

Standard Sentences

To be used in the Sequence of Service

A. Welcoming

- Good morning, afternoon, evening s/m/l/g
- Welcome to
- Would you like to sit on the terrace or inside the restaurant
- Would you prefer smoking or non-smoking table s/m/l/g
- How many is your party, please
- Do you have a reservation?
- Could I have your name, please
- This is (name of outlet) may I help you?

If you know the guest name:

- Good morning, afternoon, evening Mr./Mrs.
How are you today?
It is good to see you here again Mr./Mrs.

Being helpful to the guest:

- Good morning, (afternoon, evening) can I help you?
I will call you back as soon as possible (on the phone)
Yes s/m/l/g, I will make a note of that
One moment, s/m, I will just check

B. Sitting

- Is this table convenient s/m/l/g
- This way please

C. Recommending

- May I recommend our daily special, which is
- We offer breakfast buffet s/m/l/g
- Would you like to start with a drink s/m/l/g
- What type of wine will you have with your meal, please
- We have some interesting cocktail, may I recommend (name one)

D. Taking Orders

- Have you made our choice s/m/l/g
- Would you like to order coffee, tea, ice cream, etc. s/m/l/g
- Which type of pastry would you prefer s/m/l/g
- Would you like to have separate cheques s/m/l/g

E. Closing Orders

- May I repeat your order, please
- What is your room number, please

F. Serving Orders

- May I serve your on the table or the desk s/m/l/g
- Would you like to have more coffee/tea
- There is your order s/m/l/g
- Enjoy your breakfast, lunch, dinner etc....

G. Ending Service

- Excuse me, is there anything further I can do for you s/m/l/g
- Was everything satisfactory s/m/l/g

H. Settling Cheque

- How would you like to settle your cheque s/m/l/g
- Please print your name and signature, thank you

I. Handling Complaints

(Refer to “How to handle guest complaint”)

- What seems to be the trouble s/m/l/g
- Is anything wrong s/m/l/g
- Excuse me, but could you tell me what the trouble is ?
- I am afraid we don't have any just now s/m/l/g
- I am afraid that is not possible, s/m/l/g
- I am afraid that is rather difficult s/m/l/g
- The restaurant is rather full this evening, a table will be available in minutes.
- I am sorry s/m/l/g, but
- I am extremely sorry to hear that
- I am sorry s/m/l/g, there must be some mistake
- I do hope you will except our apologies s/m/l/g
- I do apologise for the inconvenience/ unfortunate accident s/m/l/g
- I am sure you understand s/m/l/g
- We will attend to it right away
- We will certainly see what we can do about it s/m/l/g
- I will see that it is changed right away s/m/l/g
- I will have seen to it immediately

J. Farewell

- Thank you s/m/l/g Have a pleasant day/ afternoon/ evening
- We look forward to seeing you again s/m/l/g

K. Useful PhrasesAffirmatives

In English, just saying yes often does not sound polite
Here are some suitable phrases:

G: We will be having dinner at 7.30 tonight

W: Very good, sir, I make a note of that

G: Can we dress informally

W: Certainly madam, that will be quite all right

G: Do you take travellers cheques

W: Yes, of course sir

To a guest you know well:

G: We would like our usual table, please

W: My pleasure s/m/l/g

Negatives:

And just saying “no” is often impolite

G: Could we have table for seven?

W: I am afraid the restaurant is fully booked just now s/m/l/g

G: Is there a floorshow tonight?

W: No as a matter of fact there will be a on Monday night s/m/l/g

G: Do you have oysters on the menu?

W: Well actually we do not have oysters on the menu, but the is very good s/m/l/g

Apologies:

Polite negatives are often needed when apologising

W: Excuse me sir, but I am afraid we will have to move you to another table as this one was already reserved. I am terribly sorry, but I am sure you will understand.

And if you did not understand what the guest said, you can say:

W: I am sorry, but I did not quite catch what you were saying

Sometimes guest may apologise to you. You should answer:

G: I am sorry, we are a bit late for dinner I am afraid

W: Oh, that is perfectly all right s/m/l/g

G: We hope we are not causing you a lot of trouble

W: No, not at all s/m/l/g

Sequence of Service Sentences

VIETNAMESE	ENGLISH	JAPANESE
	<p><u>A. Welcoming:</u></p> <ol style="list-style-type: none"> 1. Good Morning Good Afternoon Good Evening 2. Welcome to the 3. How many is your party please? 4. Do you have a reservation? <p>If the guest has a reservation:</p> <ol style="list-style-type: none"> 5. Could I have the name, please 6. Where would you like to have dinner, a-la-carte, teppanyaki or sushi bar? <p>If you know the guest well:</p> <ol style="list-style-type: none"> 7. Good evening Mr./Mrs How are you today? <p>Asking the roomnumber for record</p> <ol style="list-style-type: none"> 8. Could I have your roomnumber, please. 	<p><u>A: Welcoming:</u></p> <ol style="list-style-type: none"> 1. Ohayo Gozaimasu Konnichiwa Kombanwa 2. Irrashaimassu 3. Nan mei sama desuka? 4. Go yoyaku gozaimasuka <p>If the guest has a reservation:</p> <ol style="list-style-type: none"> 5. Onamae namto oshaimasuka? 6. Oryori wa wayshoku, teppanyaki, osushi no de gozaimasuka? <p>If you know the guest well:</p> <ol style="list-style-type: none"> 7. Kombanwa sama O genki desuka? <p>Asking the roomnumber for record</p> <ol style="list-style-type: none"> 8. Oheya bangou wa nanban desuka
	<p><u>B. Sitting</u></p> <ol style="list-style-type: none"> 1. I will show you your table 2. This way, please 3. Is this table convenient? 4. Have a seat, please 	<p><u>B. Sitting</u></p> <ol style="list-style-type: none"> 1. Oseki goamnai itashimasu 2. Dozo kochirae 3. Kochirano o-seki de yoroshii desuka? 4. Dozo o-kaku kudasai?
	<p><u>C. Recommending:</u></p> <ol style="list-style-type: none"> 1. May I recommend our daily special s/m/l/g? 2. What would you like to drink, please? 3. What type of wine will you have with your meal, please? 	<p><u>C: Recommending:</u></p> <ol style="list-style-type: none"> 1. Honjitsu no supecial menu wo osusume shimasu 2. Nanika onomimono wo omichii tashimasyouka? 3. Osyokuji to goissyoni wine wa ikaga desuka?
	<p><u>D. Taking Orders:</u></p> <ol style="list-style-type: none"> 1. Have you made your choice s/m 2. Would you like to order coffee or tes s/m/l/g 3. Please make your choice s/m 4. Would you like one, or separate 	<p><u>D. Taking Orders:</u></p> <ol style="list-style-type: none"> 1. Goyuumon wo okaga-shimasu 2. Coffee to kocha no dochirano nasaimasuka 3. Osukinamono wo oerabi kudasai 4. Oshi harai wa goisshoni nasai

	cheques s/m/l/g 5. May I repeat your order please	masuka sore to betsu betsu ni nasaimasuka 5. Goyuumon wo kurikae shimasu
<u>E. Serving Orders:</u>	<u>E. Serving Orders:</u> 1. Thank you for waiting s/m/l/g 2. There is your coffee s/m 3. Would you care for more coffee? 4. Enjoy your dinner 5. Excuse me, is there anything further I can do for you? 6. May I clear your plate? 7. Was everything satisfactory?	<u>E. Serving Orders:</u> 1. O-mate-se-itashimashita 2. Kohi de gozaimasu 3. Kohi no okawari wa ikaga desuka? 4. Goyukkuri dozo 5. Hokani nanika gozaimasuka? 6. Osageshite mo yoroshi desuka? 7. Gomamzoku itadakimasuka?
<u>G. Settling Cheque:</u>	<u>G. Settling Cheque:</u> 1. How would you like to settle your cheque, cash, with credit card or charge it to your room? 2. Please print your name and signature, thank you. 3. The service charge and government tax are included.	<u>G. Settling Cheque</u> 1. Oshiharai wa genkin cardo, oheya zukeno doreni nasa imasuka? 2. Onamae sain wo okaki kudasai domo arigato gozaimashita 3. Service ryoto zeikin ga fukumarete orimasu
<u>H. Farewell:</u>	<u>H. Farewell:</u> 1. Thank you very much 2. We look forward to seeing you again	<u>H. Farewell:</u> 1. Domo Arigato Gozaimashita 2. Mata okoshi kudasaimasu