

TRAINING PROGRAMS

RESTAURANT PERSONNEL

PART XIV

Food & Beverage Dialogues

- PART I Polite Phrases
- PART II Useful English Conversation
- PART III Table Reservation
- PART IV Politely Dealing with Complaints
- PART V Paying the Bill

POLITE PHRASES

When your guests arrive, you should greet them according to the time of day :

Good morning, sir.
Good afternoon, madam.
Good evening.

If know your guest well :

Good morning, sir, how are you today?
Good evening madam, it's nice to see you here again.

If your guest asks you "How are you?" you should reply :

Very well, thank you.

When they leave :

Goodbye, sir.
Goodbye, madam, and we look forward to seeing you again.

If you know the guest well :

Bye bye, sir.

Please and thank you :

Goodbye, sir, and thank you for coming.
We enjoyed the meal very much - Thank you, madam, I hope you'll come again.

Restaurant English

You should use "please" if you want something :

That's (\$28) altogether, please.

If you wish to give something that has not been asked for, don't say "please", but mention what it is :

Here's your bill, sir.
Here's your pineapple juice, madam.
The soup, sir.

If you are giving something that has been asked for :

Could I have some salt, please? - Certainly, sir.

Here you are.

I'd like to see the menu - Here you are, madam.

Use "please" when you wish to tell people politely what to do :

Would you come this way, Please?

Please pay at the cash desk over there.

Please help yourself at the buffet table, madam.

Affirmatives

In English, just to say "Yes" often doesn't sound very polite.

Here are some suitable phrases :

We'll be having dinner at 7:30 tonight. - Very good, sir.

I'll make a note of that.

Can we dress informally? - Certainly, madam. That will be quite all right.

Do you take traveller's cheques? - Yes, of course, sir.

To a customer you know well :

We'd like our usual table please. - Right you are, sir.

Negatives

And just saying "No" is often impolite, Phrases are :

Could we have a table for seven? - I'm afraid we're fully booked just now, sir.

I'm sorry, but we are closed on Mondays.

Is there a floorshow tonight? - No as a matter of fact.

There's no entertainment on Tuesday evenings, madam.

Do you have oysters on the menu? - Well actually, we don't have oysters tonight, sir, but the crayfish are very good.

Apologies

Polite negatives are often needed when apologizing :

Excuse me sir, but I'm afraid we'll have to move you to another table. This one's already reserved.
I'm sorry, madam, but I'm sure you'll understand.

If you didn't understand what a guest said, you can say :

I'm sorry, sir, but I didn't quite catch what you said.

Sometimes guests may apologize to you. You should answer :

I'm sorry, we're a bit late for dinner, I'm afraid. - Oh, that's perfectly all right, sir.
I hope we're not causing you a lot of bother. - No, not at all, madam.

Restaurant English

Being helpful :

Good morning. Can I help you?
I'll call you back as soon as I can. (on the phone)
Yes, sir, I'll make a note of that.
One moment, madam, I'll just check.
We'll attend to it right away, madam.

Recommending :

Sometimes guests can't make up their minds. A gentle suggestion may help :

I suggest you try the oxtail soup, madam.
I can thoroughly recommend the roast lamb, sir.

Or mention alternatives :

You can either have the set lunch or the a la carte, madam.

Asking for information :

And finally, don't be afraid to ask your guests questions if they seem hesitant. In English, silence is not polite.

What would you like to drink, madam?

And how about a sweet?

What name was it please?

Which would you prefer, sir, the dessert of the cheese board?

Is everything to your satisfaction, sir?

Useful Phrases - 1

What would you like to start with?

Would you like marmalade, honey or jam?

How would you like your eggs? Poached, Scrambled, fried or boiled?

Hard or soft boiled?

There is a fixed price for the English and Continental breakfast, all inclusive.

The continental breakfast consists of juice, toast and marmalade and coffee or tea.

At what time would you like your breakfast?

Would you prefer tea or coffee?

Would you like to have the Continental or the English breakfast?

Useful Phrases - 2

to pay : in cash
 by traveller's cheque
 in foreign currency
 by credit card

Credit cards are not accepted.

We can take a cheque with a banker's card.

Do you want it all on the same bill or do you want to pay separately?

There is a cover charge.

Service is included.

What seems to be the trouble?

I think you'll find that is correct.

Useful Phrases - 3

Have you made a reservation, sir?
Would you like to come this way, please?
May I take your coats?
Would you like a drink before your meal?
Are you ready to order?
What would you like to start with?
And to follow?
How would you like your steak done?
Would you like to see the wine list?
I'm afraid we have none left.

Useful Phrases - 4

What would you like to drink with your meal?
We are not licensed to sell alcohol.
That comes to \$5.50 in all.
That will be \$5.50 all together.
Draught or bottled?
Ice and lemon?
On the rocks.
The cigarettes are in the machine.
Would you like to order wine with your meal?
We only serve wine by the bottle or by the glass.
The house wine is served in carafes and half carafes.
Medium, sweet or dry?
Last orders, please!
Time gentlemen, please!

Useful Phrases - 5

What type of function is it to be?
How many people are to be catered for?
What type of service would you require?
What sort of table plan do you have in mind?
Do you have any special requirements?
When is the function to be held?
I'll send you some sample menus.
We shall confirm the booking by letter.
You will be hearing from us shortly.
The cost of the drinks will be charged separately.
That can easily be arranged.
Will there be any special dietary requirements?

Useful Phrases - 6

When would that be for?

How many would that be for?

What time would you like to arrive?

What name is it please?

Very good (madam). We look forward to seeing you.

I'm sorry, I didn't quite catch that. Could you spell your name please?

I'm afraid we only serve (lunch) until (2:30).

I'm afraid we're fully booked at that time.

Useful Phrases - 7

Is anything wrong, madam?

Excuse me, but could you tell me what the trouble is, sir?

I'm afraid we don't have any just now.

I'm afraid that is not possible, madam.

That's rather difficult I'm afraid, sir.

We're rather full this evening I'm afraid.

I'm sorry madam, but....

I'm extremely sorry to hear that.

I'm sorry, sir, but we are obliged to observe the regulations.

I'm so sorry, madam, there must be some mistakes.

I do hope you will accept our apologies.

I do apologize for this unfortunate incident.

I'm sure you understand.

We'll attend to it right away.

we'll certainly see what we can do about it, sir.

I'll see that it's changed right away, madam.

I'll have it seen to immediately.

Useful Phrases

We offer special menus for different diets.

We cater for various religious.

We guarantee the meat is pure beef.

We have a selection of vegetarian dishes.

SNACKS

- A : I'm not very hungry. I'd like a snack.
B : Would you like an omelette, sir?
A : No. I'm tired of eggs.
B : How about the spaghetti or ravioli, sir?
A : Ravioli, that's a good idea. I'll have that.
B : And what would you like to drink, sir?
A : What have you got.
B : We have liqueurs, wines or cocktails. Would you like to try a Mekong Whisky, sir?
A : What's that like?
B : I don't know, sir. I've never tried it myself.
A : All right. Give me a small one.
B : Very good, sir.

ICE CREAM

- A : Good afternoon, madam.
B : Good afternoon.
A : What would you like to have, madam?
B : I'll have ice-cream.
A : What flavour would you like, madam?
B : What flavours have you got?
A : We have vanilla, strawberry, chocolate, pineapple, coffee or raspberry.
We also have sundae, banana split, rainbow parfait, ice cream float and malted milk.
B : Do you have Parfait Glace Au Mocca, don't you?
A : I'm afraid we don't, madam.
B : Well, then I think I'll have rainbow parfait.
A : Very good, madam. Would you like anything else?
B : No. Thank you.

DRINK AND DESSERT

- A : Miss. I'd like a pot of tea, please.
B : Indian or Chinese, sir?
A : Indian, please. And I'll have a cake.
B : What kind of cake would you like, sir?
We have chocolate or fruit cakes, pan cakes, pies and French pastries.
A : I'll have a fruit cake, please.
B : Very good, sir. A pot of Indian tea and a fruit cake.

A : Thank you.
Excuse me, Miss. This tea is very strong.
B : I'll bring you some hot water.
A : Good. And bring me some more sugar, please.
B : Yes, sir. Right away.

A : Good afternoon, sir.
B : Good afternoon. Are you still serving lunch?
A : Yes, we are. Here's the menu, sir.
Would you like a drink before lunch?
B : Yes, please. I'd like a bourbon with soda.
A : May I take your order, please?
B : Of course. I'll have sirloin steak.
A : Yes, sir. How do you like it done, sir?
B : Medium rare, please.
A : Any vegetables, sir?
B : I'll have some spinach.
A : What will you have for dessert, sir?
B : Bring me a cream caramel, please.
A : Very good, sir. And would you like coffee afterwards?
B : Yes, please.

THE BARMAN IN ACTION

It will also be useful to know something about taking orders for drinks at the bar. Here are some orders :

Spencer : A pint of bitter, please, barman.
Barman : I'm sorry, sir, but we only have two types of beer. The medium strength beer and the export beer.
Spencer : Which is better?
Barman : Well, the export beer is stronger, but both are the light larger type. They are bottled, I'm afraid not draught.
Spencer : I'll have a bottle of the stronger one, please.
Barman : Certainly, sir, here you are.

James : A large scotch, please.
Barman ; On the rocks, sir?
James : No, thanks. Just a little water, please.
Barman : Anything else, sir?
James : Yes. A dry Martini with ice and lemon and something non-alcoholic for me, please. I'm driving.
Barman : A tonic, fruit juice or a ginger ale perhaps?
James : Tomato juice, please. Do you have any bits to nubble?
Barman : Certainly, sir, I'll bring you over some crusps and peanuts.
Wilson : Two halves of biller, please.
Barman : Special or best?
Wilson : Oh best please.
Barman : Anything else, sir?
Wilson : Yes. A vodka tonic, please, and do you sell cigarettes?
Barman : There is a machine over there, sir.
Wilson : Ok. Can you give me the right coins in the change, please?

SEA FOOD

A : I think I'll have some seafood today. What fish have you got?
B : The shell fish is very good to start with, madam. Or of you like the baby clams or the mussels are also very good.
A : I'll try the baby clams.
B : Then we've got fish from the Gulf of Thailand.
A : That sounds very interesting. What type of fish is it?
B : You can have whiting, catfish, giant sea base, red snapper or white sea perch, madam.
A : Don't you have mackerel?
B : Oh, yes, We have mackerel and tunny, madam.
A : Ok. I'll have mackerel a la meuniere, please.
B : Very good, madam.

THAI FOOD

- A : Good evening, gentlemen.
B : Good evening, Miss. We'd like to try some local food.
A : Very good, madam. Here's the menu.
C : Can you explain it to us, please.
A : I'll try, sir. This is chicken curry cooled in coconut milk. We call it Kaeng Keo Wan Kai. It goes well with fried crisp rice noodles or mee krob. Or if you like sea food, we have Tom yam ka pong, That's sour fish soup.
B : Don't you have beef?
A : Yes, we do, madam. May I recommend you to try our beef chili. We won't make it too hot for you.
C : Is that a promise?
A : Yes, sir.
B : So we'll have some fish soup, fried crisp rice noodles and beef chili. And for dessert we'd like local fruit. What fruit is in season now?
A : We have rambutan and longan, madam.
C : We'll try both of them.
A : Very good, sir.

TABLE RESERVATION

- A : Hello, can you put me through to your catering department?
B : Catering. Can I help you?
A : Yes. I'd like to reserve a table for tomorrow night?
B : Yes, sir. For how many, sir?
A : For six, please.
B : For what time, sir?
A : 8 p.m., please. I'd like a table in the corner somewhere.
B : Very good, sir. And your name, please.
A : Richardson.
B : Do you want anything special prepared in advance or will you order when you arrive.
A : I think we'll just choose when we arrive.
B : Very good, sir. Your reservation is confirmed. Thank you.

HAVE YOU A TABLE ?

Making reservation over the telephone

Here are two telephone conversation :

Manager : Apple Tree Restaurant, good morning.
Woman : Can I speak to the Manager, please?
Manager : Speaking.
Woman : I'd like to book a table for tomorrow lunchtime.
Manager : Yes, madam, for how many will that be?
Woman : For seven.
Manager : And what time will you be arriving?
Woman : Oh, about twelve thirty I should think.
Manager : Table for seven at 12:30 on Wednesday. And what name was it, please?
Woman : Leavens, Mary leavens.
Manager : Very good, madam. We look forward to seeing you.
Woman : Thank you. Goodbye.
Manager : Goodbye.

Man : Is that the Barbecue Restaurant?
Waiter : Yes, sir. Can I help you?
Man : Could I speak to the Head Waiter, please?
Waiter : I'm afraid he's not here just now. Could I take a message?
Man : Yes. I ordered a table for 12 for dinner today, but I'm afraid I'll have to cancel it.
Waiter : What name was it, please?
Man : Bartleby, Nicholas Bartleby.
Waiter : I'm sorry, I'm afraid I didn't catch that. Could you spell it, please?
Man : Bartleby, B-A-R-T-L-E-B-Y
Waiter : Very good, Mr. Bartleby, I'll make sure the Head Waiter gets the message.
Man : Thank you. Goodbye.
Waiter : Goodbye.

RESTAURANT ENGLISH

It's 11 a.m. on February 29th, only one hour till lunchtime. The Head waiter's telephone starts ringing.

Head waiter : Deep Sea Restaurant. Head waiter. Good morning.
Woman : I'd like to reserve a table for five.
Head waiter : And was that today, madam.
Woman : Of course.
Head waiter : At what time, madam?
Woman : Oh, about three o'clock I suppose.
Head waiter : I'm afraid we only serve lunch until 3 p.m., madam.
Woman : Oh well, 2 o'clock then, and it must be by a window.
Head waiter : Very good, and what name, please?
Woman : Bellington, Mrs. Martha Bellington.
Head waiter : very good, Mrs. Bellington. A table for five at 2 p.m. today.

Head waiter : Deep Sea Restaurant. Good morning.
Man : Do you have a table for two this evening?
Head waiter : Certainly, sir, at what time was it?
Man : What time does the band start playing?
Head waiter : At 8 p.m., sir.
Man : Right. Make it 7.30 p.m. then, and near the dance floor if possible.
Head waiter : Very good, sir, and what name please?
Man : Kryzkoviak.
Head waiter : Could you just repeat that please?
Man : Kryzkoviak, that's Polish you know. K-R-Y-Z-K-O-V-I-A-K
Head waiter : Yes. Thank you, Mr. Kryzkoviak. We look forward to seeing you.

SERVING BREAKFAST

A : Good morning, sir.
B : Good morning. Can I see your breakfast menu?
A : Certainly. Here you are, sir.
We have Continental, American or a la carte breakfast, sir.
B : I'll have the Continental breakfast.
A : Rolls or toast, sir?
B : Rolls, please.
A : Coffee or tea?
B : Coffee, please.
A : What kind of jam would you like, sir?
B : What have you got?
A : Strawberry, jam, marmalade or honey, sir.
B : Honey, please. And what fresh fruit juices have you got?
A : Orange or pineapple, sir.
B : I don't want any tinned stuff.
A : No, sir, it's absolutely fresh.
B : Good. Bring me orange juice then.
A : Very good, sir.

TAKING ORDER

A : Good evening, ladies and gentlemen.
B : Good evening. Have you got a table for four?
A : Yes, sir. How about that one over there?
B : That'll be fine. We may have one more person joining us later.
A : Yes, sir. Would you like a drink before your dinner?
C : Certainly. I think we'll have a bottle of rose.
Can we order now? I'm starving.
A : Of course. What will you have to start with, madam?
D : I prefer some soup. Bring me a tomato soup, please.
C : And two mushroom soups, please.
B : I'm tired of eating steaks. What other meats have you got?
A : We have lamb or pork, sir. Or if you like, the roast duck is very good tonight, sir.
C : Is that the speciality of the house?
A : Not really, but it's today's special, madam.
D : All right, three roast ducks.
A : Very good, madam.

Mr. and Mrs. Blackmore have just arrived at the Harcourt Arms.

Waiter : Good afternoon.
Mr. Blackmore : Good afternoon. I have a table booked for two under the name of Blackmore.
Waiter : Yes, sir. Would you like to come this way?
Mr. Blackmore : Thank you.
Waiter : Can I take your coat , madam?
Mrs. Blackmore : Thank you.
Waiter : Will this table do for you?
Mr. Blackmore : That will be fine, thanks.
Waiter : Would you like a drink before your meal?
Mrs. Blackmore : Yes. A dry sherry, please.
Mr. Blackmore : Half a bitter for me.

Waiter : Are you ready to order?
Mr. Blackmore : Yes. I think so.
Waiter : What would you like for starters, madam?
Mrs. Blackmore : I can't decide. What do you recommend?
Waiter : Well, the prawns are always popular. That pate is very good.
Mrs. Blackmore : The prawns then please, for me.
Waiter : And for you, sir?
Mr. Blackmore : I'll have the steak.
Waiter : How would you like your steak done, sir?
Mr. Blackmore : Medium rare, please.
Waiter : Thank you. Would you like to see the wine list?
Mr. Blackmore : Do you have house wine?
Waiter : Yes, sir. Red or white?
Mr. Blackmore : Do you have half bottles or half carafes?
Waiter : Yes, sir.
Mr. Blackmore : One of each then, please.

QUICK MEALS AT ALL TIMES

The Snack Bar

This is a conversation between two customers and the waiter at the Happy Hamburger :

Waiter : Can I take your orders please?
Man : Yes. A Maxi Quarterpounder for me, please, with chips.
Waiter : Anything else, sir?
Man : A banana long boat, I think.
Waiter : What would you like to drink with your meal?
Man : Can I have a beer?
Waiter : I'm sorry, sir, we are not licensed to sell alcohol.
Man : A cold milk then, please.
Waiter : And for you, sir?
2nd man: I'll have the cheeseburger with a green salad please.
Waiter : And to follow?
2nd man: I'll decide later.
Waiter : And to drink?
2nd man: Cola please.

CAN I SEE THE MANAGER ?

POLITELY DEALING WITH COMPLAINTS

Remember the purpose of a restaurant is to encourage customers to enter, enjoy their meal and spend their money. However, some difficulties may arise and you have to deal with them tactfully. Here are some examples :

1. Man : Do you have a table for four?
Head waiter : I'm afraid the whole restaurant is reserved tonight. Perhaps you would like to try the "Good Taste" Restaurant just around the corner?

2. Woman : We've booked a table for eight. The name is Darlington.
Head waiter : Yes, madam. One moment please. I'm afraid there's no table reservation marked in that name, madam.
Woman : But I phoned myself only this afternoon and I was promised a window table.
Head waiter : I see. There must be some mistake, madam, Ah. We could give you a pleasant table in the Blue room, though I'm afraid it isn't a window table.
Woman : Well, I suppose we'll have to manage with that, but I must tell you I'm disappointed with your service.
Head waiter : I'm very sorry indeed that this should have happened.

3. Man : Waitress! This meat is like leather! It's enough to break every tooth in your head.
Waitress : Perhaps you'd like to change your order, sir. The sirloin is very tender.

4. Man : Waiter, this just won't do. This wine's got a most peculiar flavour.
Waiter : Yes, sir. I'll take it back. Perhaps you would like to choose another wine instead, sir.

5. Man : Three gin and tonic, please.
Waitress : I'm sorry, sir, but we're not allowed to serve drinks before 12 o'clock midday. Would you like me to bring you something else? Some coffee?

6. Man : Waiter, this table cloth is a disgrace. It's covered with soup stains.
Waiter : Oh, I'm so sorry, sir, it should have been changed before. If you'll just wait one moment.....

7. Woman : Look at these glasses, this one's even got lipstick on it.
Waiter : I'm very sorry, madam. I'll bring you clean ones right away.

8. Man : Head waiter, I want to have a word with you.
Head waiter : Yes, sir. Is there something wrong, sir?
Man : Something wrong? I should think there is something wrong. My wife and I have been kept here waiting nearly an hour for our meal!
Head waiter : I'm terrible sorry about that, sir. Our staff has been kept unusually busy this evening. I'll see to it personally myself. Now, if you wouldn't mind just telling me what you ordered.

9. Man : Waiter, I can't quite understand how you manage to get 10 marks plus 12 marks plus 65 marks 50 pennies to add up to 177 marks 50 pennies.
Waiter : One moment. I'll just check it, sir. You're quite right, sir. I can't understand how such a mistake could have been made. I do apologize, sir.

Mr. Radford has just dropped in for a quick lunch :

Waitress : A table for one, sir?
Mr. Radford : Yes, please.
Waitress : Are you having the set lunch?
Mr. Radford : Yes.
Waitress : What would you like to start with?
Mr. Radford : What's the soup of the day?
Waitress : Mushroom.
Mr. Radford : Yes, please. I'll have that.
Waitress : And for your main course?
Mr. Radford : The plaice, I think, and apple tart to follow.
Waitress : Would you like something to drink with your meal?
Mr. Radford : Yes. A large, please.
Waitress : Thank you.

DINING

A KA CAARTE

John and Clare are having a celebration dinner at the Hylands Restaurant

John : I thought that was a very interesting aperitif we had in the bar just now. I must ask them how it's made.
Head waiter : Do you have a reservation, sir?
John : Yes, we booked some time ago. The name's Grant, John Grant.
Head waiter : Ah, yes. Mr. Grant. Would you like to come this way? Your table is over there by the window.
John : Thank you.
Waiter : Would you like to order now, sir?
John : Yes, we would. Clare, have you made up your mind?
Clare : Yes. I'll begin with some salted salmon.
John : The marinated herring for me, please.
Waiter : I'm sorry, sir, but we have no more herring left. It's been a very popular dish this evening.
John : Oh dear. Well, I'll have the salmon too then.
Waiter : And for your main course?
Clare : What does the bearnaise sauce consist of?
Waiter : It's made principally from parsley, tarragon and vinegar, beaten with egg yolk.
Clare : There's no garlic in it.
Waiter : No, madam.
Clare : I'll have the fillet of beef then, with cauliflower.
Waiter : Very good, madam. And for you, sir?
John : The escalope of veal a la oscar. That sounds

Waiter : How about boiled potatoes and asparagus?
John : That will do fine.
Waiter : Would you like to choose a wine, sir?
John : Why not? We're celebrating.

Waiter : Have you chosen your wine, sir?
John : Yes. We'll have a half bottle of white bordeaux
to start with, please, and then a bottle of St.
Emilion.
Waiter : Certainly, sir.

AT LUNCH TIME

B & C are going to have lunch at a restaurant.

A : Good afternoon.
B : Good afternoon. Have you got a table for two?
A : Yes, sir. How do you like that table in the centre?
C : I prefer that table.
A : I'm sorry, that table is taken.
B : All right, we'll take that table near the window.
A : Here's the menu, madam.
C : What's today's special?
A : We have lamb stew, madam. Or would you like to try our Thai
food?
C : Oh yes. What's that soup everyone keeps telling me about?
Tom something

A : Tom yam kung. That's sour prawn soup, madam. We use lemon
grass and basil leaf to give it the flavour.
B : Yes. Tom yam kung for two. And what else, dear?
A : May I recommend you to try pork with garlic and pepper?
C : OK. That sounds interesting. And can we order our dessert
now?
A : Certainly, madam. What would you like?
B : we must try some of your exotic fruits.
A : Oh yes. The mangoes are in season and very ripe now, sir.
C : I'd like to peel them myself.
A : Very good, madam. So Tom yam kung, pork with garlic and
pepper, and mangoes for two.
B : And a pot of Indian tea, please.
A : Any other drinks? Perhaps an Aperitif?

IN A BAR

- A : Good morning, sir. There are no more tables left. Would you like to sit at the bar?
B : All right.
A : This way, sir. What would you like?
B : I'll have a Scotch, please.
A : How would you like your Scotch, sir?
B : On the rocks. And with lot of ice. Can I have some peanuts, please?
A : Certainly, sir.
B : What other cocktails have you got?
A : You can have a Mahattan, a Pink Lady or a Whisky Sour.
B : Have you got a Pimms?
A : Yes, sir. With gin or rum?
B : With gin, please. Can I have some olives?

BILL

- A : Can I have the bill, please?
B : Right away, sir. Please, sir.
A : How much is that altogether?
B : Five hundred and sixty baht, sir.
A : I think there's an error in the bill. Is the service included.
B : Yes, it is, sir.
A : What's this here?
B : That's the brandy, sir.
A : But I didn't have any brandy.
B : Really, sir? Let me check this again.
A : I was sure there was something wrong with that bill.
B : I'm sorry, sir. The cashier got the tables mixed up. Please accept our apologies.
A : Right. Lucky I checked. Keep the change.
B : Thank you very much, sir.

END OF PART XIV