

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.

