



A Great Dinner

Warm-Up

Discuss the following questions with a partner.

1. What factors are most important to you when choosing a restaurant? Why?
2. How should hosts or other service staff react to rude customers?

Vocabulary 59

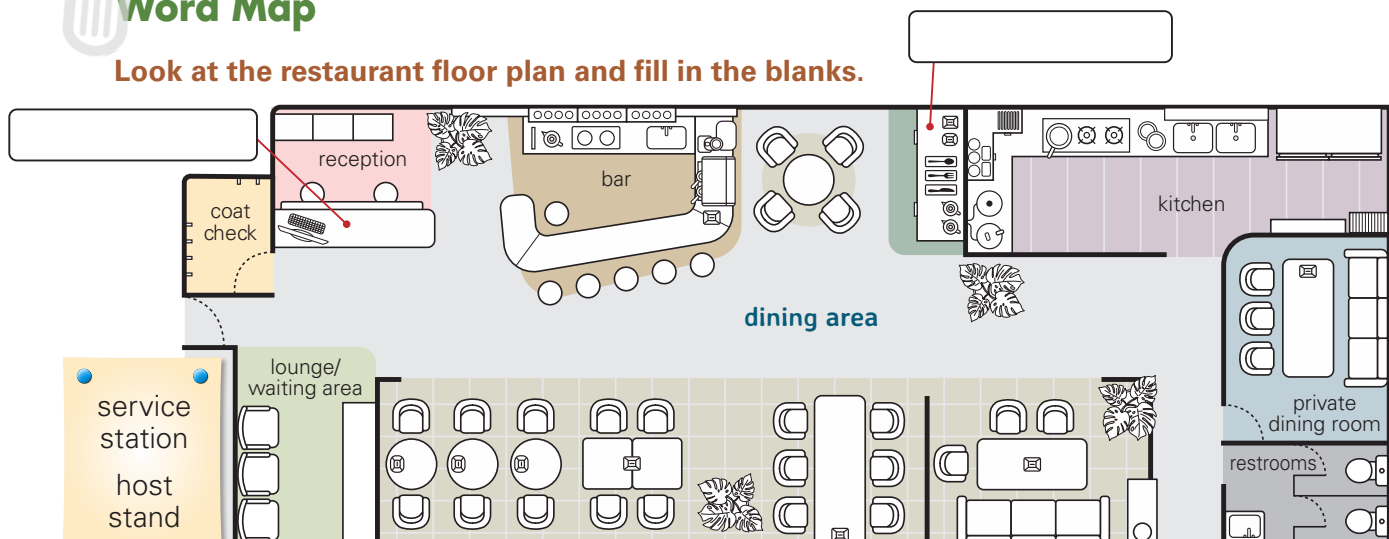


Match each word or phrase to the correct definition.

- | | |
|---------------------|---|
| 1. prix fixe menu • | • an elevated dining surface |
| 2. high-top table • | • the main dish of a meal |
| 3. coat check • | • a tip for someone for the service they provide |
| 4. disappointing • | • a set menu with a fixed price and limited options for each course |
| 5. entrée • | • a place at a restaurant, museum, etc. where clothing is left |
| 6. gratuity • | • not as good as expected and thus causing an unhappy feeling |

Word Map

Look at the restaurant floor plan and fill in the blanks.



Listen Up

Listen to the conversation and fill in the blanks.

(H = Host G = Guest) 60



H: Good evening, welcome to Wilton and Stone.
May I confirm your party?

G: Yes, there are four of us. The booking's under the name Talbot.

H: Thank you. I see you _____ a table by the window, but I regret to inform you that a leak in that area means it's temporarily closed.

G: Oh, that's rather disappointing. Do you have any other good options?

H: At the moment, only a _____ near the bar.
It's comfortable, but not ideal for long dining.

G: Yeah, that probably won't work as one of us has difficulty moving around, and stools will be tricky.

H: Understood. If you take a seat in the waiting area near the _____, we can prepare a table in the main dining room. It should be no more than 15 minutes, and you can enjoy a free drink of your choice while you wait.

G: Thanks so much. That's very considerate of you.

H: Would you like to take some time to look over our menus first? We have both the prix fixe menu and the _____ menu for you this evening.

G: Sure, we'll take a look at them first, especially the entrées.

H: Perfect. And please rest assured, your gratuity will not be affected by this change.

Fill in the blanks with the correct answers.

1. The high-top tables are comfortable but not _____ for long dining.
2. The guests' _____ will not be affected by the seating rearrangement.

Your Turn

In pairs, replace the underlined parts with your own words.

A: If you take a seat in the waiting area near the coat check, we can prepare a table in the main dining room. It should be no more than 15 minutes, and you can enjoy a free drink of your choice while you wait.

B: Thanks so much. That's very considerate of you.

A: Would you like to take some time to look over our menus first? We have both the prix fixe menu and the à la carte menu for you this evening.

B: Sure, we'll take a look at them first, especially the entrées.



Think More

Besides greeting and seating guests, what other duties does a host have?

1. _____
2. _____
3. _____



Wine Masters:

The Challenges and Rewards of Being a Sommelier

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While the career of sommelier might look glamorous, it requires years of training and a range of skills and knowledge. Viticulture and oenology—the study of growing grapes and making wine—are key aspects of this job. Sommeliers study how wine is produced, the regions it comes from, and the different characteristics of grape **varieties**. Sensory analysis is another important aspect of the profession. This refers to the careful tasting of wine in order to describe its **aromas**, flavors, and **textures**.



Service and Pairing, History and Culture

Sommeliers do more than simply recommend the right bottle. They must master wine service: opening, pouring, and serving wine correctly—always at the right temperature. Another key skill is pairing—matching wines with different dishes to **enhance** their flavors.

An understanding of the culture and history of wine in general and particular **vintages** is also needed, along with business **know-how**. A skilled sommelier understands how traditions, trends, and costs affect wine choices for restaurants and guests.

Mastering the Art

For those hoping to pursue a career as a sommelier, famous culinary schools such as Le Cordon Bleu London offer wine **diplomas**. The Court of Master Sommeliers (CMS) is another path to becoming a professional. It includes four levels: Introductory, Certified, Advanced, and the extremely tough Master Sommelier Diploma.

Being a sommelier means balancing science, service, and culture. It also requires skill and **dedication**. This makes it a challenging but rewarding career for those with passion and patience.



Comprehension

Circle True (T) or False (F).

- | | | |
|---|---|---|
| 1. The serving of wine is the only skill a sommelier needs. | T | F |
| 2. Sensory analysis requires an understanding of culture. | T | F |
| 3. Viticulture and oenology involve the study of grapes and wine. | T | F |
| 4. The best way to become a sommelier is by going to the CMS. | T | F |
| 5. Sommeliers also need to have business brains. | T | F |

Make It Work

A restaurant is hiring FOH, BOH, and bar/beverage staff. Complete the job advertisement below. List the requirements for each position.

RESTAURANT STAFF WANTED

_____ is hiring!

(restaurant name)

Why Join Us? (3 reasons/benefits):

- _____
- _____
- _____

Positions:	Requirements:
_____	_____
_____	_____
_____	_____

Send your resume: 



Culture Tip

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The hospitality industry, and high-quality restaurants in particular, use many terms that are French in origin. “Sommelier” is one of them. There is also “maitre d’hôtel” (often shortened to “maitre d”), meaning head waiter. Other terms include “hors d’oeuvre” (outside the main meal) and “amuse-bouche” (mouth amuser). They refer to small, bite-sized appetizers. Another French word to note is “entrée,” which literally means “entrance.” In the UK, Europe, Australia, and elsewhere, this refers to a starter at the beginning of a meal. In contrast, in the U.S. and Canada, it generally means the main course. It is useful to be aware of such variations depending on which part of the world you’re in.

A server or sommelier may have to answer guests' questions, give recommendations, or react quickly to complaints. How would they deal with the following situations?

A. Complete each pair of speech bubbles with your own ideas.

Example:

Excuse me, this wine seems to be corked*. It has a dreadful moldy smell.

Let me smell it. Oh, yes, you're quite right. Apologies. I'll fetch another bottle immediately.

* When a wine is described as corked, it means a chemical has made the wine taste bad. The problem is caused by wine bottle corks, winery equipment, or other sources. In such cases, an experienced server/sommelier will offer to replace the wine.

1

I'd like some _____ today. Do you have any suggestions?

Sure! We have _____. It's _____. You could also try our _____.

2

I've decided to have the _____ as my entrée. What would you recommend to go with it?

How about a _____? It has notes of _____ and is a really _____ vintage. I think it will go well with your meal.

3

I'm sorry, but I really don't like this wine. You said it would taste _____, but I actually find it very _____.

I'm very sorry to hear that. We can offer you _____ on the house to make up for that.

4

Excuse me. We'd like to split the dessert. Can you give me two extra _____?

_____. I will bring them to you right away.

B. In groups of 4, take turns being the guest and the server/sommelier. Use the completed speech bubbles to begin the conversations.

Example:

A: I've decided to have the rib-eye steak as my entrée. What would you recommend to go with it?

B: How about a lovely Malbec from Argentina? It has notes of blackberries and cherries and is a really nice vintage. I think it will go well with your meal.

A: That sounds ideal. Let's start with a bottle of that. Two wine glasses, please.

B: Certainly, ma'am. The server will have the bottle out to you immediately.

Now You Can...

- ☐ Introduce exotic or fusion dishes
- ☐ Recommend suitable wine to go with each dish
- ☐ Handle guests' requests and complaints