

1

Parts of a Restaurant

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What parts of a restaurant do customers use?
- 2 What parts of a restaurant are only for employees?



restaurant



kitchen



service entrance



restroom

Sammy's Restaurant

Employee Handbook

Opening Procedures

The **restaurant** opens at 10:00 a.m. each day. The front **entrance** is locked before that time. Therefore, employees must enter through the **service entrance**.

Personal belongings are not allowed in the **kitchen**. These include bags, jackets, and other personal items. Please leave them in the **break room**. You may want to store valuable items in the **office** instead. If so, talk to your manager.

Before opening, complete the following checklist.

- The **dining room** is tidy. The tables and **counters** are clear of dishes.
- Today's newspapers are in the **lobby**.
- The **restrooms** are clean. The soap and towel dispensers are full.



break room



dining room

Reading

2 Read the handbook excerpt. Then, mark the following statements as true (T) or false (F).

- 1 ___ Before ten o'clock, employees must use the front entrance.
- 2 ___ Employees may store personal items in the office.
- 3 ___ The handbook instructs employees to clean the lobby in the morning.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- | | |
|----------------|-------------------|
| 1 ___ lobby | 4 ___ restroom |
| 2 ___ counter | 5 ___ break room |
| 3 ___ entrance | 6 ___ dining room |

- A a room with a toilet and a sink
 B the main room in a restaurant where customers have their meals
 C a surface between employees and customers, often where customers order food
 D a room where employees go while they are not working
 E a small room or hall that people pass through
 F a door or opening where people go into a place

4 Read the sentences and choose the correct words or phrases.

- 1 Customers are not allowed in the **kitchen / dining room**.
- 2 The manager's desk is in the **lobby / office**.
- 3 The **service entrance / break room** is where vendors make deliveries.
- 4 The regional manager operates six **restaurants / restrooms** around the city.

5 Listen and read the handbook excerpt again. What must employees do in the lobby?

Listening

6 Listen to a conversation between an employee and a manager. Choose the correct answers.

- 1 Where does the man need to complete a task?
A the kitchen **C** the dining room
B the restroom **D** the lobby
- 2 What task did the man already complete?
A unlocking the entrance
B cleaning the break room
C checking the soap dispensers
D placing the newspapers

7 Listen again and complete the conversation.

Employee: It's almost ten o'clock. Are we ready to open yet?

Manager: Not quite. We need to put today's newspapers in the **1** _____.

Employee: Where do I **2** _____?

Manager: The delivery person leaves them at the **3** _____.

Employee: Okay, **4** _____ right away.

Manager: Thanks. And **5** _____ . Please check the soap dispensers in the restrooms.

Employee: Actually, I **6** _____ already. They're full.

Manager: Great! Then just take care of the newspapers.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We need to ...
I'll do that ...
Make sure you ...

Student A: You are a manager. Talk to Student B about:

- tasks to complete before opening
- where to place some items
- which room to check and for what reason

Student B: You are an employee. Talk to Student A about tasks to complete before opening.

Writing

9 Use the conversation from Task 8 to complete the memo.

memo

Attention: Opening Staff

I want to remind everyone about the proper opening procedures. Before we open, please remember to

Also, some people are forgetting to _____

It is important to do this because _____

It violates health codes.

Let me know if you are unsure about any of the policies.

Jim

Glossary

- agreement** [N-COUNT-U13] An **agreement** is a contract between two people or groups that legally agree and arrange to follow a set of rules.
- appetizer** [N-COUNT-U11] An **appetizer** is a dish served before the main course.
- appliance** [N-COUNT-U3] An **appliance** is a device in a kitchen that performs a particular function.
- bacteria** [N-COUNT-U10] **Bacteria** are microorganisms (living things) that cause illness.
- basket** [N-COUNT-U11] A **basket** is a type of meal that comes in a lightweight, informal container like a box or basket, and includes a larger than normal portion of food.
- beverage** [N-COUNT-U11] A **beverage** is a liquid other than water that people drink.
- blend** [V-T-U8] To **blend** food is to thoroughly mix with an appliance two or more ingredients together so that they are no longer in individual pieces.
- blender** [N-COUNT-U4] A **blender** is an appliance that operates with rapidly rotating blades to mix food thoroughly.
- bottle** [N-COUNT-U6] A **bottle** is a container made of glass or plastic with a narrow opening at the top.
- break room** [N-COUNT-U1] A **break room** is a room where employees of a business can go to relax and eat when they are not working.
- breakfast** [N-COUNT-U11] **Breakfast** is a meal eaten at the beginning of the day.
- brunch** [N-COUNT-U11] **Brunch** is a meal eaten in the late morning, either between breakfast and lunch or combining the two into one meal.
- burn** [V-T-U9] To **burn** something is to damage or injure it with heat or fire.
- busser** [N-COUNT-U2] A **busser** is a person who clears dishes and cleans tables in a restaurant and may also perform other duties.
- carry-out** [N-UNCOUNT-U12] **Carry-out** is a type of restaurant service in which the customer buys cooked food at the restaurant but takes it home or to another location.
- cashier** [N-COUNT-U2] A **cashier** is a person who takes orders and payments from customers, often over a counter.
- Celsius** [N-UNCOUNT-U7] When a temperature measurement is in **Celsius**, it is estimated in a scale in which water boils at 100 degrees and freezes at 0 degrees.
- chain** [N-COUNT-U13] A **chain** is a business that has multiple stores or branches, all of which are owned by a single person or corporation.
- cheeseburger** [N-COUNT-U14] A **cheeseburger** is a hamburger that includes cheese in addition to the other ingredients.
- chef** [N-COUNT-U2] A **chef** is a person who cooks professionally and may also manage a kitchen.
- chop** [V-T-U8] To **chop** something is to cut it into medium or small irregular pieces.
- colander** [N-COUNT-U5] A **colander** is a metallic or plastic bowl with holes that is used for draining or washing food.
- combine** [V-T-U8] To **combine** two things is to mix them together so that they become one.
- condiment** [N-COUNT-U6] A **condiment** is an ingredient such as salt, pepper, mustard etc. that is added to prepared food in order to improve its flavor.
- consistent** [ADJ-U13] If something is **consistent**, it is always the same over time.
- contaminate** [V-T-U10] To **contaminate** something is to make it dirty or harmful to use or consume.
- cook** [N-COUNT-U2] A **cook** is a person who prepares food; it generally refers to someone who is less experienced or has fewer responsibilities than a chef.
- cook** [V-T-U3] To **cook** food is to prepare it by mixing and heating ingredients.
- counter** [N-COUNT-U1] A **counter** is a surface between the employee area and the dining room, and is where customers order and receive their food in some restaurants.
- counter service** [N-UNCOUNT-U12] **Counter service** is a type of restaurant service in which guests order and pay for their food at a counter or bar, and generally receive their food there as well.
- countertop** [N-COUNT-U3] A **countertop** is a surface in a kitchen for food preparation and other purposes.
- cup** [N-COUNT-U7] A **cup** is a customary unit for measuring volume that equals sixteen tablespoons or eight fluid ounces in some countries.