für eine Produktpräsentation sucht. Partner A arbeitet an der Rezeption, Partner B ist der Gast. Führen Sie das Rollenspiel mithilfe der Vorgaben in Partnerarbeit durch.  Phrases

Partner A	Partner B
Sie arbeiten an der Rezeption eines Hotels und erhalten eine telefonische Anfrage.	Sie sind ein Geschäftsmann aus Australien und suchen ein Hotel für eine Präsentation.
Begrüßen Sie den Anrufer.	Stellen Sie sich kurz vor und sagen Sie, dass Sie ein Geschäftshotel suchen.
Fragen Sie, wann der Kunde kommen möchte und wie viele Hotelzimmer und Konferenzräume benötigt werden.	Sagen Sie, dass Sie vom 2. bis 7. Juni fünf Einzelzimmer und zwei Konferenzräume (jeweils mindestens 80 m <sup>2</sup> groß) benötigen.
Fragen Sie nach der gewünschten Zimmerausstattung.	Die Zimmer sollten mit Computer, Internetanschluss, Drucker und Fax ausgestattet sein. In den Tagungsräumen benötigen Sie Kopierer, Flipcharts und einen Fernseher.
Sagen Sie, dass geeignete Räumlichkeiten verfügbar sind.	Fragen Sie nach den Freizeitangeboten, die man im Hotel nutzen kann.
Das Hotel verfügt über ein Schwimmbad und eine Sauna.	Bitten Sie um ein Angebot mit Preisangaben und eine Hotelbroschüre per E-Mail.
Sie werden die gewünschten Informationen noch heute abschicken. Bitten Sie um die E-Mail-Adresse.	Geben Sie Ihre E-Mail-Adresse an: (your name)@pcexperts.com
Bedanken Sie sich und sagen Sie, dass Sie seinem Rückruf entgegensehen.	Bedanken Sie sich für die Auskunft.
Verabschieden Sie sich angemessen.	

**Communicating across cultures: Telephoning**

Telephoning in a foreign language can be challenging. When you write a text you have time to think about what you are going to write. But on the telephone you have to reply immediately. The best thing to do is to stay calm and ask the caller to speak slowly and repeat or spell words that you haven't understood.



## B Making offers and reservations

### R Exercise 1

Read the online enquiry for a weekend in London and the hotel's reply below.  
Discuss the two offers with a partner and choose one of them.

In my view ...

What do you think about ...?

I'm quite sure that ...

I believe (that) ...

It seems to me ...

Check availability and best rates in the Blackberry Hotel!

Date of arrival: 16 January 2010  
 Date of departure: 18 January 2010  
 No. of rooms: single: 0 double: 1 triple: 0  
 No. of occupants: 2 [check rates](#)



From: blackberry-hotel@info.com  
 To: s.grey@mail.uk  
 Date: 2010-11-25  
 Subject: Enquiry about room availability

Cc:  
 Attachment:

Dear Sir/Madam

We are happy to inform you that the following rooms are available for the requested period:

**Standard double room for just € 59 per night**

We can offer you a bright, air-conditioned room equipped with a minibar, TV and internet access. In-room facilities also include shower and WC. Breakfast is not included in the price.

**Luxurious double room for just € 99 per night**

This spacious, air-conditioned room offers everything you like, including a balcony with a fantastic view over Hyde Park! Enjoy a king size, non-allergic bed. In-room facilities include a shower with special massage functions, a whirlpool and a separate WC. The room is also equipped with LCD TV, a DVD player and a laptop with broadband internet access. In addition mineral water, handmade chocolates and complimentary slippers await you. Breakfast is not included in the price.

For a nice romantic evening enjoy a candlelight dinner in our restaurant. We can offer you a special three-course dinner for just € 15 per person or a five-course dinner with two choices of each course for just € 22 per person.

We look forward to hearing from you again.

Best regards

Sarah Brookfield  
 Receptionist

Blackberry Hotel, London



**R** Exercise 2

**KMK** Mr Watson ruft wegen einer Reservierung erneut im Grand Hotel in Wien an. Hören Sie das Telefongespräch an und entscheiden Sie, ob die folgenden Aussagen richtig oder falsch sind. Sie hören das Gespräch zweimal.



1. Mr Watson möchte vom 22. bis 30. Mai Zimmer reservieren.
2. Er benötigt insgesamt sechs Nichtraucherzimmer.
3. Das Zimmer für Mr Watsons Chef ist mit einem Whirlpool und einer extra großen Dusche ausgestattet.
4. Mr Watsons Chef heißt Steven Juice.
5. Die Telefonnummer von Mr Watson lautet: 001-324-4431.
6. Die Gäste werden am 22. Mai gegen 10 Uhr im Hotel ankommen.

**R** Exercise 3

7 Listen again and complete the confirmation for Mr Watson's reservation.

To: peter-watson@enterprise.com  
Subject: Room reservation

Dear Mr Watson,

Thank you very much for your **1**.

We are pleased to confirm the dates as follows: **2** May to **3** May.

We have reserved:

- 7 standard single rooms, including 5 **4** rooms. Rate per night and room: **5** euros.
- 1 **6** business suite, non-smoker. Rate per night: **7** euros.

In addition we have booked two **8** rooms which are equipped with photocopying **9**, fax, flipcharts, TV, DVD player and wireless **10** access.

Lunch will be served at **11**. During the breaks at **12** and **13** we will provide **14**, **15**, soft drinks and mineral **16** for you.

We look forward to welcoming you to our hotel.

Yours sincerely,

*Tina Bail*

Receptionist and reservations clerk  
Grand Hotel, Vienna

**Refresh your grammar: Future tenses**

Das **will future** wird verwendet, um spontane Entscheidungen, Vorhersagen und Vermutungen zu äußern.

*I hope I'll have a good job in ten years.*

Das **going to-future** wird bei einer festen Absicht verwendet.

*I'm going to visit my aunt tomorrow.*

Mit dem **present continuous** spricht man über Pläne, oft in Verbindung mit Zeitadverbien, wie z. B. *tomorrow, next week*.

*The guests are arriving at 7 o'clock tomorrow morning.*



**R** Exercise 4

Look at the sentences and choose the correct tense.

1. I think it (will rain/is going to rain) today.
2. Mr and Mrs Smith bought their train tickets yesterday.  
They (will take/are going to take) the train because they hate flying.
3. He expects that all staff (will start/are going to start) early in the morning.
4. We (will prepare/are preparing) the meal this afternoon.
5. I hope Ms Lee (will come/is going to come) to the reception this morning.

**P** Exercise 5

Talk about your own plans for next weekend with a partner.  
Use different future tenses.



**C** Changing and cancelling reservations

**R** Exercise 1

8 Listen to the two dialogues and fill in the table. Use a separate sheet of paper.

	Dialogue 1	Dialogue 2
1. Name:		
2. Booking period:		
3. Number and type of rooms:		
4. Reason for the change:		

**I** Exercise 2

Make similar dialogues as in Exercise 1 and act them out with a partner.

Phrases

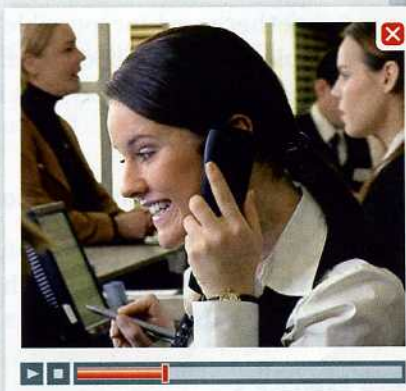
I'd like to cancel my reservation/booking because ...

Unfortunately, I have to change my reservation/booking.

**V4** Video lounge

**At the reception desk** Maya has arrived in Berlin to start her work placement at the Ryam Hotel. Today she is working for the first time at the reception. Watch the video and answer the questions.

1. Who is the first person that Maya meets when she arrives at the reception of the Ryam Hotel?
2. What is the name of the customer that Maya talks to on the phone?
3. Why does he call the Ryam Hotel?
4. How long does he want to stay at the Ryam Hotel?
5. What type of room does he book?
6. Why does Maya have to call him back after the booking and what are his answers?





## Advanced material

### R Exercise 1

Mr Smyth runs a family hotel near Glasgow and he found the following advert on the internet. Read the text and find suitable words for the definitions below.

#### Join quickbooking.com now

Are you getting angry about low booking rates and do you want to have more guests? We have an excellent offer for you! Join us and we will do our best to increase your bookings. Just fill in our registration form with your property information and send it to us. Then you will receive a confirmation e-mail and you will be asked to enter room availability, prices and all the relevant information that you might find useful to tell your potential guests.

There are no costs to start, manage or update your information. Five photos can be added for free and we will create a professional homepage, just for your hotel. Your homepage will then be integrated into our special hotel search and booking engine.

Guests who are interested in staying with you can make enquiries online. You can answer their questions straight away and receive their reservations. Customers can see what your hotel, its facilities and rooms look like. If they book accommodation, they will pay only a 10 per cent deposit to us by credit card and pay the remaining 90 per cent upon arrival at your hotel. There are no hidden charges, no annual fees and you are free to leave at any time.

So, don't lose time and join us right now. You're just a few clicks away from making more money! If you have any questions, do not hesitate to call our support centre on +44-173-555419 or write an e-mail to [hotel-online@supermail.co.uk](mailto:hotel-online@supermail.co.uk).



1. the number of bookings over a period of time
2. a letter or an e-mail that tells you that an arrangement has been made
3. another word for 'possible'
4. a place for somebody to stay during the day and night
5. an amount of money that is calculated over a period of one year

### P Exercise 2

Discuss the following questions in small groups.

1. Do you find the advert convincing? Why, or why not?
2. What else could Mr Smyth do to increase the number of bookings in the future? Collect some ideas and present them in class.

### I Exercise 3

Imagine Mr Smyth asks you if he should join quickbooking.com or not. Act out the conversation with a partner.



## Phrases: Enquiries and reservations

### Receiving enquiries

We are a small/big business/resort/ family/sports hotel.	Wir sind ein kleines/großes Geschäfts-/ Urlaubs-/Familien-/Sporthotel.
I'll check if the rooms requested are available.	Ich werde nachsehen, ob die benötigten Zimmer verfügbar sind.
We can offer you an air-conditioned single/double room with a king size bed/bathroom/shower/separate toilet.	Wir können Ihnen ein klimatisiertes Einzel-/Doppelzimmer mit einem extragroßen Bett/Bad/Dusche/separater Toilette anbieten.
The room is equipped with a minibar, TV and internet access.	Das Zimmer ist mit Minibar, Fernseher und Internetanschluss ausgestattet.
Do you have a fitness centre/ swimming pool/sauna?	Haben Sie einen Fitnessraum/ein Schwimmbad/eine Sauna?
I'd be very pleased to send you our latest brochure and price list.	Ich lasse Ihnen gerne unseren neuesten Prospekt und eine Preisliste zukommen.

### Making offers and reservations

We can make/send you the following offer.	Wir können Ihnen das folgende Angebot unterbreiten/zuschicken.
I'd like to make a reservation/booking for ... nights.	Ich möchte eine Reservierung/Buchung für ... Übernachtungen vornehmen.
Could you give/spell me your name, please?	Könnten Sie mir bitte Ihren Namen geben/buchstabieren?
Please be so kind and give me your postal address/credit card details and your contact phone number.	Bitte seien Sie so nett und geben Sie mir Ihre Postanschrift/Kreditkartendetails und eine Telefonnummer, unter der wir Sie erreichen können.
We'll confirm your booking/ reservation by mail/e-mail.	Wir werden Ihre Buchung/Reservierung per Post/E-Mail bestätigen.

### Changing and cancelling reservations

I'd like to cancel my reservation/ booking because ...	Ich möchte meine Reservierung/Buchung stornieren, weil ...
Unfortunately, I have to change my reservation/booking.	Leider muss ich meine Reservierung/ Buchung ändern.





## Unit 4

### At the reception

Hotel receptionists are responsible for welcoming and looking after the guests during their stay and saying goodbye at departure. It is therefore important that receptionists have a warm personality and can create a pleasant atmosphere for the guests. They should be able to communicate things clearly and always be willing to help. Being diplomatic and polite are therefore necessary personal qualities for receptionists.

**P** Exercise 1

Look at the photos and put them in the right order. Give reasons for your answer.

**P** Exercise 2

What are the tasks of a receptionist? Collect ideas with a partner.



## A Welcoming guests

### R Exercise 1

Read the text. Then answer the questions below.

- Melanie: Good morning. Welcome to the Römerhof. My name is Melanie Meyer. What can I do for you?
- Mr Landon: Hello, our name is Landon and we have a reservation. We're so glad that we've finally arrived. We had a very long flight, you know. And then we had problems with our luggage at the airport – it got lost somewhere between New York and Rostock! So all we've got at the moment is my wife's handbag. We're very tired and hungry.
- Melanie: I'm sorry to hear that, Mr Landon. But don't worry too much. Normally your luggage should be delivered within 24 hours by the airline. I'll take a note and call the airline later, if you want.
- Mr Landon: Oh, yes please. That would be very nice indeed.
- Melanie: Let's check your reservation. May I have your name again, please?
- Mr Landon: It's Vivian and Bob Landon, that's L-A-N-D-O-N.
- Melanie: Thank you. Yes, you've booked a double room from 24 to 27 August with half board. Unfortunately, your room isn't ready yet. I'm afraid you'll have to wait for about an hour until you can move in. I'm really sorry about that.
- Mrs Landon: Are you kidding? I can't stand on my feet any longer.
- Melanie: May I suggest that I take you to our restaurant where you can sit down, relax and have a meal? There you could also fill in the registration form and give it back to me when you return.
- Mr Landon: That's a good idea. Come on, let's go, Vivian. I'm starving.

1. What problem did Mr and Mrs Landon have at the airport?
2. Why can't they move into their hotel room yet?
3. What does the receptionist suggest to them?

### M Exercise 2

Find English words for these German expressions in the text above.

- |                                 |                                  |
|---------------------------------|----------------------------------|
| 1. über etwas froh sein         | 4. eine Reservierung überprüfen  |
| 2. machen Sie sich keine Sorgen | 5. ein Doppelzimmer buchen       |
| 3. sich etwas notieren          | 6. das Anmeldeformular ausfüllen |

### Communicating across cultures: Being polite

You might think everyone knows what being polite means and how important this is in the catering business. However, you also need to understand what guests from other countries think is polite. British guests, for example, may find it impolite to be asked "When do you want to leave?" and would prefer "Could you please tell me when you'd like to leave?" If you give a negative answer, you should not say "No" but start with "I'm afraid I have to tell you ...". To Germans this may sound over-polite but it is necessary to adapt to guests and their expectations.



## B Checking details and registering

### R Exercise 1

Read the dialogue. Sum up what the receptionist does when Mr and Mrs Landon return to the reception desk.

Mr Landon: Hello, here we are again.

Melanie: Nice to see you again, Mr and Mrs Landon. Did you enjoy your meal?

Mr Landon: Yes, we did. We're feeling much better now, aren't we, darling?

Mrs Landon: Absolutely, Bob.

Melanie: Before I give you the room key, we have to go through the necessary formalities. Your reservation is for a standard double room from 24 till 27 August, including breakfast and half board at 80 euros per night. Breakfast is from 6 a.m. till 10 a.m. in our restaurant. Half board is a dinner buffet which is served from 7 p.m. to 9 p.m. Your room is equipped with a separate bathroom, a phone, TV and a minibar. Additionally, your room offers a wonderful view of the sea.

Mr Landon: That's exactly what we wanted to have.

Melanie: Great. Could you please give me the completed registration form?

Mr Landon: Yes, of course. Here you are. But we haven't signed the form yet. Do we both have to sign it?

Melanie: One signature is sufficient, Mr Landon. Please sign here at the bottom. [...] Thank you. Could you then please give me your credit card? I'll swipe it so that the details are in our system and we can use them for the bill when you check out.

Mr Landon: Sure. Here you are.

Melanie: Thank you, Mr Landon. Your room is on the third floor. Here's your room key. Shall I ask the porter to accompany you to your room?

Mrs Landon: That would be very kind.

Melanie: You're welcome. Please remember that your evening meal is served from 7 p.m. to 9 p.m. Enjoy your stay. Goodbye.

Mr Landon: Thank you very much. Bye.



### P Exercise 2

Work with a partner and find phrases which you could use in these situations. Then practise a dialogue between a receptionist and a hotel guest who is checking in. 🗨️ Phrases

Asking for a guest's name • Checking a reservation • Giving details about a room • Asking a guest to fill in the registration form • Asking for the credit card • Handing over the key card to the guest • Offering help with the luggage

**Example:** Greeting guests → "Welcome to the ... Hotel. My name is ... What can I do for you?"



**R Exercise 3**

- 9 Listen to the conversation between a receptionist and a guest who has just arrived at the Römerhof Rostock. Fill in the registration form (on a separate sheet of paper).

*Römerhof Rostock*

Family name ..... First name .....

Address .....

Country .....

Nationality .....

Passport number .....

Phone .....

Number of people ..... Room type .....

Room number .....

Arrival date ..... Departure date .....

**Refresh your grammar: Modal verbs**

Für höfliche Fragen und Bitten verwendet man **can** (= können), **could** (= könnten), **may** (= dürfen) oder **shall** (= sollen) bzw. **should** (= sollten).

*What can I do for you?  
Could you help me, please?  
May I carry your luggage?  
What shall I do for you?  
You should work with joy.*

Bei einem höflichen Angebot, leitet man die Frage mit "**Would you like ...?**" ein. Eine höfliche Antwort beginnt mit "**I'd like to ...**"

*Would you like to follow me?  
I'd like to reserve a room for two nights, please.*

Zum Ausdruck einer Notwendigkeit oder Verpflichtung, sollte auf das Wort **must** (= müssen) verzichtet und stattdessen **have to** oder **need to** verwendet werden.

*I have to go now.  
We haven't checked out yet.  
I need to help my colleague.*

**mustn't** = nicht dürfen  
**needn't** = nicht brauchen/müssen  
**don't have to** = nicht müssen

*He mustn't leave before 5 p.m.  
I needn't go to school tomorrow.  
You don't have to work today.*

**P Exercise 4**

Complete the sentences with modal verbs.

- I (**möchte**) to have your credit card, please.
- (**Darf**) I ask you a question?
- (**Soll**) I call our porter to help you with your luggage?
- You (**können**) call us 24 hours a day.
- (**Möchten Sie gerne**) to have breakfast in your room?
- I (**darf nicht**) forget to make the wake-up call for Mrs Fyfe at 6 a.m.
- You (**müssen nicht**) pay for anything during your stay.



## C Checking out

### P Exercise 1

In many hotels it is common to pay by credit card but there are also other methods of payment. Say in which situations you would use them and why.

bank transfer • EC card • in cash • in instalments • traveller's cheques

**Example:** credit card: I usually pay by credit card when I buy things on the internet because this form of payment is accepted worldwide.

### P Exercise 2

**www** Search the internet with a partner and find out more about the advantages of traveller's cheques, bank transfers and credit cards. Present your results in class.

### R Exercise 3

**KMK** Sarah Grey hat ihren Urlaub in einem Hotel auf den Seychellen verbracht und reist heute ab. Hören Sie das Gespräch mit der Rezeptionistin an und entscheiden Sie, ob die folgenden Aussagen richtig oder falsch sind. Sie hören den Text zweimal.

1. Sarah gibt der Rezeptionistin ihre Schlüsselkarte.
2. Sarah gefiel der Aufenthalt im Hotel nicht.
3. Das Essen in den Bars war lecker, aber die Einheimischen waren sehr unfreundlich.
4. Sarah wundert sich über die hohe Hotelrechnung.
5. Die Rezeptionistin bittet Sarah in bar zu bezahlen.



### R Exercise 4

**10** Listen again and match the expressions (1.–10.) with the explanations (a.–j.).

1. room key	a. something that is extra
2. to print out	b. a list showing how much you have to pay
3. bill	c. you do that on the last day before you leave the hotel
4. to check out	d. to make something a part of something else
5. additional	e. a piece of metal that you use to lock or unlock a door
6. phone call	f. to write your name on a piece of paper
7. to include	g. to like something more than something else
8. to prefer	h. to produce a printed copy of a document
9. to sign	i. when you talk to someone on the phone
10. slip	j. a small piece of paper



**P** Exercise 5

When you write the bill for a hotel guest there might be other items on it than just the costs for accommodation. Make a list of such additional items.

**R** Exercise 6

11 Mrs Mugharjee checked out at the City Hotel in Düsseldorf a few minutes ago. Now her husband returns with the bill. Listen to the dialogue and answer the questions.

1. Why does Mr Mugharjee return to the reception desk?
2. Why were the phone calls to India not free of charge?
3. Why are there beverages on the bill?
4. What does the last line at the bottom of the bill say?

**I** Exercise 7

**KMK** Ein Hotelgast erledigt an der Rezeption die Formalitäten für die Abreise. Eine Person übernimmt die Rolle des Gastes, die andere die des Rezeptionisten.

Phrases





## Advanced material

### R Exercise 1

In the Mfuwe Lodge elephants may stand next to you at the reception. Read the text and explain the words in the box. Use a dictionary, if necessary.

accommodation • chalet • director • distance • experience • lagoon • lobby • mango • ripe • spectacle • to stroll • tame • unique

### Wild elephants at the reception

In the Mfuwe Lodge in the South Luangwa National Park in Zambia, the sight of elephants strolling around the lobby is quite common. The guests are kept at a safe distance when they witness the spectacle. In 1998 the hotel was unwittingly built on the path of the elephants' route to one of their favourite foods: wild mangoes.

Andy Hogg, 44, the director at Bushcamp Company running the Mfuwe Lodge says that it is the only place in the world where elephants get so close to people. He says: "The most interesting thing about this is that they are wild animals and not tame at all."

When the mangoes are ripe the elephants walk past the reception desk and come back almost every day. The hotel management stresses that no accidents have happened so far because it makes sure that the guests do not get too close to the animals.

Not surprisingly many guests come specifically during November to watch the elephants. The hotel



offers accommodation in 18 luxury chalets and from their balconies you have a wonderful view of the nearby lagoon. For most hotel guests, it is a unique experience to be so close to wild animals in such an unusual and beautiful environment.

### M Exercise 2

**KMK** Sie arbeiten an der Rezeption in einem Hotel in Graz. Ein Gast kommt mit dem obigen Text zu Ihnen und bittet Sie, ihm die Vorzüge eines Aufenthalts in der Mfuwe Lodge zu erläutern, denn er plant eine Reise nach Afrika mit seiner tierliebenden Enkelin. Übertragen Sie dazu den Text sinngemäß ins Deutsche.

### P Exercise 3

Could you imagine spending a holiday in the Mfuwe Lodge? Why, or why not?

### P Exercise 4

**www** Search the internet for information about another interesting hotel in Africa. Work in small groups, take notes and present the hotel in class.



## Phrases: At the reception

### Welcoming guests

Welcome at the ...	Herzlich willkommen im ...
What can I do for you?	Was kann ich für Sie tun?

### Checking details and registering

May I have your name, please?	Könnte ich bitte Ihren Namen haben?
Have you got a reservation?	Haben Sie eine Reservierung?
You've booked a room for three nights from 24 to 26 May.	Sie haben ein Zimmer für drei Übernachtungen vom 24. bis 26. Mai gebucht.
Would you fill in this registration form, please?	Würden Sie bitte dieses Anmeldeformular ausfüllen?
May I have your passport/identity card, please?	Dürfte ich bitte Ihren Reisepass/ Personalausweis haben?
Your room number is 208 and your room is on the second floor.	Ihre Zimmernummer ist 208 und Ihr Zimmer befindet sich im 2. Stock.
Here's your key card./Here are your room keys.	Hier ist Ihre Schlüsselkarte./Hier sind Ihre Zimmerschlüssel.
The porter will accompany you/ carry your luggage to your room.	Der Portier wird Sie zu Ihrem Zimmer begleiten/Ihr Gepäck auf Ihr Zimmer bringen.

### Checking out

I'll print out your bill straight away.	Ich drucke Ihnen die Rechnung sofort aus.
Did you enjoy staying with us?	Haben Sie sich bei uns wohlgefühlt?
All in all you have to pay 400 euros for your stay.	Alles in allem müssen Sie 400 Euro für Ihren Aufenthalt bezahlen.
For accommodation/room service/ breakfast/beverages we charged ...	Für Übernachtung/Zimmerservice/ Frühstück/Getränke berechneten wir ...
At the bottom of the bill you can see the VAT rate, the amount of the VAT, the total amount excluding VAT and then the total amount including VAT.	Unten auf der Rechnung finden Sie den Mehrwertsteuersatz, den Mehrwertsteuerbetrag, den Gesamtbetrag ohne Mehrwertsteuer und dann den Gesamtbetrag mit Mehrwertsteuer.
How would you like to pay?	Wie möchten Sie gerne bezahlen?
I'd like to pay in cash/by credit card/ by EC card/by bank transfer.	Ich möchte gerne bar/mit Kreditkarte/EC Karte/per Banküberweisung bezahlen.
Have a nice/good journey back home.	Ich wünsche Ihnen eine gute Heimreise.





## Unit 5

### Taking care of guests

In your daily work you often face the challenge of helping guests and making them feel comfortable. The guests' wishes range from forgotten toothpaste or ordering meals to finding hotel facilities and enquiring about sightseeing and entertainment highlights in town.

**P** Exercise 1

Describe the situations shown in the photos above. What do the different staff members do to make the guests feel comfortable?

**P** Exercise 2


What other needs might guests have and how can these be satisfied? Make a list.



## A Room service

### R Exercise 1

- 12 Mr and Mrs Steinberger would like to have breakfast in their room. Listen to Mr Steinberger calling the room service and fill in the order form on the right (on a separate sheet of paper).



**Florida Palms Hotel** ★★★★★

**List for room service (breakfast)**

Name of the caller: \_\_\_\_\_

Room number: \_\_\_\_\_

Type of breakfast:

continental style       American style

Beverages

cup(s) of coffee       white bread

pot(s) of coffee       wholemeal bread

cup(s) of tea       rolls

pot(s) of tea       toast

orange juice

Bread spreads

apricot jam

strawberry jam

cherry jam

marmalade

honey

Special wishes: \_\_\_\_\_

### P Exercise 2

A guest enquires about the room service. Read the information on the right and give polite answers to the questions below.

1. When is the room service available?

2. How can I make an order?

3. Is there an extra charge?

4. What kind of food and beverages can I order?

Room service for snacks and beverages is available daily for 24 hours.

From 11 a.m. to 11 p.m. the service includes a selection of cooked meals (see room service menu).

Call our room service team (phone 111).  
Room service charge: \$ 2 per order.

### M Exercise 3

Read the menu and sum up in German what is offered. You may use a dictionary.



**Florida Palms Hotel** ★★★★★

**Room service special menu**

Breast of turkey with a cream sauce and rice	\$ 15.95
Smoked salmon with creamed horseradish	\$ 14.95
Breaded schnitzel served with French fries and mixed salad	\$ 11.95
Seasonal salad with Italian or French dressing	\$ 5.50
Ice cream with hot strawberries	\$ 4.50

### Refresh your grammar: Get/ask/tell s.o. to + infinitive, have s.o. + infinitive

Möchte man jemanden etwas tun lassen, kann man **get s.o. to do s.th.** oder **have s.o. do s.th.** verwenden.

*I'll get our chambermaid to make your bed.*

*I'll have the porter help you.*

Mit **ask** drückt man eine höfliche Bitte aus.

*I'll ask her to serve you some tea.*

Aufforderungen werden durch **tell** eingeleitet.

*I'll tell him to take your order.*



**P** Exercise 4

Look at the example. Then work with a partner and make dialogues.

1. (not enough hangers/in wardrobe) → (have/someone/put/into wardrobe)
2. (no soap/in dispenser/above the basin) → (ask/room attendant/ to put soap/in dispenser/next 10 minutes)
3. (can't find/menu) → (tell/room service staff/to bring one)
4. (floor/dirty) → (get/chambermaid/to vacuum/floor)

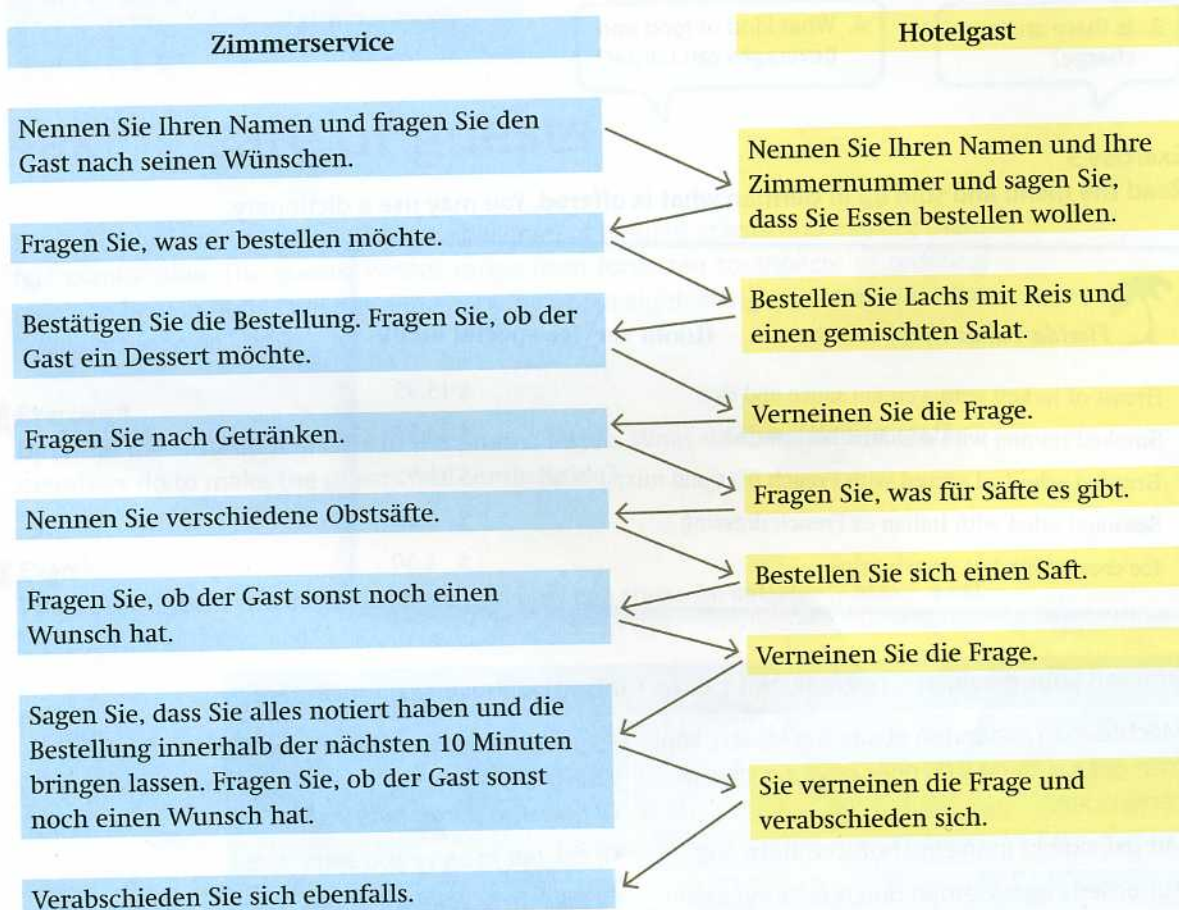


**Example:** (no fresh towels/in bathroom) → (ask/colleague/to bring up)

Receptionist: Good morning, Mr/Mrs ... What can I do for you?  
 Guest: I'm sorry, but there are no fresh towels in the bathroom.  
 Receptionist: I do apologize, Mr/Mrs ... I'll ask my colleague to bring them up to you straight away.  
 Guest: Thank you very much.  
 Receptionist: You're welcome.

**I** Exercise 5

**KMK** Ein Gast ruft den Zimmerservice an. Eine Person übernimmt die Rolle des Zimmerservice, die andere die des Gastes. 🗣️ Phrases



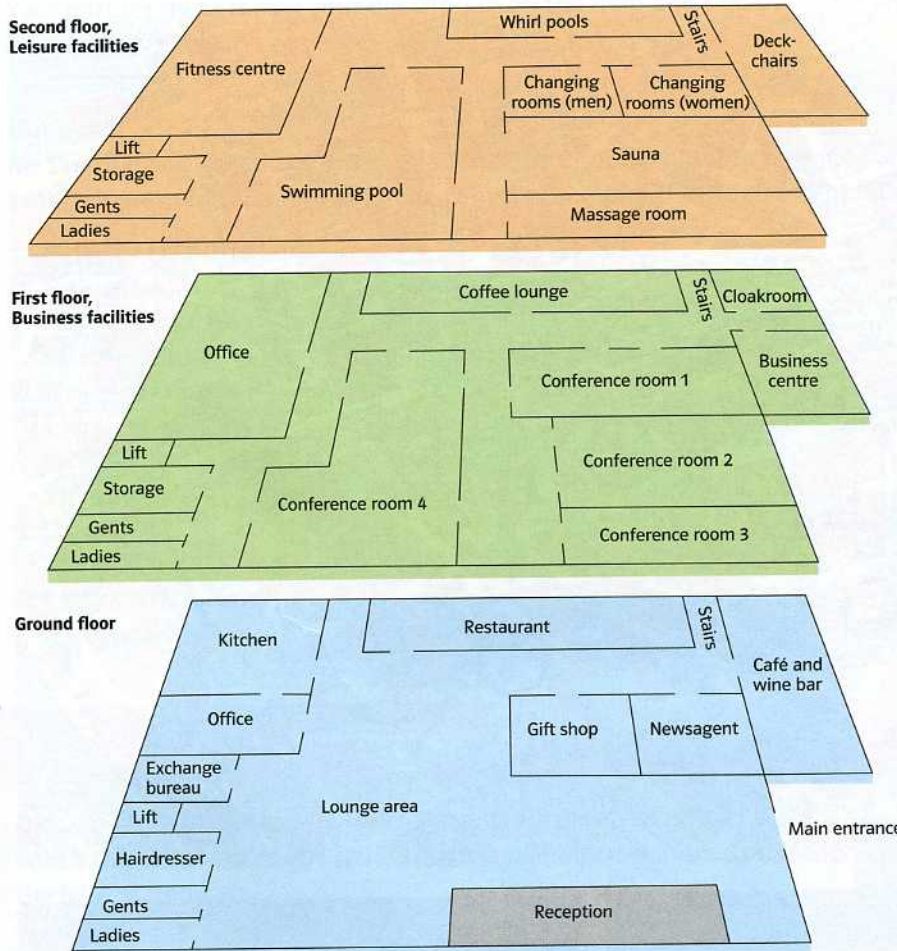


## B Giving directions to hotel facilities

### P Exercise

Take the role of a receptionist and give directions to these guests. Use the plan below and the phrases on the right.  **Phrases**

1. "Excuse me. Where can I find the restaurant?"
2. "I'd like to leave my jacket at the cloakroom. Can you tell me where it is?"
3. "I read that you have a swimming pool in the hotel. How do I get there?"
4. "Good morning. Could you tell me where I can buy a newspaper?"
5. "I'd like to have my hair done. Do you have a hairdresser in your hotel?"



Take the lift up to the ...

It's straight ahead.

The ... is on your left/right.

Go up the stairs to the ...

Take the first/second entrance to the left/right.

Go round the corner.

Walk along the corridor.

It's opposite the ...

Go past/across the ...

It's on the ground/first/second floor.

### Communicating across cultures: Talking about locations

Remember that the floors of a building have different names in American and British English. The German 'Erdgeschoss' is the 'ground floor' in Britain, whereas in the USA this is called the 'first floor'. The German '1. Stock' is in American English the 'second floor' and so on. Moreover, British people say 'lift' and Americans call it 'elevator'. Please note that English speaking guests usually do not ask where the 'toilet' (USA) or 'lavatory' (GB) is but call it 'restroom', 'gents' or 'ladies' instead.

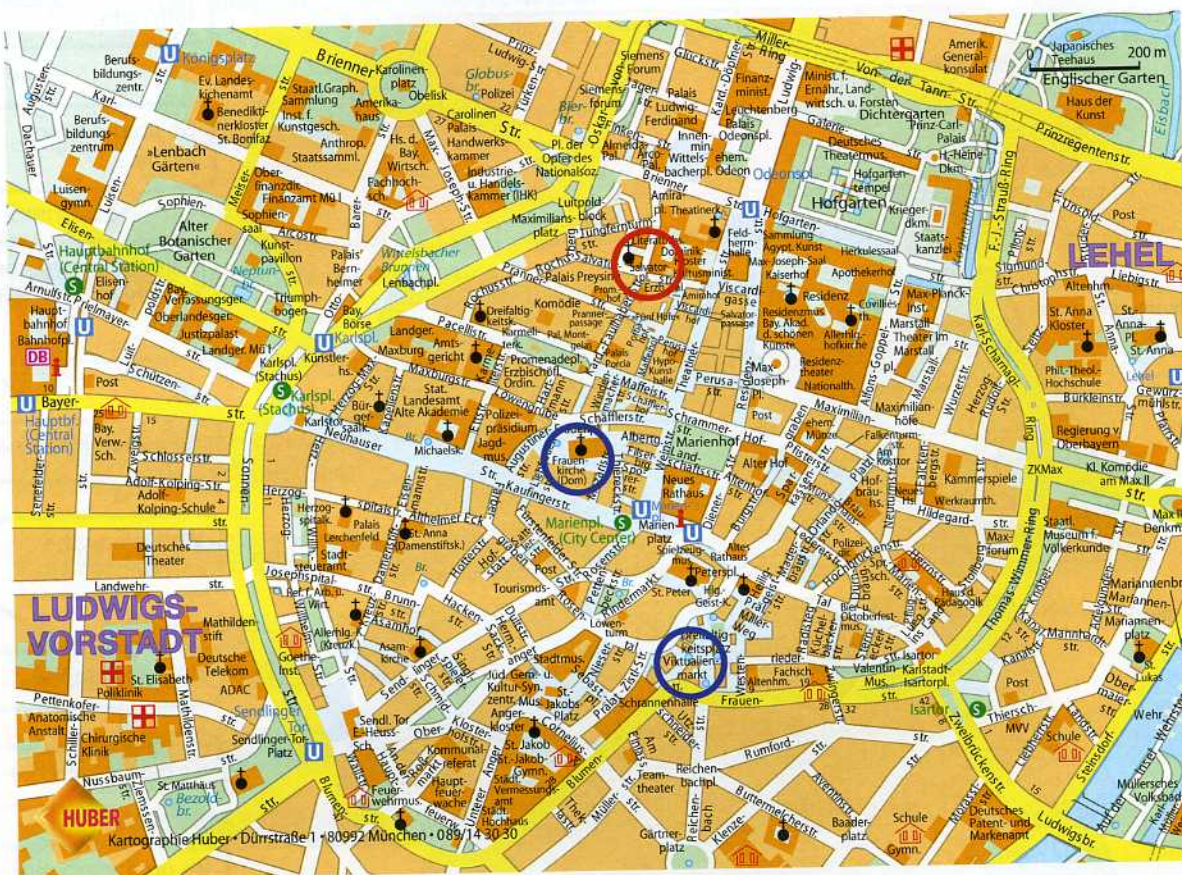


## C Arranging sightseeing and entertainment

### R Exercise 1


13 Listen to the conversation at the reception of a hotel in Munich and follow the directions on the map. Then translate these German phrases into English.

- |                             |   |
|-----------------------------|---|
| 1. vorbeigehen an           | 5. die Straße hinuntergehen bis man ... |
| 2. liegt auf dem Weg zu     | auf der rechten Seite sieht             |
| 3. das Hotel verlassen      | 6. einer Straße folgen                  |
| 4. rechts/links abbiegen in | 7. bis zur nächsten Kreuzung            |





**P Exercise 2**

Work with a partner and give directions to these sights. Use the map on page 42 and start at Salvatorstraße.  Phrases

Partner A wants to go to:

- Englischer Garten
- Deutsches Patent- und Markenamt
- Karolinenplatz

Partner B wants to go to:

- Hofbräuhaus
- Feuerwehrmuseum
- Dichtergarten

**P Exercise 3**

Explain the way to three more sights. Only show your partner from where to go. Your partner must follow your description on the map and find out what and where the sight is.

**R Exercise 4**

14 Mr Dundee had asked the guest relations officer of his hotel to arrange some entertainment for him. Listen to the conversation and choose the right answers.

1. Type of entertainment:
 

a. theatre	b. musical	c. concert
------------	------------	------------
2. Time of departure:
 

a. at midnight	b. 11 p.m.	c. 9 p.m.
----------------	------------	-----------
3. Means of transport:
 

a. taxi	b. hotel shuttle service	c. on foot
---------	--------------------------	------------
4. Ticket price:
 

a. € 45	b. € 50	c. € 150
---------	---------	----------
5. Food:
 

a. snack	b. snack and drink	c. none
----------	--------------------	---------
6. Return to the hotel:
 

a. about 4 a.m.	b. about 5 a.m.	c. about 6 a.m.
-----------------	-----------------	-----------------

## Video lounge

• **Dealing with difficult guests** Mrs Ryam has just arrived at the hotel. Watch the video and decide if the statements are true or false. Correct the false statements.

1. Maya knows straight away who Mrs Ryam is.
2. Mrs Ryam tells Maya that her grandfather owns the hotel.
3. Mrs Ryam wants to spend her holidays in Berlin and has just arrived from Portland, USA.
4. The hotel has reserved the Ambassador Suite for Mrs Ryam.
5. Breakfast is served from 7 a.m. to 11 a.m. on the top floor.
6. There is a misunderstanding because Americans call the 'ground floor' the 'first floor'.





## Advanced material

### R Exercise 1

Read the text and sum up the main information in a few sentences.

#### A murder mystery weekend

Do you often think you know who the murderer is while watching a detective film? And are you looking for something special to happen during your next stay at a hotel? If your answer is yes, then this is the event for you to book!

Booking a murder mystery weekend in Britain is a lot of fun and has a long tradition. Lots of crime story authors born in the UK, like Agatha Christie, arouse people's interest in crime events. Different hotels in Britain satisfy exactly these demands and offer murder 'on the menu'.

You stay two nights in a comfortable 2 to 5 star hotel with dinner, bed and breakfast and with full leisure activities for prices between £99 and £175 per weekend and per person. After enjoying some of the hotel's leisure facilities, the weekend's murder mystery starts.

You always have to keep your eyes open because surprising things might happen during your stay! In some hotels you can watch a crime-scene video



which is then followed by forensic and pathology reports. But no matter how the murder is presented – played by actors or in a video – it is always then your turn to work together with other hotel guests to interview witnesses

and possible suspects. The aim is to find a plausible murder motive and to decide on a prime suspect. You are then asked by an inspector to present your findings. Later there is the revelation of 'whodunnit' and you either can celebrate having solved a crime or you have to ask yourself why your detective skills were not good enough.

Apply now, if you really enjoy doing something different from the norm!

### P Exercise 2

www

Could such events be successful in Germany? Why, or why not? Search the internet for special offers of German hotels and present your results in class.

### P Exercise 3

KMK

Sie arbeiten in einem Hotel in Toronto (Kanada), das „Murder mystery weekends“ anbietet. Herr Nayak interessiert sich dafür und bittet um genauere Angaben. Schreiben Sie eine E-Mail an ihn auf Englisch, die die folgenden Punkte beinhaltet.

- Bedanken Sie sich für Herrn Nayaks Anfrage und sein Interesse.
- Sie können vom 23. bis 25. November ein Doppelzimmer für \$ 99 pro Person reservieren (inklusive Frühstück).
- Fragen Sie, ob er an einem Tagesausflug mit dem Bus zu Sehenswürdigkeiten in der näheren Umgebung zum Preis von \$ 20 pro Person teilnehmen möchte.
- Bitten Sie um eine verbindliche Reservierung des Zimmers und eventuell des Ausflugsprogramms bis zum Ende der Woche.
- Sagen Sie ihm, dass Sie vom Flughafen in Toronto einen Shuttle Service anbieten und ihn und seine Frau direkt vom Flughafen abholen könnten.



## Phrases: Taking care of guests

### Room service

Room service is available daily for 24 hours/from 5 a.m. to 10 a.m. and from 6 p.m. to 11 p.m.	Der Zimmerservice steht täglich 24 Stunden/von 5 bis 10 Uhr und von 18 bis 23 Uhr zur Verfügung.
Just call our room service team to make an order.	Rufen Sie einfach unser Zimmerservice-team an, um eine Bestellung aufzugeben.
There will be an extra room service charge of 3 euros per order.	Wir erheben für den Zimmerservice eine Gebühr von 3 Euro pro Bestellung.
What would you like to order?	Was möchten Sie gerne bestellen?
Which kind of breakfast would you like, continental or American style?	Welche Art Frühstück hätten Sie gerne, ein europäisches oder ein amerikanisches Frühstück?
What kind of bread, jam and beverages would you like to have?	Welche Brotsorte, Marmelade und Getränke hätten Sie gern?
Is there anything else I can do for you?	Gibt es sonst noch etwas, das ich für Sie tun kann?
I will ask our chambermaid to bring fresh towels up to your room straight away.	Ich werde unser Zimmermädchen gleich bitten, frische Handtücher auf Ihr Zimmer zu bringen.

### Giving directions to hotel facilities

Excuse me, could you tell me the way to the restaurant, please?	Entschuldigen Sie, könnten Sie mir sagen wie ich zum Restaurant komme?
It's on the ground/first/top floor/ in the basement.	Es befindet sich im Erdgeschoss/1. Stock/ obersten Stockwerk/Untergeschoss.
Take the lift to the ... floor. It's just around the corner.	Nehmen Sie den Fahrstuhl in den ... Stock. Er befindet sich gleich um die Ecke.
Go up/down the stairs.	Gehen Sie die Treppe hoch/runter.

### Arranging sightseeing and entertainment

Go past/across/round ...	Gehen Sie vorbei an/über/um ... herum ...
Walk along/down ... and then turn right/left into ...	Gehen Sie ... entlang und biegen Sie dann rechts/links in die ... ein.
Follow the street till you come to the next junction.	Folgen Sie der Straße bis zur nächsten Kreuzung.
The building is opposite the church.	Das Gebäude befindet sich gegenüber der Kirche.
The market is on your way to the theatre.	Der Markt liegt auf Ihrem Weg zum Theater.
You have to leave the hotel at 10 p.m. by taxi to get there in time.	Sie müssen das Hotel um 22 Uhr mit dem Taxi verlassen, um rechtzeitig dort zu sein.





## Unit 6

### Serving drinks

Foreign customers sometimes find it difficult to order drinks in a German restaurant or hotel because they do not understand the menu. Guests also often ask for a suitable wine to have with their meal or for a description of certain drinks. In these cases your help is required.

**P** Exercise 1

Describe the photos and say which beverages they show. Make a list of alcoholic and non-alcoholic drinks.

**P** Exercise 2

Collect questions that the customers in pictures 1, 2 and 3 could ask and give possible answers to them.



## A Different beverages

### R Exercise 1

Work with a partner and match the words in the box with the photos (1-15).

apple juice • brandy • cola • hot chocolate • lemonade • mineral water •  
herbal tea • pilsner • red wine • schnapps • sparkling wine • tomato  
juice • Weizen • whisky • white wine



### R Exercise 2

Put the above beverages into five categories. (Use a separate sheet of paper.)

- |          |          |            |                |               |
|----------|----------|------------|----------------|---------------|
| 1. Wines | 2. Beers | 3. Spirits | 4. Soft drinks | 5. Hot drinks |
|----------|----------|------------|----------------|---------------|

### P Exercise 3

Talk in small groups about the beverages that you like to drink. Give reasons for your answers.



## B At the café

### R Exercise 1

Match the different teas and coffees (1.-6.) with the definitions (a.-f.).

1. Ceylon tea	a. an espresso mixed with hot milk
2. green tea	b. coffee mixed with whisky and cream on top
3. herbal tea	c. dried herbs and blossoms
4. espresso	d. dried tea leaves that are not fermented
5. cappuccino	e. an espresso with frothy milk
6. Irish coffee	f. dry, fermented tea leaves

### R Exercise 2

15 Listen to the dialogue at a café in Vienna. Then answer the questions below.

1. What is the difference between a melange and a cappuccino?
2. Which beverages do Mr and Mrs Graham order?
3. What has Mrs Graham never drunk before?



### I Exercise 3

Work with a partner and act out a dialogue at a café. Take the roles of a customer who enquires about different beverages and a waiter who answers. Phrases

Would you like to order ...?

What kind of ... would you like to have?

We've got ...

I'd like to order ...

Can you tell me what ... is?

I'll take ...

### Refresh your grammar: Some and any

In bejahten Sätzen und in Fragen, in denen etwas angeboten oder erfragt wird, verwendet man **some**.

In verneinten Sätzen und den meisten Fragen verwendet man **any**.

*I prefer to have some tea, please.*

*Would you like some cake, Sir?*

*Can I have some orange juice, please?*

*I'm not going to drink any beer today.*

*Are there any nice bars near the hotel?*

### R Exercise 4

Complete the sentences with 'some' or 'any'.

1. Would you like to have (any/some) more tea, Sir?
2. Do you mind bringing me (any/some) more coffee, please?
3. I can't eat (any/some) cream cake because I'm on a diet at the moment.
4. We could order (any/some) buns with our coffee, darling.
5. I'm afraid we don't offer (any/some) Irish whisky.



## C Drinks at the bar

### P Exercise 1

Make a list of beverages that you can order at a bar.

**Example:** Grand Marnier, draught beer, Cuba Libre, Sambuca, orange juice, ...

### M Exercise 2

Match the English words (1.-12.) with their German translations (a.-l.).

1. to pour	a. Eiswürfel
2. to stir	b. Longdrinkglas
3. to garnish	c. Likör
4. highball glass	d. umrühren
5. to add	e. hinzufügen
6. liqueur	f. sauer
7. grenadine syrup	g. dekorieren
8. ice cube	h. Limette
9. lime	i. Geschmack
10. slice	j. gießen
11. flavour	k. Granatapfelsirup
12. sour	l. Scheibe



### R Exercise 3

16 Listen to the conversation at a hotel bar. Then describe the drinks in English.

1. Weizenbier    2. Tequila Sunrise    3. Scarlett O'Hara

### R Exercise 4

16 Listen again and find the opposites of these words.

1. sweet    2. weak    3. cloudy    4. common    5. hot    6. to take away

### P Exercise 5

Explain your favourite cocktail to a partner. The words in the box may help you.

crushed ice • a cocktail/highball glass • to cut into quarters • a dash •  
to garnish • to mix • a pinch • to pour • to shake • a slice • to stir



## D Recommending wine

### R Exercise 1

**KMK** Susan und Samantha unterhalten sich mit einem Weinkellner. Hören Sie das Gespräch aufmerksam an. Entscheiden Sie dann, ob die folgenden Aussagen richtig oder falsch sind und korrigieren Sie die falschen Aussagen.

1. Susan und Samantha möchten gerne Fisch bestellen.
2. Sie bitten den Kellner um eine Weinempfehlung.
3. Der Kellner empfiehlt einen Silvaner Spätlese und einen Riesling Kabinett.
4. Bei dem Silvaner handelt es sich um einen trockenen, leicht würzigen Wein.
5. Der empfohlene Riesling stammt aus Franken.
6. Spätlese Weine haben ein besonders kräftiges Aroma.
7. Susan und Samantha bestellen eine Flasche Riesling.

### P Exercise 2

Make a list of the adjectives used in the wine list. Add other adjectives for describing different wines that you know. If necessary, use a dictionary.

#### White wines

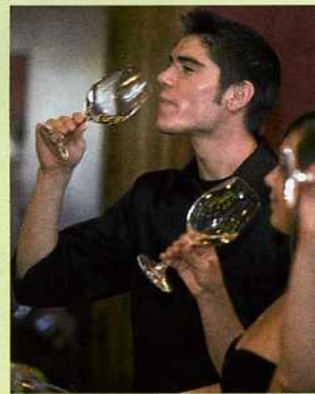
- Jean Pierre Table Wine Dry – France £ 8.00  
Dry white wine with a fruity fragrance.
- Jean Pierre Table Wine Medium – France £ 8.00  
Medium dry white wine with a fresh and tangy taste.
- Araldica Piemonte Cortese – Italy £ 9.00  
Dry white wine with a clean and elegant flavour.
- Piesporter Michelsberg Qualitätswein – Germany £ 9.00  
Light medium dry Moselle wine.

#### Red wines

- Jean Pierre Table Wine Medium – France £ 8.00  
Well-balanced red wine with a soft and fruity flavour.
- Côte du Rhône – France £ 9.00  
Smooth and warming red wine.
- Aradlica Piemonte Barbera – Italy £ 9.00  
Tangy and dry red wine.
- Rioja Tinto Navajas – Spain £ 10.50  
Full-bodied and intense Spanish red wine.

#### Rosé wines

- Rose d'Anjou – France £ 9.25  
A light rosé wine with a flowery aroma.
- Casal Mendes Rose – Portugal £ 9.50  
Fragrant rosé wine, medium dry and round.



### I Exercise 3

Work with a partner and act out a conversation between a customer who would like to order some wine and a waiter who makes recommendations. 🗉 Phrases



## Refresh your grammar: Adjectives and adverbs

**Adjektive** beschreiben Dinge oder Personen und stehen im Allgemeinen vor Substantiven oder nach einer Form von *to be*.

*We sell hot and cold drinks.  
We offer different cocktails.  
Our barkeepers are very nice.*

**Adverbien** beschreiben wie etwas geschieht und werden meistens aus dem Adjektiv + *ly* gebildet. Wichtige Ausnahmen sind z. B. *good* → *well*, *fast* → *fast*, *hard* → *hard*.

*Our staff members speak  
English fluently.  
She speaks French very well.  
He works hard and learns fast.*

Nach Verben der Sinneswahrnehmung (z. B. *look*, *feel*, *seem*, *taste*, *sound*, *smell*) folgt meistens ein Adjektiv.

*The wine tastes great.  
That sounds interesting.*

**R** Exercise 4

Complete the sentences with a suitable adjective or adverb from the box.

- How do you prepare a Bloody Mary ...?
- The beer is ... cooled.
- The schnapps that Vivian ordered was very ...
- The barkeeper was ... unfriendly.
- This French wine is really ...

exact(ly) • excellent(ly) •  
extreme(ly) • perfect(ly) •  
strong(ly)

**R** Exercise 5

Copy the sentences and fill in the correct form (adjective or adverb). Underline the words that the adjective or adverb refers to.

Thanks for serving me so **1** (quick). This rosé wine is **2** (excellent) – it tastes **3** (fresh) and **4** (fruity). And it goes **5** (good) with my meal. All the staff are very **6** (helpful) and **7** (nice) here. Most of them speak English **8** (fluent). This is **9** (great) because I speak German **10** (bad). All in all I am **11** (high) satisfied and **12** (happy) with the hotel.

 Video lounge



- Reviewing career plans** Maya and Josh are talking about their work placements in Berlin and Paris. Watch the video and make notes on the following aspects.

- The beverages that they order in the café.
- Why Maya is surprised about Josh's order and how he explains it.
- Maya's description of a 'Currywurst'.
- Maya's thoughts about how you can get to know another culture.
- How Josh calls a 'Döner' and how Maya describes its taste.





## Advanced material

### M Exercise 1

Read the text and sum up in German what Del Taco did to increase their sales.

#### Upgrading breakfast beverage offers

Del Taco is one of the largest Mexican limited service chains in the United States with about 500 stores. Ed Hackbarth and David Jameson opened the first Del Taco in Yermo, California in 1961.

5 With a menu of 19-cent tacos, fries, and 24-cent cheeseburgers, Del Taco brought in \$169 in sales on its first day in business – the equivalent of 900 tacos.

Things started fantastically and Del Taco thrived 10 during the 1970s. By 1977 there were 50 restaurants and by 1978 there were already 100. The menu became longer and included new items like buns and ice cream sundaes. In 1988 Del Taco greatly increased in size and merged with the Naulges restaurant chain. In that year Taco also started 15 to stay open all night to serve the growing needs of its customers. By the year 2000, Del Taco had 372 stores in ten states.

A few years ago Del Taco started seeing break- 20 fast as a particularly important part of the menu and upgraded its morning beverage options. Del Taco improved the quality of the coffee to a premium Macho roast which was also consistent with its



Macho tacos and burritos. It introduced new cups 25 and lids as well, but the other equipment remained the same. Since introducing the new beverage, coffee sales have tripled without any additional cost to the company. The program's success relied 30 more on marketing than on training in this case. "Del Taco had been selling coffee before, so the staff knew how to make it, and we already had the 35 equipment," says Sharon Fogg, senior vice president of marketing.

Today, Del Taco is clearly positioned for further expansion and growth.

### R Exercise 2

Read the text again and make notes on the following aspects.

1. Dates
2. Number of stores
3. Sales
4. New items on the menu

### P Exercise 3

www Work in groups and search the internet for further information about the food and beverages offered at Del Taco. Make two lists and report your results in class.

1. Food	2. Beverages



## Phrases: Serving drinks

### Different beverages

Would you like to order something to drink?	Möchten Sie etwas zu trinken bestellen?
What would you like to order?	Was möchten Sie gerne bestellen?
What kind of drink can you recommend?	Welches Getränk können Sie empfehlen?
I'd like to have a glass of vodka/a pot of tea/a hot chocolate.	Ich hätte gerne einen Wodka/ein Kännchen Schwarztee/eine heiße Schokolade.
What's the difference between Weizen and pilsner?	Was ist der Unterschied zwischen einem Weizen und einem Pils?
We serve beer, wine, spirits and a selection of hot and cold drinks at the bar.	Wir servieren Bier, Wein, Spirituosen sowie eine Auswahl an heißen und kalten Getränken an der Bar.

### At the café

We've got cappuccino/espresso/latté macchiato/café au lait/green tea/fruit tea/various herbal teas.	Wir haben Cappuccino/Espresso/Latté macchiato/Milchkaffee/Grüntee/Früchtetee/verschiedene Kräutertees.
Would you like to have milk or lemon with your tea?	Möchten Sie Ihren Tee mit Milch oder Zitrone?
I'd recommend a Darjeeling/an Irish coffee.	Ich würde einen Darjeeling/einen irischen Kaffee empfehlen.

### Drinks at the bar

What kinds of cocktails do you like?	Welche Arten von Cocktails mögen Sie?
What/How about a ...?	Wie wäre es mit einem ...?
Can you please explain to me how a Tequila Sunrise is made?	Können Sie mir bitte sagen, wie ein Tequila Sunrise zubereitet wird?
We mix/pour/add/stir/garnish ...	Wir mixen/gießen/geben hinzu/rühren um/garnieren ...

### Recommending wine

It's a light, medium dry white wine from the Bordeaux region.	Es ist ein leichter, halbtrockener Weißwein aus der Bordeauxregion.
This dry red wine has a pleasant and well-balanced taste.	Dieser trockene Rotwein hat einen angenehmen und ausgewogenen Geschmack.
'Spätlese' means that the grapes are picked late in autumn.	„Spätlese“ bedeutet, dass die Trauben spät im Herbst geerntet werden.
'Kabinett' means it's a high quality wine.	„Kabinett“ heißt, dass es sich um einen hochwertigen Wein handelt.
This wine has an intense flavour and a relatively high acidity.	Dieser Wein besitzt ein intensives Aroma und einen relativ hohen Säuregehalt.





## Unit 7

### Breakfast

Customers staying at international hotels can usually choose between different types of breakfast to satisfy their needs in the morning. In many cases breakfast is served as a buffet and the guests help themselves. Apart from some regional varieties, hotels in Britain usually offer a continental breakfast and a full English or American breakfast.

**P** Exercise 1

Look at the photos and describe each of them.

**P** Exercise 2

What type of breakfast do you see in picture 4? Would you like to eat such a breakfast? Why, or why not?

**P** Exercise 3

What did you have for breakfast today? Does the breakfast you have during the week differ from what you have at the weekend? Talk to a partner and present his/her breakfast habits in class.



## A Different types of breakfast

### R Exercise 1

Look at the photos (1-20.) and match them to the words (a.-t.).

a. baked beans	f. cheese	k. jam	p. scrambled eggs
b. black pudding	g. coffee	l. marmalade	q. tea
c. boiled eggs	h. fried bacon	m. mushrooms	r. toast
d. butter	i. orange juice	n. rolls	s. tomatoes
e. cereals	j. honey	o. sausages	t. wholemeal bread






**R** Exercise 2

18 Listen to the conversation and complete the table with detailed information about different types of breakfast.

1. Continental breakfast    2. English breakfast    3. Breakfast buffet

**I** Exercise 3

Work with a partner and read the breakfast menu. Then take the roles of a customer who does not understand the menu and a waiter/waitress who explains it to him/her. Act out the dialogue. Then change roles.  Phrases

### Breakfast light

**Continental style:** muffins, fresh fruit and yoghurt served with coffee, tea or juice

**Fresh fruit:** sliced seasonal melon and berries with cottage cheese



### Pancakes and waffles

**Double blueberry pancakes:** three large fluffy pancakes filled with blueberries and a topping with rich blueberry sauce

**Classic waffle stack:** waffles served with butter, syrup and bacon



### Eggs and more

**Lucile's breakfast:** two eggs any style, breakfast potatoes, your choice of bacon or sausage and toast

**Smoked salmon omelette:** fluffy four-egg omelette filled with smoked salmon and cream cheese served with breakfast potatoes and toast



**P** Exercise 4

What kinds of breakfast are served at your workplace? What do they consist of?

### Communicating across cultures: Breakfast around the world

A German 'Frühstück' often consists of a bowl of cereals or rolls with butter, jam, honey or cheese. In France and Italy breakfast is a 'little' or 'first' lunch, whereas in Portugal it is just a morning coffee. An American breakfast may include pancakes and cinnamon rolls. In many Asian countries, people eat cooked food (like rice, noodles or soups) for breakfast.



## B Taking orders

### R Exercise 1

- KMK** Paula und Brian aus den USA machen Urlaub in Deutschland. Sie sitzen gerade in einem Lokal und bestellen Frühstück. Hören Sie das Gespräch zweimal an und entscheiden Sie dann, ob die folgenden Aussagen richtig oder falsch sind. Korrigieren Sie die falschen Aussagen.



Aussage	richtig	falsch
1. Paula und Brian bestellen zwei Tassen Früchtetee und ein Glas Cranberrysaft.		
2. Brian bestellt sich Omelette mit Schinken, Speck, Käse und Pilzen.		
3. Paula hätte gerne ebenfalls Omelette.		
4. Der Kellner empfiehlt Paula einen Haferbrei.		
5. Paula hat eine Allergie gegen Milch.		
6. Das Müsli enthält keine Nüsse.		
7. Paula bestellt eine Schale Müsli mit Joghurt.		

### I Exercise 2

- KMK** Führen Sie ein Rollenspiel zwischen einem Kellner/einer Kellnerin und einem Gast mithilfe der Rollenkarten durch. Partner A beginnt und verwendet die Rollenkarte unten. Partner B verwendet die Rollenkarte auf Seite 102.

#### 👉 Phrases

#### Rollenkarte: Partner A

(Rollenkarte für Partner B, siehe S. 102)

Sie sind Kellner/-in im Hotel Meerblick in Cuxhaven. Nehmen Sie die Bestellung eines italienischen Gastes in englischer Sprache auf.

- Fragen Sie den Gast nach seinen Wünschen für das Frühstück.
- Bieten Sie Ihre Hilfe an.
- Erklären Sie woraus ein kontinentales Frühstück besteht und empfehlen Sie frische Croissants.
- Erkundigen Sie sich nach dem Getränkewunsch des Gastes.
- Es gibt keinen Limettensaft. Bieten Sie stattdessen andere Säfte an.
- Fragen Sie nach weiteren Wünschen.
- Nennen Sie verschiedene Frühstückszerealien.
- Bestätigen Sie die Bestellung und bedanken Sie sich.



## C Preparing and serving breakfast

### P Exercise 1

Imagine you are working in the kitchen of a large restaurant. What do you have to do to prepare breakfast? Work in groups and make a list.

### R Exercise 2

20 Listen to Steve, a cook in Seattle (USA), talking about his work. Explain how he prepares the fruit and omelette.

### R Exercise 3

KMK Lesen Sie den Text. Beantworten Sie dann die folgenden Fragen auf Deutsch.

1. Was sollte auf einem Frühstücksbüfett unbedingt angeboten werden?
2. Wie können Standardangebote verbessert werden? Nennen Sie drei Beispiele.
3. Was ist mit „rotate the breakfast offerings“ (Zeile 25) gemeint?
4. Welche Vorschläge werden bezüglich des Getränkeangebots gemacht?

### New breakfast ideas for buffets

No matter where you are in the world, the breakfast food that is offered in hotels usually is not very imaginative. One reason is that the more restaurants are buying the same products the bigger the group discounts are. So what should be changed? Every breakfast buffet should have standard offerings such as cereals, sliced fresh food, juices, a selection of rolls and pastries for the continental breakfast and bacon, eggs and sausages for the American or English breakfast.

However, standard items don't have to be boring. Why not try a different style of bacon or new types of sausages, such as chicken or tofu sausages? Or why not offer an egg station where a cook prepares fried or scrambled eggs and omelettes using free range eggs? This way guests don't need to search for it on the buffet and it would add greater freshness to the breakfast. If there is sufficient room available, you may also serve fresh pancakes or waffles. It would give your guests a real value to see how these things are being cooked for them rather than just being taken out of a packet. Additionally, you could rotate the breakfast offerings of fresh and stewed fruits, depending on what

is seasonally available, or make your own delicious jams and conserve instead of using industrial products. Catering for the needs of Asian guests you may even think about a noodle or rice bar.

With regard to different beverages you could offer organic coffee and new tea blends with fresh aromas instead of stale tea bags. You may also think about serving hot chocolate with different flavours or freshly squeezed fruit and vegetable juices.

So be courageous and make the best of an important meal. Your guests certainly will be grateful and more satisfied.





**P Exercise 4**

Imagine you are the new breakfast chef at a hotel. What would you change and why? Collect ideas with a partner.

**Refresh your grammar: Comparatives and superlatives**

Einsilbige Adjektive werden mit *-er* und *-est* gesteigert; zweisilbige Adjektive, die auf *-y* enden mit *-ier* und *-iest*. Bei Vergleichen benutzt man *than* (= als).

*Sherry is lighter than whisky.  
Which one is the strongest coffee?*

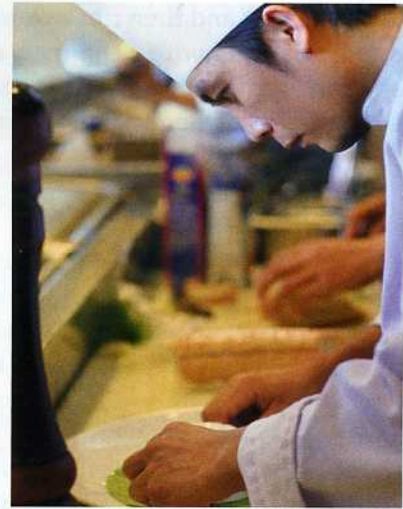
*Tom is friendlier than Kevin but  
Susan is the friendliest.*

Die meisten zwei- und mehrsilbigen Adjektive werden mit *more* und *most* gesteigert.

*Wholemeal bread is more  
expensive than white bread.  
This is our most delicious cocktail.*

Unregelmäßige Steigerungsformen sind z. B. *good - better - best*, *much/many - more - most*, *bad - worse - worst*, *little - less - least*.

*Jam is less expensive than honey.  
This juice tastes much better.  
I don't know a worse hotel.  
This has been the best day of my  
life.*

**P Exercise 5**

Complete the sentences with the suitable form of the adjectives.

- This dish is the **(beste)** one that I have ever eaten.
- I prefer Ceylon tea because it has a **(stärker)** flavour than Darjeeling.
- Sparkling wine is **(billiger)** than champagne.
- Soy milk tastes **(köstlicher)** than skimmed milk.
- Our meals are **(gesünder)** than fast food.
- Next year we are going to stay at the **(größte)** hotel in Boston.
- The staff at the reception is as **(freundlich)** as the restaurant staff.
- This is the **(schlechteste)** pub in town.

**P Exercise 6**

Talk to a partner and compare the food on a breakfast buffet. Use the adjectives in the box.

bad • delicious • fresh • good • healthy • light •  
much • refreshing • sweet • strong • tasteful



I'm going to take ... because  
it's/they're ... than ...

The ... look ...  
than the ...

In my view ... is/  
are as ... as ...

I prefer ... because ...  
than ...



## Advanced material

### R Exercise 1

Read the text and then close your book. Try to remember as much information as possible and write a summary of the text. Exchange your text with a partner's and comment on it. Give the texts back to each other and use your partner's suggestions to improve your summary.

### Breakfast 24 hours a day

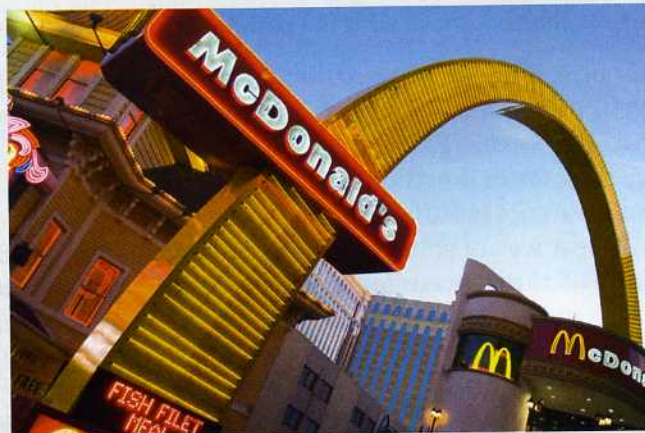
In the past few months there have been references in the news that McDonald's restaurants are considering to offer their breakfast menus 24 hours a day. A lot of customers already know the breakfast menu at McDonald's and do not want to do without it during the day and in the evenings. In restaurants which are not open all day, the breakfast menu should be available at least during their business hours.

McDonald's chief executive officer Jim Skinner has already announced that the technology now exists to serve breakfast all day long and the capability is available to serve breakfast together with the lunch and dinner menus. The aim is clear: McDonald's wants to increase the number of guests in their restaurants. So far in most American McDonald's restaurants breakfast finishes at about 10:30 a.m. and guests often get angry when they are told: "Sorry, but we've already stopped serving breakfast." This reply could be a thing of the past if McDonald's goes through with this new plan.

However, there are a few McDonald's restaurants that are not ready to serve breakfast all day. These stores would

need some renovations and new equipment if they wanted to keep up with the other McDonald's competitors. Furthermore, there is the possibility that some McDonald's franchises do not want to participate in all day breakfast because they are too small or their cooking facilities are limited.

So there are still some issues that have to be discussed and a few problems that need to be solved. But having the breakfast menu available 24 hours certainly would present McDonald's customers with a greater variety of food options. A regular customer sums up her view on the plan as follows: "I can't wait for all day breakfast at McDonald's. I think it's a great idea and I'd love it."



### P Exercise 2

Your restaurant manager plans to extend the breakfast hours by one hour, so breakfast would be served until 11:30 a.m. Work in groups and collect possible advantages and disadvantages. Take notes and present your results in class.

### P Exercise 3

What do you think about the idea of offering breakfast 24 hours a day? Give your personal view in a short report.



## Phrases: Breakfast

### Different types of breakfast

We serve continental/English/  
American/buffet style breakfast.

Wir servieren kontinentales/englisches  
/amerikanisches Frühstück/ein  
Frühstücksbüfett.

American or English breakfast  
usually consist of fruit, juice,  
sausages, baked beans, fried  
bacon, tomatoes, mushrooms and  
scrambled eggs.

Ein amerikanisches oder englisches  
Frühstück bestehen normalerweise  
aus Obst, Saft, Würstchen, Bohnen,  
gebratenem Speck, Tomaten, Pilzen und  
Rühreiern.

You can choose your breakfast at  
the buffet.

Sie können sich Ihr Frühstück am Büfett  
zusammenstellen.

### Taking orders

What kind of breakfast would you  
like to have, Sir/Madam?

Was für ein Frühstück hätten Sie gerne?

Would you prefer English or  
continental breakfast?

Hätten Sie lieber ein englisches oder ein  
kontinentales Frühstück?

What beverages would you like to  
order?

Welche Getränke möchten Sie bestellen?

I can recommend a bowl of muesli  
with skimmed milk.

Ich kann Ihnen eine Schale Müsli mit  
fettarmer Milch empfehlen.

I'd like to offer you two glasses of  
freshly squeezed orange juice.

Ich möchte Ihnen gerne zwei Gläser  
frisch gepressten Orangensaft anbieten.

### Preparing and serving breakfast

The cook washes the fruit and cuts  
it into small pieces.

Der Koch/Die Köchin wäscht das Obst und  
schneidet es in kleine Stücke.

I heat some butter in the frying pan  
and then I add the eggs.

Ich zerlasse Butter in einer (Brat-)Pfanne  
und füge dann die Eier hinzu.

We only use free range eggs for our  
omelettes/pancakes/waffles.

Für unsere Omelettes/Pfannkuchen/  
Waffeln verwenden wir nur Eier von  
freilaufenden Hühnern.

Would you like tea or coffee?

Hätten Sie gerne Tee oder Kaffee?

If you wish, we can serve you  
organic coffee.

Wenn Sie wünschen können wir Ihnen  
Bio-Kaffee servieren.





1



2



3



4

## Unit 8

### In the kitchen

Working in the kitchen of a restaurant or hotel requires a good knowledge of different preparation methods and the dishes' ingredients. The main aim is to create food that is attractive and tasty for the guests. Additionally, kitchen staff have to order and store food and must consider economic and hygienic aspects. Therefore everybody must be well trained and the kitchen efficiently organised.

**P** Exercise 1

Look at the photos and explain what the people are doing.

**P** Exercise 2

Work with a partner and make two lists.

1. The tasks of a head chef

2. Important kitchen equipment and utensils

**P** Exercise 3

Do you enjoy cooking? What do you usually eat at home and how do you prepare it? Talk to a partner and present your results in class.





## A Types of food and preparation methods

### R Exercise 1

Put the words in the box into the categories (1.-5.). Then add more words to each category.

bay leaf • beef • carrot • cauliflower • coconut • cod • courgette • duck • game • garlic • ginger • grapefruit • lamb • leek • lobster • melon • onion • parsley • peach • pear • peppercorn • pork • prawns • shrimps • thyme • trout • tuna • turkey • veal • venison

1. Fruit	2. Vegetables	3. Meat/Poultry	4. Seafood/Fish	5. Herbs/Spices
				

### P Exercise 2

Use the words in the box and explain how the foods above can be prepared.

to bake • to boil • to braise • to fry • to grill • to roast • to smoke • to stew

### R Exercise 3

Complete the sentences with the words on the right.

- We usually serve strawberry ice cream with **1** cream and **2** it with thinly sliced fresh strawberries on top.
- Please use this **3** to **4** the mousse au chocolat.
- First you have to bring the stock to the **5**, then you turn it down and **6** it for about half an hour.
- Don't forget to **7** the meat with garlic cloves and to **8** it with salt and pepper before you put it in the braising pan.
- The meat must be **9** now, so please take it out of the **10**.
- Most people **11** gravy over the **12** before they eat them.
- To make potato salad you first have to boil the potatoes, then you **13** them, peel and slice them, add onions, **14**, oil and some stock.
- I love **15** potatoes with **16**.

whisk      boil      garnish

vinegar      cooked

stud      baked      oven

whipped      dumplings

sour cream      pour

strain      season

mixing bowl      simmer



**R** Exercise 4

**KMK** Mr Lawrence, Küchenchef in einem Londoner Hotel, bereitet mit der Jungköchin

© 21 Maureen einen Sauerbraten zu. Hören Sie aufmerksam zu. Beantworten Sie danach die Fragen in Stichworten auf Deutsch. Sie hören den Text zweimal.

1. Welche Zutaten verrührt Mr Lawrence zu Beginn in der Rührschüssel?
2. Was macht Maureen bevor sie das Fleisch in die Glasschüssel legt?
3. Wo und für wie lange wird das Fleisch mariniert?
4. Wie wird das Fleisch gegart?
5. Was macht Mr Lawrence mit den Ingwerkeksen?
6. Welche Zutaten kommen in die Soße?
7. Womit wird der Sauerbraten serviert?

**M** Exercise 5

Maureen wants to give the recipe for a German-style roast beef to her Austrian penfriend. Help her to translate it into German.

- |                                |   |
|--------------------------------|---|
| 5 pounds of beef (shoulder)    | 4 bay leaves                            |
| 10 whole garlic cloves, peeled | 1 tablespoon of whole black peppercorns |
| 1 quart of red wine vinegar    | ¼ cup of sugar                          |
| 2 cups of julienned onions     | 4 cups of beef stock                    |
| 1 bundle of fresh thyme        | 1 cup of crushed ginger biscuits        |
|                                | 1 cup of sour cream                     |



**Communicating across cultures: Measures, weights and temperatures**

- |   |                                 |
|---|---------------------------------|
| 3 tea spoons = 1 tablespoon               | 4 tablespoons = ¼ cup           |
| 1 gallon = 4.54 litres                    | 1 quart = 2 pints = 1.14 litres |
| 1 pound (GB) = 16 ounces = 453.59 grams   | 1 ounce = 28.35 grams           |
| 1 ton = 1016.05 kg (GB) = 907.185 kg (US) | 1 stone = 14 pounds = 6.35 kg   |
| 1 inch = 2.54 cm                          | 1 foot = 12 inch = 30.499 cm    |
| 0 Celsius = 32 Fahrenheit                 | 0 Fahrenheit = -17.78 Celsius   |
- For more detailed information, see pages 138–140.

**P** Exercise 6

Use the following types and cuts of meat and make at least five sentences.

Types of meat	Cuts of meat
1. beef 2. chicken 3. duck 4. game	a. belly b. breast c. leg d. loin
5. lamb 6. pork 7. veal 8. venison	e. ribs f. rump g. saddle h. shoulder

**Example:** I (don't) like chicken breast. I prefer ... to ...

**P** Exercise 7

What types of meat and which cuts do you like? Give reasons for your answer.



## B Kitchen equipment and utensils

### R Exercise 1

**KMK** Mr Green, Souschef in einem Restaurant in Dublin, unterhält sich mit Mr Huarjee, der eine Ausbildung als Koch macht und heute seinen ersten Arbeitstag hat. Hören Sie sich das Gespräch aufmerksam an und entscheiden Sie, ob die folgenden Aussagen richtig oder falsch sind. Sie hören den Text zweimal.

Arbeitsgerät	Aussage	richtig	falsch
1. Eine Spachtel	a. besitzt eine lange Klinge. b. kann verwendet werden, um Suppen und Soßen zu servieren.		
2. Ein Schöpflöffel	a. dient dazu Gerichte zu glätten. b. ist ein wichtiges Hilfsmittel bei der Zubereitung von Kuchen.		
3. Eine Küchenreibe	a. kann benutzt werden, um Käse zu reiben. b. ist nicht für Kokosnüsse geeignet.		

### R Exercise 2

Match the photos of different kitchen utensils (1.-8.) with the words in the box.

baking tray • food processor • meat hammer • pie dish • sieve • skewer • whisk • wooden spoon



### P Exercise 3

Find out which of the above utensils are being described in these sentences.

1. It is used for baking products, such as pizza or biscuits.
2. You use it to mix different ingredients.
3. With this tool you can make raw meat soft and tender.
4. You use it to stir food, especially soups or sauces during preparation.
5. This machine can slice vegetables and fruit, for example.



## C Kitchen organisation and safety

P

### P Exercise 1

**KMK** Lesen Sie den Text aufmerksam durch. Übertragen Sie dann die Tabelle in Ihr Heft und notieren Sie die jeweiligen Aufgaben des Küchenpersonals auf Deutsch.

1. Küchenchef/-in

2. Souschef/-in

3. Sektionschefs

4. Küchenhelfer/-in

### Kitchen organisation

In the kitchen of a hotel or restaurant each staff member is responsible for a certain area. The head chef has to take full responsibility for customer satisfaction and has to ensure food quality. He or she is responsible for the overall management of the kitchen, supervises the preparation of the main meals and creates menus and recipes. In addition, the head chef goes to the food, fish and fruit markets and buys or orders the products that are needed. Last but not least, he or she is responsible for an adequate sanitary and hygienic environment.

The second chef assists the head chef and receives orders directly from the head chef. When the head chef is not there, the second chef usually represents

him or her. The second chef has to help out in all areas of the kitchen. He or she is also responsible for day to day operations, such as bringing in temporary workers or giving orders to the other kitchen staff.

The section chefs support the second chef. They are specialists because they are responsible for particular parts of the kitchen. The bigger the hotel or restaurant is, the more section chefs there are, like for example sauce, vegetable, pantry or pastry chefs as well as grill, fish or soup chefs.

Kitchen assistants usually do preparatory and cleaning work. This means they wash and cut fruit and vegetables and clean the dishes and preparation areas.

### P Exercise 2

In large restaurants and hotels often French terms are used for the kitchen staff. Match the terms in the box with the staff members mentioned in the text above.

chef de cuisine • entremetier • garde manger • grilladin • patissier • poissonier • potagier • saucier • sous chef

### M Exercise 3

**KMK** Ihre Chefin möchte in der Küche neue Hygienevorschriften aushängen. Sie gibt Ihnen den Text rechts, den ein Hotel in Manchester ins Internet gestellt hat. Fassen Sie den Inhalt sinngemäß auf Deutsch zusammen.

### All kitchen staff that is involved in food preparation or works in the storage area must obey the following rules!

1. Personal precautions that have to be followed:
  - Keep personal belongings in lockers at all times.
  - Wear special hair protection.
  - Wash your hands before entering and leaving the kitchen.
2. Follow these steps to clean food preparation areas and equipment:
  - Clean the machinery right after it has been used.
  - Use hot soapy water to remove grease and dirt, then rinse with water.
  - Use a disinfectant to kill food poisoning bacteria, then rinse with water.
  - Allow to dry naturally or dry with a clean disposable towel.

**Remember:** Always allow time to thoroughly clean the kitchen and don't forget to clean the walls, floors and storage areas regularly.



**P** Exercise 4

Look at the safety signs and explain them to a partner.



This sign means/says that ...

You must/mustn't ...

It's very important ...

**Refresh your grammar: If-sentences type 1 and 2**

<p><b>Bedingungssätze des Typs 1</b> drücken aus, was unter bestimmten Bedingungen geschehen wird. Der <i>if</i>-Satz steht im <i>simple present</i>, der Hauptsatz im <i>will future</i>.</p>	<p><i>I will help him if he asks me.</i> <i>If you want to have a day off, you will have to ask the head chef.</i></p>
<p><b>Bedingungssätze des Typs 2</b> beschreiben eventuell eintretende Situationen. Der <i>if</i>-Satz steht im <i>simple past</i>, der Hauptsatz im <i>conditional (would + Infinitiv)</i>.</p>	<p><i>If I got the job, I would be glad.</i> <i>Bacteria would spread if we didn't clean the kitchen regularly.</i></p>

**R** Exercise 5

Match the sentence beginnings (1.-6.) to the right endings (a.-f.).

1. If I were the head chef,	a. he will put on an apron.
2. If I didn't work hard,	b. I would plan innovative dishes.
3. If you don't wash your hands,	c. if someone asked me.
4. If he sees this sign,	d. if her superior allowed it.
5. Susan would create new drinks	e. I would lose my job.
6. I would prepare the sauces	f. bacteria will spread.

**P** Exercise 6

Use the right forms of the verbs and make conditional sentences.

1. If he (**clean**) all the surfaces thoroughly, they will be hygienic.
2. I (**feel**) very happy if I got the job as a cook in New York.
3. She would enjoy her new job if her colleagues (**be**) more helpful.
4. If she starts work at 6 a.m., she (**finish**) at 3 p.m.
5. They (**go**) to Paris on holiday if they had enough money.



## Advanced material

### R Exercise 1

Complete the following text with the words in the box.

adequate • avoid • chilled • controls • decisions • efficient • frozen • habit • items • price • quality • recipes • rising • storage • temperature • tools • train • varied

### Steps to food cost control

One first important step towards more **1** food cost control is to place orders correctly. This sounds easy but it is not. If you have **2** and detailed **3**, you should create purchasing specifications. Working with such specifications means comparing quality, **4**, service, etc. Furthermore, it is important not to order too early to **5** spoilage and wasted storage space. Placing standing orders can be a bad **6**. When you receive the food, you must weigh, count and examine the **7** of the products and compare it to the order.

Another aspect that you have to check is if the methods and places of **8** for the various items are adequate or not. Questions like “Is the place secure?” or “Are the shelves strong enough for the products?” or “Can all **9** be stored at the right **10**?” have to be answered before placing an order. For example, some foods should be stored within a safe temperature ranging from -18°C or below to keep it **11**, to 5°C or below to keep it **12**. Before storing the products make sure that all packaging is examined carefully.



When preparing food take care of good kitchen **13**, sharp knives and a clean working area. In the process of cooking meals make sure that **14** temperatures and cooking times are used. Last but not least, serving is not only about portion control, it is also about making **15** regarding portion, size and presentation. Carefully watch what comes back from the guests' tables to see if portions are sufficient or not.

These are just a few examples of how to improve your cost **16**. Finally, don't forget to **17** your staff regularly to stop **18** costs.

35

### R Exercise 2

Read the text again and complete these sentences.

1. When you order foods you have to compare ...
2. The storage areas need to be ...
3. Foods have to be stored at different temperatures because ...
4. When preparing food it is important to have ...
5. Portion control means ...

### P Exercise 3

Inform yourself about forms of cost control at your workplace. Present your results in class and give examples.



## Phrases: In the kitchen

### Types of food and preparation methods

It's a traditional German dish.	Es ist ein traditionelles deutsches Gericht.
Put the beef in a braising pan and cook it in the oven for two hours.	Geben Sie das Rindfleisch in eine Schmorpfanne und garen Sie es zwei Stunden lang im Ofen.
The gravy must be seasoned with salt and pepper.	Die (Braten-)Soße muss mit Salz und Pfeffer gewürzt werden.
I can offer you veal chop or saddle of veal.	Ich kann Ihnen Kalbskotelett oder Kalbsrücken anbieten.
Today we are going to prepare roast lamb.	Heute werden wir Lammbraten zubereiten.

### Kitchen equipment and utensils

Use a wooden spoon to stir the sauce.	Rühren Sie/Rühre die Soße mit einem Holzlöffel um.
With a grater you can grate cheese/coconut.	Mit einer Küchenreibe kann man Käse reiben/Kokosnuss raspeln.
You should use a sieve to strain the cauliflower.	Sie sollten/Du solltest ein Sieb benutzen, um den Blumenkohl abzugießen.
The food processor is very useful for slicing fruit and vegetables.	Die Küchenmaschine ist zum Schneiden von Obst und Gemüse sehr nützlich.

### Kitchen organisation and safety

Everything has to run smoothly in the kitchen of a restaurant or hotel.	In einer Hotel- oder Restaurantküche muss alles reibungslos ablaufen.
Each kitchen staff member is responsible for a certain area.	Jedes Mitglied des Küchenpersonals hat einen bestimmten Zuständigkeitsbereich.
The sous chef gives the kitchen staff some orders.	Der Souschef/Die Souschefin gibt dem Küchenpersonal einige Anweisungen.
An adequate sanitary and hygienic environment is necessary.	Ein angemessenes sanitäres/sauberes und hygienisches Umfeld sind notwendig.
An apron must be worn in the kitchen.	In der Küche muss eine Schürze getragen werden.
Clean the machinery directly after use.	Reinigen Sie/Reinige die Maschinen direkt nach dem Gebrauch.
Use hot soapy water to remove grease, food remains and dirt.	Verwenden Sie heißes Seifenwasser, um Fett, Essensreste und Schmutz zu entfernen.





# Unit 9

## In the restaurant

Restaurants need to develop a good reputation because this is important for their economic success. There are different kinds of restaurants with regard to the target group they want to address. This influences the dishes that are offered, how they are served and how the places are set. In very formal restaurants, for example, the waiting staff is always attentive to the guests' wishes. Family restaurants make special offers for children. In Germany there are also many Italian, Greek, Chinese and Turkish restaurants serving a great variety of dishes.

**P Exercise 1**  
 Look at the photos above and put them in the right order. Explain your decision. Then make a list of additional tasks which the staff in a restaurant have to do.

**P Exercise 2**  
 Think about people of different age groups. What types of restaurants might they prefer? Give reasons and examples.

**P Exercise 3**  
 Which restaurants do you go to? What do you like about them?




## A Making a restaurant booking

### R Exercise 1

**KMK** Hören Sie die Anrufe von drei Gästen, die eine Reservierung in einem Restaurant vornehmen wollen. Sie hören den Text zweimal. Übertragen Sie dann die Tabelle in Ihr Heft und füllen Sie diese in Stichworten auf Deutsch aus.

	Dialogue 1	Dialogue 2	Dialogue 3
1. Datum			
2. Anzahl der Personen			
3. Spezielle Wünsche			

### I Exercise 2

23 Listen to the dialogues again. Work with a partner and collect useful phrases for making a restaurant booking. Then act out a dialogue between a customer who wants to book a table and a restaurant management assistant.  Phrases

## B Setting and clearing tables

### R Exercise 1

Match the words in the box to the objects (1.-12.) in the photo.

condiments • dessert fork • dessert spoon • dinner fork • dinner knife • napkin • side knife • side plate • tablecloth • tablespoon • water glass • wine glass



### R Exercise 2

Read the advice on how to clear tables and sum it up in a few sentences.

#### How to clear tables correctly

Before you clear the plates and cutlery, make sure that your guests have really finished eating. If there is some food left on the plate, ask if they have finished before you clear the dishes. Ask polite questions such as “Have you finished your meal, Madam/Sir?” or “May I take your plate, Madam/Sir?” Then take away the dirty plates and cutlery as well as the napkins. Refill the beverage glasses if the guests are having a bottle of water or wine, for example. Clear all other empty glasses and ask if the guests would like to order another drink.



## C Explaining and recommending dishes

### R Exercise 1

Read the dialogue and complete it with the words in the box.

aperitif • booked • brandy • breast • course • delicious • ham •  
non-alcoholic • menu • recommend • reservation • smoked •  
spell • squeezed • welcome

- Waitress: Guten Tag, meine Herren. Willkommen im Löwen.  
Pablo: I'm sorry but do you speak English?  
Waitress: Certainly, Sir. Have you got a **1**?  
Pablo: Yes, we have. I called yesterday and **2** a table. My name is Pablo Garcia.  
Waitress: Could you please **3** your name for me?  
Pablo: Yes, it's G-A-R-C-I-A.  
Waitress: OK, Mr Garcia. Please follow me to the table over there by the window. [...] Please take a seat. And here's the **4**.  
Pablo: Thank you. Would you like to order an **5**, Franco?  
Franco: What a great idea! I think I'll have a **6**.  
Pablo: I prefer a **7** drink. I'll take a freshly **8** grapefruit juice.  
Waitress: Would you like to have a drink before your meal?  
Pablo: Yes, we'd like to order a grapefruit juice and a brandy, please.  
Waitress: OK. I'll bring the drinks straight away. [...] Here you are. Are you ready to order your main **9** now?  
Franco: Well, we're still looking.  
Waitress: May I **10** a dish to you?  
Franco: Yes, please.  
Waitress: How about turkey **11** served with a chanterelle cream sauce and spring onions?  
Franco: That sounds really **12**. I'll take that.  
Waitress: Thank you. And what would you like to order, Mr Garcia?  
Pablo: I favour the **13** salmon with horseradish. That's to my taste.  
Waitress: Would you like to have any starters?  
Franco: I'd like to have the melon with raw **14**. What about you, Pablo?  
Pablo: I'll take a mixed salad with feta cheese, please.  
Waitress: Alright, I've noted that.  
Pablo: Thanks a lot.  
Waitress: You're **15**. I'll be right back.

### R Exercise 2

Read the text again and complete the following sentences.

1. Yesterday Pablo ...
2. The waitress asks them to follow her ...
3. The drinks which Pablo and Franco order are ...
4. The waitress recommends as a main course ...
5. Pablo orders ...
6. As starters they take ...





**R Exercise 3**

Match each question (1.–6.) with the correct answer (a.–f.).

1. Have you got a reservation?	a. I'll have the soup of the day, please.
2. What would you like to have as a starter?	b. We've booked a table for eight people.
3. Have you already decided which main course you'd like to take?	c. Yes, the receptionist at our hotel made a booking for us yesterday.
4. Can you spell your name for me, please?	d. I'd like to try the hot apple strudel.
5. For how many people have you got a reservation?	e. Yes, I'll take the pork chop with mushrooms and roasted potatoes.
6. Would you like to have any dessert?	f. Of course, it's T-S-C-H-E-N-K-O-V.

**R Exercise 4**

24 Listen to the dialogue and answer the questions below.

1. What kind of food does the guest like eating?
2. What is the difference between the two spinach dishes?
3. Which starter and which main course does the waiter recommend?
4. Why does the waiter not suggest a chicken soup?
5. What exactly does the guest finally order?

**P Exercise 5**

Work with a partner and make dialogues between a guest who has special wishes and a waiter who makes recommendations. Take turns after each dialogue.  Phrases

1. "I'd like to eat something cold because it's so hot today."
2. "I'm a vegetarian and I'd like to have a meal with vegetables and herbs."
3. "I'd like to have some meat but I can't chew very well."
4. "I'm allergic to dairy products."
5. "Do you have any regional specialities without beef or veal?"

**I Exercise 6**

**KMK** Führen Sie mithilfe der Rollenkarten ein Rollenspiel zwischen einem Kellner/ einer Kellnerin und einem Hotelgast durch. Partner A beginnt.

**Rollenkarte: Partner A**

(Rollenkarte für Partner B, siehe S. 102)

Sie sind Kellner/-in im Hotel Domizil in Frankfurt und nehmen die Bestellung eines südafrikanischen Gastes auf.

- Begrüßen Sie den Gast und fragen Sie nach seinem Getränkewunsch.
- Bieten Sie verschiedene frisch gepresste Säfte an.
- Empfehlen Sie einen Wein (Herkunft, Traubenart, Geschmack).
- Fragen Sie, ob sich der Gast für ein Hauptgericht entschieden hat.
- Empfehlen Sie zwei passende regionale Spezialitäten.
- Nehmen Sie die Bestellung auf und bedanken Sie sich.



### Communicating across cultures: Different eating habits

Recommending dishes can be challenging because of the different needs that customers may have. For example, some people are allergic to dairy products or nuts. Then there are people who are vegetarian or vegan. Other people may not be allowed to eat certain foods for religious reasons. Muslims, for example, should not eat any pork or drink alcohol. Hindus usually don't eat beef or veal. Jewish guests may ask for food that is 'kosher' and avoid certain types of meat.

## D Dealing with complaints

### R Exercise 1

- 25 Listen to the conversation between a waiter and some guests during their meals. How would you react if this happened in your restaurant?

### P Exercise 2

Look at the following complaints. What would you do to satisfy the customers?

- |                                     |  |
|-------------------------------------|--|
| 1. There is no pepper on the table. | 5. There are no napkins on the table.                                    |
| 2. A customer feels cold.           | 6. A chair wobbles.  |
| 3. The music is too loud.           | 7. The guests have been waiting for more than half an hour to be served. |
| 4. A glass is dirty.                | 8. The steak is not well-done.   |
| 5. The vegetables are overcooked.   |  |

I'll immediately see to the problem.

I'll turn down/up ...

I'll get/bring/replace ...

### Refresh your grammar: The passive

**Passivsätze** werden mit *to be* (in verschiedenen Zeitformen) und dem Partizip Perfekt (3. Form) gebildet.

Um zu sagen von wem etwas gemacht wird, verwendet man *by*.

*The roast was put into a bowl.*  
*The problem will be solved soon.*  
*The wine must be opened first.*

*This dish was cooked for us by Eva.*  
*The menu is being written by Tom.*

### P Exercise 3

Use the right forms of the verbs and make passive sentences.

1. A table (**reserve**) for Mr and Mrs Shaw in the restaurant every day.
2. A glass of sparkling wine (**order**) by Samira yesterday.
3. Every morning the table (**set**) before the first guests arrive for breakfast.
4. The smoked salmon (**take**) to the guest's table ten minutes ago.
5. The soup (**prepare**) by the junior chef at the moment.
6. The next candlelight dinner (**offer**) in three weeks.
7. Usually the service (**include**) in the price and a tip (**give**) to the waiter.



## E Paying the bill

### I Exercise

**KMK** Ein Gast möchte seine Rechnung und die seiner Begleitung bezahlen. Eine Person übernimmt die Rolle des Gastes, die andere die des Kellners/der Kellnerin.

#### Phrases

Gast	Kellner/-in
Bitten Sie um separate Rechnungen.	Fragen Sie, wer was bestellt hatte.
Sie hatten je ein Glas Rotwein. Ihre Begleitung aß Forelle mit Kartoffeln. Sie hatten Pilzomelette mit gemischtem Salat.	Sagen Sie, dass Sie gleich mit den Rechnungen zurückkommen werden.
Stellen Sie richtig, dass Sie nur ein Glas Wein bestellt hatten.	Entschuldigen Sie sich. Die neue Rechnung beträgt €21,20.
Fragen Sie, ob die Bedienung enthalten ist.	Bejahen Sie die Frage.
Sie wollen wissen was „VAT“ bedeutet.	Erklären Sie dies dem Gast.
Sie möchten per Kreditkarte bezahlen, Ihre Begleitung in bar.	Sie akzeptieren Kreditkarten. Die Rechnung in bar beträgt €27,45.
Überreichen Sie Ihre Kreditkarte sowie €50 in bar und geben Sie Trinkgeld.	Bedanken Sie sich. Geben Sie Kreditkarte und Wechselgeld zurück und verabschieden Sie die Gäste.

## Video lounge

■ **Dealing with difficult guests** Mrs Ryam asks Maya to book a table in a restaurant for her. Watch the video and make notes on the following aspects.

1. The details of the booking (time, date, number of people)
2. Where Maya can get information about it
3. The problem with the booking
4. The solution to the problem
5. How Maya can inform Mrs Ryam





## Advanced material

### R Exercise 1

Read the text and complete it with the words in the box.

aquariums • attraction • concept • create • creatures • desserts •  
entertaining • expectations • features • horror • influences • occurs •  
pub • service

### Theme restaurants

The main **1** of theme restaurants is that the theme is more important than anything else. The theme **2** not only the food but also the architecture, the decorations and the overall atmosphere  
5 of the restaurant. The **3** of such restaurants lies more in the way themes are presented than in the food that is served or the **4** that is provided.

The popular Rainforest Café in Chicago, Illinois, for example, depicts many **5** of a rain-  
10 forest, including plants, waterfalls, animals and insects. Large marine **6** are standing everywhere as well as automatic water sprinklers. A simulated thunderstorm with lightning, thunder and rain **7** every thirty minutes. And you can  
15 order exotic salads and sparkling volcano **8**!

In Manhattan, a borough of New York, there is the famous Jekyll and Hyde **9**. Here the main theme is **10** with an emphasis on English Gothic themes. Actors go through the restaurant **11** the  
20 guests. In addition, there are some sound and special effects that contribute to the overall horror



atmosphere of the pub. Computer animated **12** go to the guests' tables and talk to them, for example wishing them happy birthday. The food menu is an adventure, too and you can **13** your own "Mon-  
25 ster burgers" or "Frankenstein's favourite".

In most cases, people who go to a theme restaurant do not have high **14** about the food and service but are most interested in the events that are being presented.

30

### P Exercise 2

Which of the two restaurants mentioned above would you prefer to go to? Give reasons for your answer.

### P Exercise 3

Would you like to visit a theme restaurant? Why, or why not?

### P Exercise 4

[www](#) Work in groups and search the internet for other theme restaurants. Choose a particularly interesting one and write a report on it. Describe what it looks like and what it offers.



## Phrases: In the restaurant

### Making a restaurant booking

I'd like to book a table for two, please.	Ich möchte einen Tisch für zwei Personen buchen.
I'll get someone from the restaurant service team to help you.	Ich hole jemanden vom Restaurantteam, der Ihnen weiterhelfen kann.
A table for how many people?	Ein Tisch für wie viele Personen?
I'm sorry but our restaurant is fully booked today.	Es tut mir leid, aber unser Restaurant ist heute komplett ausgebucht.
Do you have a reservation?	Haben Sie eine Reservierung?

### Setting and clearing tables

May I take your plates?	Kann ich Ihre Teller wegnehmen?
May I clear the table, Sir/Madam?	Darf ich Ihren Tisch abräumen?
Would you like me to refill your wine glasses?	Möchten Sie, dass ich Ihnen Wein nachschenke?
Would you like another drink?	Möchten Sie noch etwas trinken?

### Explaining and recommending dishes

Are you ready to order, Madam/Sir?	Möchten Sie jetzt bestellen?
Have you decided what to take?	Haben Sie entschieden, was Sie nehmen?
What would you like to have as a starter/main course/dessert?	Was hätten Sie gerne als Vorspeise/Hauptgericht/Nachtisch?
I'd like to recommend ... to you.	Ich würde Ihnen ... empfehlen.
May I explain the menu to you?	Darf ich die Speisekarte erläutern?
Are you a vegetarian?	Sind Sie Vegetarier/-in?

### Dealing with complaints

I'll see to this problem.	Ich werde mich um das Problem kümmern.
I'll send someone to check this.	Ich werde jemanden schicken, der das überprüft.
I'm very/extremely/terribly sorry.	Es tut mir sehr/außerordentlich/schrecklich leid.
I'll immediately get/bring/replace ...	Ich hole/bringe/ersetze sofort ...

### Paying the bill

How would you like to pay?	Wie möchten Sie bezahlen?
I'd like to pay by credit card/in cash.	Ich möchte mit Kreditkarte/in bar bezahlen.
Is the service included in the price?	Ist die Bedienung im Preis inbegriffen?
Please keep the rest as a tip.	Der Rest ist Trinkgeld.





## Unit 10

### Handling complaints

Dealing with customer complaints in a positive way is important for the success of a hotel or restaurant. Polls show that guests often do not complain because they do not want to create any trouble; instead they just take the decision not to return. Therefore feedback from dissatisfied customers should be welcome and can help us to better meet the guests' expectations and motivate them to return again.

**P** Exercise 1

Describe the situations shown in the photos and think about what the people might be saying.

**P** Exercise 2

What other reasons can you think of why guests may complain? Work with a partner and make a list.

**P** Exercise 3

"Complaints are a challenge, not just annoying." Discuss this statement.

**P** Exercise 4

Ask some colleagues at your workplace about guests' complaints and what has been done to solve the problems. Report your results in class.



## A Dealing with dissatisfied customers

**R** Exercise 1

**KMK** Sie hören drei Anrufe von Hotelgästen, die sich an der Rezeption beschwerten. Kopieren Sie sich die Gesprächsnotiz in Ihr Heft und füllen Sie diese für jeden Anruf auf Deutsch aus.

**Gesprächsnotiz**

Hotel Domizil, Hölderlinstraße 28, 72072 Tübingen

Frau/Herr: \_\_\_\_\_

Zimmernr.: \_\_\_\_\_

Uhrzeit: \_\_\_\_\_

Betreff: \_\_\_\_\_

Nachricht: \_\_\_\_\_

**P** Exercise 2


26 Listen again and discuss how Orhan deals with the complaints. Take notes on other possible solutions to the problems.

**R** Exercise 3

Match the complaints (1.-8.) with the suitable reply (a.-h.).

1. I ordered my meal an hour ago and I'm still waiting for it.	a. I'll send someone from housekeeping to replace it.
2. The telephone in my room doesn't work.	b. I'm sorry, Madam. I'll mix one straight away.
3. There's no blanket on my bed.	c. Yes, of course. Could I have your name, please?
4. I didn't sleep well last night because the mattress is too soft.	d. May I ask you to turn down the heating by turning the blue handle to the left?
5. I ordered a Tequila Sunrise, not a Bloody Mary.	e. Someone from our maintenance team will come up to your room straight away.
6. I can't find any shower gel.	f. I'll ask the chambermaid to bring one up.
7. It's too hot in my room.	g. It should be behind the shower curtain.
8. Could you check my restaurant booking?	h. I'll go to the kitchen and see to it immediately.

**I** Exercise 4

**KMK** Führen Sie ein Rollenspiel zwischen einem Rezeptionisten und einem Hotelgast durch.  Phrases

**Rollenkarte: Partner A**

(Rollenkarte für Partner B, siehe S. 103)

Sie arbeiten als Rezeptionist/-in im Hotel Krone in Gotha. Ein Gast aus Australien beschwert sich bei Ihnen über verschiedene Dinge.

- Begrüßen Sie den Gast und fragen Sie, wie Sie ihm helfen können.
- Fragen Sie nach dem Grund der Beschwerde.
- Entschuldigen Sie sich und sichern Sie zu, dass die Matratze gewechselt wird und das Zimmerpersonal ein zusätzliches Kissen und eine Decke auf das Zimmer bringt.
- Fragen Sie den Gast, welche weitere Beschwerde er vorzubringen hat.
- Sagen Sie, dass Sie sofort jemanden vom Wartungsdienst schicken. Fragen Sie, ob Sie sonst noch etwas für den Gast tun können.
- Sagen Sie eine Lösung der Probleme zu und verabschieden Sie sich.



## B Writing a letter of apology

### Communicating across cultures: Business correspondence

If you write a formal letter in English, you have to obey certain rules. These are similar to formal German letters but there are some differences, too. First of all, addresses have the following form:



Mr John Black	Mrs Betty Jones
20 Crown Street	120 Santa Barbara Boulevard
Bristol	Los Angeles, CA 27562
WL2 4AD	USA
Great Britain	

The date is commonly written as follows:

Great Britain	4 October 20..	or	4th October 20..
USA	October 4, 20..	or	October 4th, 20..

In English letters the subject line usually comes after the salutation and the main text begins with a capital letter. The salutation and the complimentary close depend on whether or not you know the name of the recipient:

	salutation	complimentary close
letter British version (not personally addressed)	Dear Sir(s) or Madam(s)	Yours faithfully
letter US version (not personally addressed)	Dear Ladies and Gentlemen:	Very truly yours
letter British version (personally addressed)	Dear Ms Knowles	Yours sincerely
letter US version (personally addressed)	Dear Ms Knowles	Yours truly/Sincerely (yours)

Please note that you should use 'Mrs' or 'Ms' rather than 'Miss'.



**R Exercise 1**

Match the parts (a.-h.) to the right parts of the complaint (1.-8.).

a. complimentary close	e. recipient's e-mail address
b. date	f. salutation
c. subject line	g. body of the e-mail
d. sender's e-mail address	h. copy sent to other recipient(s)

From:	ruth.reilly@supermail.co.uk	1	
To:	Reitlingshof@freemail.de	2	Cc: robert.reilly@mailbox.com 3
Date:	2010-07-29	4	Attachment:
Subject:	Complaint	5	

Dear Sir or Madam 6

**A**

My husband and I stayed at your hotel from 15 to 20 June this year.

**B**

Today I am writing to tell you that we were not completely satisfied, neither with your service nor with the noisy atmosphere at your hotel.

**C**

According to the hotel brochure, we thought we had found the ideal place for a relaxed week after my husband had suffered a heart attack in January. But we were bitterly disappointed. We did not sleep well during the night because the guests next door were celebrating a party. We reported the problem twice at the reception but nothing happened. Another problem we faced in the restaurant: We had to wait for 45 minutes before a waiter came to take our order and another 60 minutes until the meal was served. 7

**D**

We therefore would like to ask for compensation. Perhaps we stayed in your hotel at the wrong time as other guests told us that they were regular guests and very much appreciated the pleasant atmosphere and excellent service of your hotel.

We look forward to receiving your comments on this matter in the near future.

Yours faithfully 8

Ruth Reilly

**R Exercise 2**

Match the parts of the body of a letter (1.-4.) to A.-D. in the e-mail above.

1. Suggested solution
2. Detailed description of the problem(s)
3. Reference to when the problem(s) occurred
4. Reason for writing the letter



**R** Exercise 3

Jana wrote a letter of apology to Mrs Reilly but unfortunately she pressed the wrong button on the computer. Restore the correct order of the sentences.

- 1 Thank you for your e-mail of 29 July.
- 2 As compensation we would like to welcome you to our Executive Suite with full board free of charge for two nights. Just give us prior notice when you would like to come so that we can arrange everything to your convenience.
- 3 **Subject: Your complaint**
- 4 We are sorry to hear that you were dissatisfied with your recent stay at our hotel. We are always seeking to serve our guests as perfectly as possible.
- 5 Receptionist  
Hotel Reitlingshof
- 6 We are looking forward to hearing from you soon in this matter.
- 7 Dear Mrs Reilly
- 8 Therefore I have personally looked at the problems that you mention and found out that your complaints were not passed on to the responsible manager. Please accept our sincere apologies for this.
- 9 Yours sincerely  
*Jana Keretz*
- 10 The whole matter is causing us great concern and we'd like to ask you to give us a chance to prove that the other guests' view about our service is fully justified.

**P** Exercise 4

**KMK** Sie sind Lutz Werner und arbeiten als stellvertretender Küchenchef für ein Hotel in Frankfurt. Sie haben von der Hotelleitung eine E-Mail von Stammgästen aus Italien erhalten, in der diese sich über das Essen während ihres letzten Aufenthaltes beklagen. Im Einzelnen beschwerten sie sich über folgende Punkte:

- Das Steak war noch blutig und nicht gut durchgebraten.
- Sie mussten 30 Minuten warten bis das Essen serviert wurde.
- Ihnen wurde ein unpassender Wein empfohlen.
- Das Besteck war schmutzig.
- Die Rechnung war fehlerhaft.





Schreiben Sie eine E-Mail an das Ehepaar (Roberto.Sandini@supermail.it) und führen Sie dabei Folgendes an:

- Bedanken Sie sich für den Brief vom 7. Januar.
- Danken Sie für das Vertrauen, dass Ihnen das Ehepaar durch regelmäßige Besuche entgegenbrachte.
- Entschuldigen Sie sich für die entstandenen Unannehmlichkeiten und drücken Sie Ihr Bedauern über das Verhalten des Personals aus.
- Bieten Sie als Entschädigung an, die Hotelkosten für den letzten Aufenthalt zu übernehmen. Bitten Sie um eine Bankverbindung (= *details of a bank account*).
- Versichern Sie, dass sich die Probleme nicht wiederholen werden.
- Drücken Sie Ihre Hoffnung aus, dass Sie das Ehepaar weiterhin als Stammgäste begrüßen können.

### Refresh your grammar: Relative clauses

Ein **Relativsatz** wird mit *who/that* eingeleitet, um eine Person näher zu beschreiben; mit *which/that* kann eine Sache näher beschrieben werden.

*The receptionist who gave me the key card was very friendly.*

*The car which Tom bought was quite cheap.*

Folgt auf das Relativpronomen ein Verb, dann muss das Relativpronomen verwendet werden; folgt jedoch ein Nomen oder Pronomen, dann kann es weggelassen werden.

*The meal (that/which) the guest ordered was delicious.*

*The towels (that/which) you asked for will be brought to your room soon.*

### R Exercise 5

Choose the correct relative pronoun. Decide in which sentences it can be left out.

1. The letter (**who/which**) we received yesterday was from a chain of hotels.
2. My head chef (**who/which**) is from Australia goes to the market every day.
3. Our English teacher (**who/which**) is quite young gives us a lot of homework.
4. The beverages (**who/which**) I bought yesterday were for the hotel bar only.

## Video lounge

- **Dealing with difficult guests** Mrs Ryam asks Maya for help. Watch the video and answer the questions below.

1. What does Mrs Ryam need help with? Give details.
2. How does Mrs Ryam react when Maya asks her if she has used the right username or password?
3. What does Maya ask next and how does she explain this?
4. How does Mrs Ryam reply?
5. What does Maya suggest in order to satisfy Mrs Ryam?
6. Does Mrs Ryam agree with it?





## Advanced material

### R Exercise 1

The managing director has asked you to do a survey among hotel guests to find out more about their satisfaction with the hotel and its services. Look at the questionnaire and the results of the survey. Then answer the questions below.

#### Conducting a survey

Were you satisfied ...	😊	😐	☹️
1. with the reception?			
2. with the comfort of your room?			
3. with the cleanliness of your room?			
4. with the service during breakfast?			
5. with our breakfast buffet?			
6. with the service of our restaurant?			
7. with our menu selections?			
8. with the quality of the meals?			



- Analyse the bar charts and say what the guests were most and least satisfied with.
- What do the bar charts say about the guests' satisfaction with
  - the rooms?
  - the service?
  - the meals?

### P Exercise 2

Imagine you are the managing director. Make notes on the results of the survey which you are going to present at a staff meeting. What could be done to improve the guests' satisfaction? Make a list of possible measures.

### P Exercise 3

Work in groups and develop your own questionnaire for a survey. Use the ideas above but also think of further issues that you could ask about.





## Phrases: Handling complaints

### Dealing with dissatisfied customers

Sorry, Sir/Madam but I have a complaint to make.	Es tut mir leid, aber ich muss mich beschweren.
Excuse me, Sir/Madam. I'd like to report a problem with our air conditioning/heating.	Entschuldigen Sie, ich möchte ein Problem mit unserer Klimaanlage/Heizung melden.
I'm very sorry to hear that, Sir/Madam. We'll see to the problem immediately.	Es tut mir sehr leid das zu hören. Wir werden uns sofort um das Problem kümmern.
I'll get someone to help you/solve the problem, Sir/Madam.	Ich werde jemanden holen, der Ihnen weiterhilft/das Problem löst.
I'll ask our chambermaid to bring an extra blanket to your room straight away.	Ich werde unser Zimmermädchen gleich bitten, Ihnen eine zusätzliche Decke auf Ihr Zimmer zu bringen.
I'll send someone from house-keeping to replace the mattress.	Ich schicke jemanden vom Housekeeping, der die Matratze wechselt.
Someone from our maintenance team will come up to your room and see to it at once.	Jemand von unserem Wartungsdienst wird sofort auf Ihr Zimmer kommen und sich darum kümmern.

### Writing a letter of apology

We are very sorry to hear that you were dissatisfied with your recent stay at our hotel.	Es tut uns sehr leid zu hören, dass Sie mit Ihrem letzten Hotelaufenthalt unzufrieden waren.
As compensation we'd like to offer you a voucher.	Als Wiedergutmachung möchten wir Ihnen gerne einen Gutschein anbieten.
We are always seeking to serve you as perfectly as possible.	Wir sind stets bemüht, Sie möglichst zufrieden zu stellen.
The whole matter is causing us great concern.	Die ganze Angelegenheit ist uns sehr unangenehm.
Please accept our sincere apologies.	Bitte nehmen Sie unsere aufrichtige Entschuldigung an.
We'd like to ask you to give us a second chance to prove that we do our best to satisfy our guests.	Wir möchten Sie bitten, uns eine erneute Chance zu geben, um Ihnen zu beweisen, dass wir das Beste tun unsere Gäste zufrieden zu stellen.
We are looking forward to hearing from you soon in this matter.	Wir hoffen bald von Ihnen diesbezüglich zu hören.





# Unit 11

## Making special arrangements

Many hotels have banqueting facilities and special dining rooms where they arrange meals, beverages and decorations for both private and official functions. Sometimes the hotel also organises entertainment and transportation. Often they arrange events such as business meetings or wedding receptions that will determine the agenda. Different staff members and departments have to work together well for the event to become a success. Furthermore, dealing with guests may also include some small talk in order to create a relaxed and friendly atmosphere.

**P** Exercise 1

What types of events do the photos show? Put them in the table and add further events that you can think of.

1. Private functions	2. Official functions
...	

**P** Exercise 2

Your boss asks you to plan a business reception. Discuss in groups which information you need and make a checklist. Then think about the staff members that are involved in the preparations and add them to your list.



## A Planning a function

### R Exercise 1

**KMK** Sie sind Veranstaltungsmanager/-in im Hotel Exklusiv in Braunschweig and hören die Nachricht von einem potentiellen Kunden aus Kanada auf Ihrem Anrufbeantworter ab. Übertragen Sie die Gesprächsnotiz in Ihr Heft und füllen Sie die betreffenden Abschnitte auf Deutsch aus.

#### Gesprächsnotiz

1. Name, Firma und Wohnort des Anrufers: \_\_\_\_\_
2. Telefon, Fax, Mail: \_\_\_\_\_
3. Veranstaltungsart: \_\_\_\_\_
4. Datum der Veranstaltung: \_\_\_\_\_
5. Anzahl der Personen: \_\_\_\_\_
6. Dauer der Veranstaltung: \_\_\_\_\_
7. Mahlzeiten und Getränke: \_\_\_\_\_
8. Preis pro Person: \_\_\_\_\_
9. Dekoration: \_\_\_\_\_
10. Musik: \_\_\_\_\_
11. Sitzordnung/Tischkarten: \_\_\_\_\_
12. Sonstiges (z.B. technische Ausstattung, Sonderwünsche): \_\_\_\_\_

### R Exercise 2

28 You are calling Mr Cole to ask for more details and to make an offer for the planned event. Listen to the information and write down which person or department you get connected with when you press buttons 1 to 6.

### M Exercise 3

Da Sie Mr Cole nicht erreichen konnten, bitten Sie Ihre Kollegin Frau Jesse, es erneut zu versuchen. Lesen Sie das Gespräch und vervollständigen Sie die Gesprächsnotiz in Exercise 1 mit den zusätzlichen Informationen auf Deutsch.

Mr Cole: Good morning, Patrick Cole speaking.

Frau Jesse: I'm Paula Jesse from Hotel Exklusiv in Braunschweig. You called our hotel yesterday and left a message on our answering machine saying that you're interested in planning an event with us.

Mr Cole: Yes, there's the farewell party for one of the heads of our company.

Frau Jesse: We've checked the room availability and we're happy to tell you that our function room is free on 24 March. Also, 30 single rooms and five double rooms are available from 23 to 25 March.

Mr Cole: Great! Let's talk about the prices and what needs to be done.

Frau Jesse: OK. A single room costs 90 euros per person and night, including breakfast; a double room costs 150 euros. For your event in the evening we can offer you a three-course dinner for 60 euros per person. Beverages will be included if you book your accommodation with us.

Mr Cole: That sounds fine. Now which additional information do you need?

Frau Jesse: Is there any special decoration you'd like to have?

Mr Cole: Could you please decorate the room with flowers and some candles?

Frau Jesse: Of course. And what kind of table decoration would you like to have?

Mr Cole: Let's take classic white tablecloths with matching linen napkins. And we'll need place cards, please.

Frau Jesse: Alright. What about the seating arrangement, Mr Cole?

Mr Cole: I think an E-shape arrangement would be best. I'll fax you a drawing with the names, so that you can place the cards correctly.



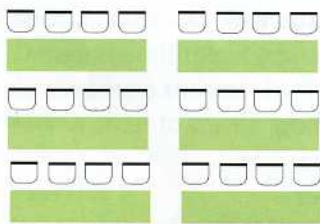
Frau Jesse: OK. Let's talk about the menu selection then.  
 Mr Cole: Sure. As a starter some fish would be good and for the main course I think most of our staff would like to have a veal dish.  
 Frau Jesse: We could offer you smoked fish on salad as a starter and for the main meal you could have roasted veal in a Dornfelder sauce with mixed vegetables Leipzig style and Spätzle, that's German noodles. For dessert I'd suggest German cheeses or Flamed Ice Surprise.  
 Mr Cole: That sounds delicious.  
 Frau Jesse: OK, I'll send you an offer and some photos by e-mail straight away.  
 Mr Cole: Thank you. Once I receive them, I'll make the booking. Goodbye, Ms Jesse.  
 Frau Jesse: You're welcome, Mr Cole. Bye.



**R Exercise 4**

Look at the seating arrangements. Discuss with a partner for which types of events they are suitable. Then match the events (a.-h.) to the plans (1.-5.).

a. Welcome party for a new company head	e. Birthday party
b. Wedding	f. Product presentation
c. Press conference	g. Academic conference
d. Business lecture	h. Yoga workshop



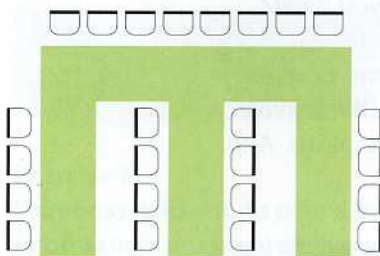
1. Classroom style



2. Boardroom style



3. Banqueting style



4. E-shape style



5. Theatre style





**I** Exercise 5

**KMK** Ein Veranstaltungsmanager plant eine Feier mit einer Kundin. Eine Person übernimmt die Rolle des Veranstaltungsmanagers, die andere die der Kundin.

 Phrases



**R** Exercise 6

A product presentation is to be held at a hotel in Glasgow. Decide which people have to do which tasks and give reasons for your answers.

barkeeper • cooks • head chef • head waiter • housekeeper • technical staff • waiting staff

To do	Who does it ?
1. Preparing the function room with audio/video equipment	
2. Decorating the room with pot plants and fresh flowers	
3. Making the seating arrangements	
4. Laying and setting the tables	
5. Supervising the preparation and cooking of the meals	
6. Cooking the meals	
7. Ordering and preparing the drinks	



## B Making small talk

### P Exercise 1

Mr McGurk plans to hold a business lecture at a hotel. Write down five questions that you would ask him to plan the event.

### R Exercise 2

- 29 Listen to some small talk between Mr McGurk and a receptionist and complete the text.

Samira: Hello, Mr McGurk. How are you today?

Mr McGurk: I'm **1**, thank you. The hotel is great and my room is perfect. I think this is the ideal place after a **2** working day. But the weather is awful, isn't it? It's very cloudy this morning and it looks like it's going to **3**.

Samira: That's right, but according to the **4** forecast it should clear up during the morning.

Mr McGurk: Let's hope so.

Samira: May I ask you which **5** you are in?

Mr McGurk: I'm a broker at the **6** stock exchange.

Samira: That sounds really **7**.

Mr McGurk: It is indeed. By the way, can you tell me where the **8** bank is? I'd like to withdraw some **9**.

Samira: No **10**, Mr McGurk. You cross the street outside the hotel and the bank is on your left.

Mr McGurk: Can you also tell me when the banks **11** in the morning?


Samira: Sure. They open at **12**.

Mr McGurk: Thanks a lot. I'll go there right after breakfast. See you.

Samira: You're **13**, Mr McGurk. Have a nice day.



### I Exercise 3

Work with a partner and write down some small talk between a hotel guest and a receptionist. Practise the conversation and act it out in class.  Phrases

#### Communicating across cultures: Small talk

There are situations in which you need to make some small talk. Usually accepted are topics like the weather, sports, cultural events and things to do in the area. You should avoid talking about personal and religious matters, criticising the country the guest is from or starting a discussion on politics, age and income.



## Refresh your grammar: Reported speech

Mit der **indirekten Rede** wird wiedergegeben, was jemand gesagt hat. Steht das einleitende Verb im *simple present* oder *present perfect*, findet in der indirekten Rede keine Zeitverschiebung statt.

*The function manager says that there is a room available on 12 March.*

*The guest has informed the receptionist that he liked the hotel very much.*

*I think our function room is well-equipped.*

Steht das einleitende Verb in der Vergangenheit, verschieben sich die Zeiten wie folgt:

**direkte Rede**                      **indirekte Rede**

*simple present*                      → *simple past*

*simple past*                            → *past perfect*

*present perfect*                      → *past perfect*

*will future*                            → *conditional*

*"I like my colleagues."* → *He said that he liked his colleagues.*

*"He met Tina once a week."* → *He said that he had met Tina once a week.*

*"Jil has just bought a new car."* → *She said that she had just bought a new car.*

*Susan will finish school soon.* → *Susan said that she would finish school soon.*

## P Exercise 4

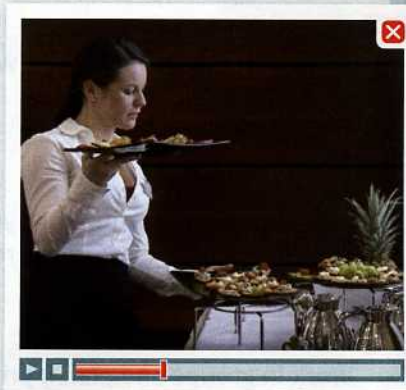
Put the sentences into reported speech.

1. Susan said: "I have to prepare a private function for my parents."
2. Rosa explained: "The function manager planned the costs of the event."
3. Marilyn replied: "Mr Clarke needs the schedule straight away."
4. Brian emphasised: "I'm responsible for laying the tables in the restaurant."
5. Mr Winter said: "Pam has been our head chef for two years."
6. Catherine mentioned: "John will look for a new job after his traineeship."
7. Tom offered: "I'll decorate the room for your birthday party at the weekend."

 Video lounge

- **Arranging a business meeting** Maya has prepared everything for a product presentation. When Mr Xiao arrives they start talking to each other. Watch the video and answer the questions.

1. What does Maya offer to Mr Xiao when she meets him?
2. Which question does Maya ask?
3. What does Mr Xiao tell Maya about his flight?
4. How does Maya calm him down?
5. Which product does Mr Xiao present?
6. How does Maya help Mr Xiao?
7. What is the surprise from Mr Xiao for Maya on the last day of her work placement?





## Advanced material

### M Exercise 1

**KMK** Lesen Sie den Blogbeitrag von Brian Winter, einem Berater für Hochzeiten, und übertragen Sie den Text sinngemäß ins Deutsche.

### Planning wedding receptions

“Hi, I’m Brian Winter and I come from the United States originally. At the moment I’m working as a wedding consultant for a big international hotel in Bavaria, Germany. Before I started my job here in 2005, I worked in similar positions for other large hotels in the USA. My job might sound like a dream job and it actually often is because I usually meet couples who are in a fantastic mood. After all, they are planning one of the most important days of their lives!

However, organizing everything to the guests’ satisfaction isn’t always easy. I plan everything from an intimate family brunch to a sophisticated cocktail buffet to a grand reception banquet. This includes reserving the dates for the events, planning the schedule and getting all the food and beverage details, including menu design and table décor. Moreover, everything needs to be well coordinated with other departments of the hotel.

Regarding the decoration the guests can make special arrangements with our floral designers who help them choose a matching décor. Moreover, we have a really talented in-house pastry chef who helps the couples to create a beautiful customized

wedding cake according to their individual preferences and taste. The kitchen chef can offer a large selection of menus to choose from or even customize a menu for the guests, along with their choice of beverages.

Sometimes, I’m also responsible for providing entertainment, such as live music or theatre, arranging local transportation or organising a photographer to capture the day on film.”



### R Exercise 2

Make a list of the tasks of a wedding consultant. Could you imagine doing such a job? Why, or why not?

### P Exercise 3

**www** Think about where and how you would like to get married? Search the internet for ideas. Then present your results in class and give reasons for your choices.

### I Exercise 4

Work in groups and plan a private function (for example, a birthday party or an anniversary). Make a list of tasks and who has to do them. Also think about the schedule. Then act out a staff meeting at which you discuss these issues.



## Phrases: Making special arrangements

### Planning a function

What kind of function are you planning?	Welche Art von Veranstaltung planen Sie?
What kind of event would you like to hold at our hotel?	Welche Art von Veranstaltung möchten Sie in unserem Hotel durchführen?
Would some of your guests also like to stay at our hotel? In this case the beverages will be included/ we can give you a discount.	Möchten einige Ihrer Gäste auch in unserem Hotel übernachten? In diesem Fall sind die Getränke im Preis enthalten/ können wir Ihnen einen Nachlass gewähren.
We'd like to send you our hotel brochure along with a price list, so that you can get a first impression of the facilities we offer.	Wir würden Ihnen gerne unsere Hotelbroschüre zusammen mit unserer Preisliste zuschicken, damit Sie sich einen ersten Eindruck von den Einrichtungen machen können, die wir anbieten.
Do you have any special room or table decoration in mind?	Schwebt Ihnen eine besondere Raum- oder Tischdekoration vor?
We can offer you blue linen tablecloths with matching napkins and place cards.	Wir können Ihnen blaue Leinentischdecken mit dazu passenden Servietten und Tischkarten anbieten.
What kind of seating arrangement do you prefer?	Welche Sitzordnung bevorzugen Sie?
Would you like to make the booking right now?	Möchten Sie die Buchung jetzt gleich vornehmen?
Our pastry chef can create a customized wedding cake.	Unser/-e Chefkonditor/-in kann eine Hochzeitstorte nach Kundenwünschen anfertigen.

### Making small talk

How are you today, Mr Summers?	Wie geht es Ihnen heute, Herr Summers?
According to the weather forecast it should clear in the afternoon.	Laut Wetterbericht soll es am Nachmittag aufklaren.
May I ask you which business you're in?	Darf ich Sie fragen, in welcher Branche Sie tätig sind?
Would you like to have a cup of tea/coffee?	Hätten Sie gerne eine Tasse Tee/Kaffee?





# Unit 12

## Applying for a job

Nowadays there are many resources (such as newspapers, the internet, job centres and recruitment agencies) which you can use when you are looking for a job. The next step is to write a convincing letter of application which makes a good impression on your potential employer in order to be invited for a job interview. If you are invited, make sure that you find out as much as you can about the company before you have the interview and think about some questions that you can ask.

**R** Exercise 1  
Put the photos above in the right order. Give reasons for your decision.

**P** Exercise 2  
How did you find your job/apprenticeship? Explain in class.



## A Looking at job adverts

### R Exercise 1

Natasha has been working as a commis de rang for three years. Now she is looking for a new job on the internet. Read the adverts and answer the questions.

Which job	
1. is for cooks?	4. requires a minimum age?
2. requires previous work experience?	5. includes communication skills?
3. offers work on a ship?	6. offers promotion opportunities?

<b>A</b> Waiters/ Waitresses needed for the Seychelles	We are a resort hotel in the Seychelles offering full-time jobs. We are looking for applicants who must be single, at least 25 years of age and have a minimum of three years' waiting experience. Moreover, you must be willing to commit yourself to a two-year contract. We are seeking professional, enthusiastic and communicative team players who are interested in experiencing island life. After one year you will be given the opportunity to become head waiter. More information upon request.	I want to apply <input type="radio"/>
<b>B</b> Porter for a family hotel in London	We are seeking a porter who will meet and greet visitors and look after residents. In addition you will be required to supervise cleanliness in the public areas. Previous work experience is necessary. Working hours are from 8 a.m. to 8 p.m., three days on, three days off.	I want to apply <input type="radio"/>
<b>C</b> Assistant cook for The Ocean Lines	We are seeking young, well trained cooks to work on a cruise liner in the Atlantic Ocean. Your working hours are 40 hours per week flexitime. You must have at least two years' experience in a similar position and a food hygiene certificate. We offer free accommodation with full board and free plane tickets to and from your ship of employment.	I want to apply <input type="radio"/>

### M Exercise 2

Explain to a friend in German the requirements which applicants have to meet and the benefits offered to them in each of the job adverts above.

### P Exercise 3

Discuss with a partner for which job(s) you would apply. Give reasons for your choices.

#### Communicating across cultures: Applying for jobs abroad

It is not common to include references from former employers when you are applying for a job in Britain. When applying in the USA or in Britain, do not include a photo and do not make any reference to your ethnic background or religion, unless you are asked to do so.



**R** Exercise 4

**KMK** Hören Sie sich an, was Alwina und Juan über ihre beruflichen Erfahrungen erzählen. Entscheiden Sie dann, welche dieser Aussagen richtig oder falsch sind und korrigieren Sie die falschen Aussagen.

30

Aussage	richtig	falsch
1. Alwina absolvierte nach der Schule ein Praktikum in einem Hotel in Leipzig.		
2. Danach bewarb Sie sich um einen Ausbildungsplatz zur Hotelkauffrau.		
3. In dem Vorstellungsgespräch wurde ihr gesagt, dass ihre Bewerbung sehr gut sei, und ihr wurde ein Ausbildungsplatz als Kellnerin angeboten.		
4. Sie arbeitet jetzt gerne als Kellnerin.		
5. Juan bewarb sich vergeblich als Küchenhilfe in Durban.		
6. Momentan absolviert er ein Praktikum, und ihm wurde ein Ausbildungsplatz als Koch angeboten.		
7. Er hat die Hoffnung aufgegeben, seinen Traumjob zu finden.		

**Refresh your grammar: Gerund**

Das **gerund** wird verwendet:

1. nach Adjektiven mit Präpositionen (z. B. <i>to be afraid/tired/sick of, to be bad/good at, to be happy about, to be interested in</i> ).	<i>My chef was good at cooking. I am sick of working night shifts. Susan is very happy about working in Spain.</i>
2. nach Nomen mit Präpositionen (z. B. <i>chance/advantage of, reason for, difficulty/trouble in</i> ).	<i>I have difficulties in English. Jeremy has the prospect of being promoted soon.</i>
3. nach Verben mit Präpositionen (z. B. <i>to believe in, to concentrate/insist/rely on, to look forward to, to talk about</i> ).	<i>Frank talked about getting a new job and moving abroad. We insist on being better paid.</i>
4. nach bestimmten Verben (z. B. <i>to avoid, to enjoy, to excuse, to finish, to imagine, to keep, to risk, to suggest, to understand</i> ).	<i>I can imagine working as a chef. She finished talking to him. I try to avoid making mistakes.</i>

**R** Exercise 5

Add prepositions, if necessary. Then fill in the gerunds of the verbs in brackets.

at • in • of • on • to

- The head waiter insisted ... (have) a day off.
- I had the possibility ... (work) abroad.
- Samantha really enjoys ... (do) her job.
- I am interested ... (help) at the reception desk.
- He is bad ... (set) the tables, but he is very good ... (serve) the guests.
- I am looking forward ... (receive) an answer from you soon.



## B Writing an application

### R Exercise 1

Natasha has decided to apply for the job as a waitress abroad. Complete her letter of application with the words in the box.

advertisement • application • apply • challenge • CV • dishes • exclusive • information • internet • menu items • personality • promotion • receiving • serving • Seychelles • sincerely • skills • tourist • traineeship • waitress



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Telephone: +49-5304-121230  
E-mail: n.schaefer@openmail.de

Sunny Beach Hotel  
28 Clipton Road  
Praslin  
The **1**

18 May 20\_\_

Dear Mr Lee

Job **2**: Waitress for your hotel

I have seen your **3** on the **4** and I am writing to **5** for the position of a **6** at your hotel.

At the moment I am working as a commis de rang at the Hotel am See in Goslar (Germany) which is a large and an **7** hotel in a **8** area. I am responsible for **9** customers and answering questions about **10**. Furthermore, I remove the **11** and glasses from the tables.

In 2006 I completed a three-year **12** as a restaurant management assistant. I have been satisfied with my job but I am currently looking for a new **13** abroad that gives me more responsibility and offers me prospects for **14** later on.

I am sure that my friendly **15** and my service **16** will convince you.

Enclosed please find my **17**. Please do not hesitate to contact me if you require any further **18** or references.

I am looking forward to **19** an answer from you soon. I would very much welcome the opportunity of working for a hotel in the Seychelles.

Yours **20**

*Natasha Schäfer*



**R Exercise 2**

Read Natasha's CV and then write your own one. Exchange your CV with a partner's and ask each other about your qualifications.

### Curriculum Vitae

<b>Name</b>	Natasha Schäfer
<b>Address</b>	Alter Mühlenweg 21 38527 Meine, Germany Telephone: +49-5304-121230 E-mail: n.schaefer@openmail.de
<b>Nationality</b>	Russian
<b>Date of birth</b>	21 March 1984
<b>Place of birth</b>	Novosibirsk, Russia
<b>Marital status</b>	Single
<b>Work experience</b>	
2007–	Commis de rang, Hotel am See, Goslar, Germany
2006	Temporary job as assistant waitress, Hotel Alpenblick, Bern, Switzerland
2006	Seasonal work as wine waitress, Hotel Mailberger Hof, Graz, Austria
2003–2006	Apprenticeship as restaurant management assistant, Hotel Gloria, Braunschweig, Germany
2003	Work placement, Hotel Cavershan, Reading, England
<b>Education/Training</b>	
2006	Chamber of Industry and Commerce, examination as restaurant management assistant (fully qualified waitress), Braunschweig, Germany
2006	Institute of Wine Culture, wine consultant for European wines, Bonn, Germany
2003–2006	Berufsbildende Schulen I des Landkreises Gifhorn (vocational school), Germany
1997–2003	Schulzentrum Meine (secondary school), Germany
<b>Languages:</b>	German (fluent), Russian (mother tongue), English (fluent), Spanish (basic)
<b>Computer skills:</b>	Microsoft Word, Microsoft Excel
<b>Interests:</b>	Travelling, photography, music

**R Exercise 3**

Look at Natasha's CV again and match the German terms (1.–9.) with the English ones (a.–i.).

1. Industrie- und Handelskammer	a. Chamber of Industry and Commerce
2. befristete Tätigkeit	b. work experience
3. weiterführende Schule	c. temporary job
4. Berufsschule	d. vocational school
5. voll ausgebildet	e. Curriculum Vitae (CV)
6. Lebenslauf	f. computer skills
7. Prüfung	g. secondary school
8. Computerkenntnisse	h. fully qualified
9. Arbeitserfahrung	i. examination



## C A job interview

### P Exercise 1

How can you prepare yourself for a job interview? Collect ideas with a partner.

### R Exercise 2

© 31 **Natasha receives a phone call from the personnel manager of the Sunny Beach Hotel. Listen to the interview and complete the sentences.**

1. Why do you think you are the right ... for the job and our ...?
2. I'm very ... and I can ... well in a team.
3. What I'm looking for now is a ... job abroad with good career ...
4. I see from your ... that you speak three ... very well.
5. When can I expect to ... an answer from you?
6. We'll ... you next week.



### I Exercise 3

**KMK** Führen Sie ein Vorstellungsgespräch mithilfe der Rollenkarten durch. 🗉 Phrases

#### Rollenkarte: Partner A

(Rollenkarte für Partner B, siehe S. 103)

Sie sind Personalchefin eines Londoner Hotels und suchen einen Rezeptionisten. Führen Sie ein Vorstellungsgespräch und fragen Sie nach

- der Anreise; dem Wohnort des Bewerbers; dem Wetter.
  - den Anforderungen: Dreisprachigkeit; kommunikative Fertigkeiten; Teamfähigkeit; Erfahrung mit Gästebetreuung und Reservierungen.
  - Berufserfahrung: Beschäftigungsdauer; Arbeitsgebiete; Computerkenntnisse.
  - den Gründen in London arbeiten zu wollen; der Gehaltsvorstellung.
- Versprechen Sie, in zwei Wochen Bescheid zu geben.

## Video lounge

• **Applying for a work placement in a hotel** Mr McFarlane has invited Maya to an interview for a work placement in Germany. Watch the video and answer the questions.

1. Why does Maya want to try out different jobs before she decides on a career?
2. With which abilities does she try to impress Mr McFarlane?
3. Where does she see herself in five years?
4. What does Mr McFarlane say about her job duties during the work placement?
5. Why does he ask Maya whether she is a punctual person?
6. How does the interview turn out for Maya in the end?





## Advanced material

### R Exercise 1

Read the text. Then copy the table and complete it.

1. Job offers and requirements	2. About Global Exchange	3. Information on Spain	4. How to apply
...			

### Gaining work experience abroad

Global Exchange (GE) offers a wide variety of programmes for students, young professionals and other participants from countries all over the world. We are an organisation based in Liverpool,

5 England, and we are involved in international educational and cultural exchanges.

We can provide the best services for our applicants, depending on their individual needs. We will give you advice and help to make your wishes a reality. We work with our partner organisations

10 worldwide to arrange work placements and volunteering opportunities. You will be given a chance to experience a new culture and develop your skills. For example, if you want to spend time in

15 Spain and earn some pocket money, we can offer you the possibility of learning and earning at the same time! This year we can offer interesting 3- to

20 12-month work placements in hotels, restaurants and local bars all over Spain, including language courses, cultural visits and excursions at subsidised rates. Spain is widely known for Flamenco music, fantastic beaches and lots of sunshine. If you are dreaming of going to Spain but have a limited

budget then this programme is for you! Working hours will be 40 to 48 hours per week and each participant will have a minimum of one day off per week.

Remember to apply at least two months before you plan to start. Furthermore, you should be at least 18 years old and have previous experience in the hotel and catering business. Applicants with an intermediate level of Spanish are given priority.

If you are interested in our programme, click on *Global Exchange* and fill in our online application form. We will reply within two working days.



### P Exercise 2

Discuss in groups if you can imagine taking part in such a programme after your apprenticeship. Say why, or why not.

### P Exercise 3

www Search the internet for an interesting job abroad and write an application for it.

### P Exercise 4

Think about your own plans for the future and write a short report on them.



## Phrases: Applying for a job

### Looking at job adverts

This job requires previous work experience.	Dieser Job setzt Berufserfahrung voraus.
You must have a minimum of three years' experience as a waiter.	Sie müssen mindestens über eine dreijährige Berufserfahrung als Kellner verfügen.
We are looking for applicants who must be single/married.	Wie suchen Bewerber, die alleinstehend/verheiratet sind.
Your working hours are 20 hours per week flexitime.	Ihre gleitende Arbeitszeit beträgt 20 Stunden pro Woche.
We offer you free accommodation with full board.	Wir bieten Ihnen freie Kost und Logis.

### Writing an application

I saw your advertisement in ...	Ich habe Ihre Anzeige in ... gesehen.
I am writing to apply for the position as ...	Ich bewerbe mich auf die Stelle als ...
I completed my apprenticeship three years ago.	Ich habe meine Ausbildung vor drei Jahren abgeschlossen.
Enclosed please find my CV.	Meinen Lebenslauf finden Sie in der Anlage.
Please do not hesitate to contact me for further information or references.	Zögern Sie bitte nicht mich zu kontaktieren, falls Sie zusätzliche Informationen oder Empfehlungsschreiben benötigen.
I am looking forward to receiving an answer from you soon.	Ich freue mich darauf, bald von Ihnen eine Antwort zu erhalten.

### At a job interview

I passed my Chamber of Industry and Commerce examination a year ago.	Ich habe meine IHK-Prüfung vor einem Jahr abgelegt.
I attended a vocational/secondary school in ...	Ich besuchte eine Berufsschule/weiterführende Schule in ...
I enjoy working in a team.	Ich arbeite gerne im Team.
I love travelling, playing music, ...	Ich mag Reisen, Musik spielen, ...
When may I expect to receive an answer from you?	Wann kann ich eine Antwort von Ihnen erwarten?
Thank you very much for the interview, Mr/Mrs ...	Vielen Dank für das Vorstellungsgespräch, Herr/Frau ...