

Duties of Restaurant Staff

Waiter/Waitress

Basic Duties

- Greet guests, seat guests, offer friendly and polite help, provide prompt and efficient service

Specific Responsibilities

- Come to work on time.
- Know and follow work schedule.
- Wear uniform and name tag.
- Carry out duties assigned by the supervisor or manager.
- Keep assigned station clean.
- Restock the service station with guest supplies.
- Keep working area and operating equipment clean and in good condition.
- Keep informed of all items on the drink list, menu specials, and chef's recommendations.
- Inform supervisor/host/hostess of new arrivals.
- Understand and follow the service sequence according to policy and procedures.
- Offer ice water and complimentary bread, crackers, etc.
- Carry beverages from the service bar to the service station.
- Take guests' orders.
- Make eye-contact and smile when taking guests' orders.
- Use suggestive selling technique to increase revenue.
- Serve guest in an efficient, courteous way.
- Carry food from the kitchen to the service station.
- Be alert to priority of service for guests.
- Ask guests if everything is satisfactory (at least once).
- Offer drink refills in timely fashion.
- Take away dirty dishes/glasses from the station and return them to the kitchen/bar.
- Be visible and available to guests in assigned service station.
- Present bill to guest.
- Present bill with folder and pen.
- Be sure the bill is correct.
- Thank guests and say goodbye.
- Collect tips left on guest tables within service station.
- Handle guests' needs and complaints.
- Cooperate with colleagues and other staff members to maintain effective teamwork.
- Attend staff meetings and/or training for the company.



Additional Responsibilities (Not Always Required)

- Clear and reset tables.
- Answer the telephone.

Bus Person/Busser

Basic Duties

- Clear tables after guests finish eating, set tables before new guests sit down, deliver plates and utensils to wash station, general cleaning responsibilities

Specific Responsibilities

- Come to work on time.
- Clear tables of used dishes, glasses, and silverware.
- Wipe down empty tables.
- Set tables to prepare for guests.
- Return dirty dishes to kitchen/wash station.
- Scrape food remains from plates.
- Separate utensils.
- Sort and stack dishes.
- Take water glasses to guest tables for newly arrived guests.
- Bring ketchup, sauces, salt, etc. to guest tables upon request.
- Fold cloth napkins and set them on tables.
- Spread fresh tablecloths on tables before setting.
- Dust various places around the dining area.
- Vacuum and/or mop the dining area after closing.
- Empty trash cans.

Supervisor/Manager

Basic Duties

- Supervise and support operational team, provide prompt and courteous service to guests under operating policies and procedures

Specific Responsibilities

- Seek to ensure guest satisfaction and best quality of service.
- Monitor staff regarding prompt arrival for scheduled shifts.
- Respond promptly and politely to guest questions, complaints, and requests.
- Monitor stocks of all equipment, linen, condiments, stationary, and miscellaneous items.
- Inspect operating equipment to make sure it is clean and in good condition.
- Perform spot checks of cleanliness of facilities.
- Supervise and coordinate efficient service of food and beverages for all guests.
- Ensure the proper, presentable appearance of all staff.
- Control and analyze the selection, training, and management staff.

- Control and analyze the quality levels of products and services, i.e. guest satisfaction.
- Control and analyze merchandising and marketing.
- Control and analyze promotion and special awards for staff.
- Control and analyze operating costs.
- Control and analyze sanitation, cleanliness, and hygiene of restaurant and staff.
- Ensure opening and closing times are adhered to.
- Maintain reports and log books regarding activities of each shift.
- Attend briefings and departmental meetings.
- Control and order necessary guest supplies.
- Keep informed of all items and prices available in the service areas.
- Maintain the attendance records and duty roster for employees.
- Control health inspection records.
- Help to prepare annual budget.

- Supervise On-the-Job-Training of new employees.
- Monitor the service sequence of staff.
- Promote suggestive selling technique to increase revenue.
- Monitor quality and presentation of food and beverages.
- Coordinate changes or additions to menus and beverage lists.
- Participate in service as necessary in accordance with the practices of the restaurant.
- Observe matters related to competition such as prices, new services, etc.
- Establish and maintain effective employee relations, especially between service and kitchen staff.
- Develop formal training procedure and employee orientation.
- Conduct performance appraisals and coaching to ensure appropriate staffing and productivity.

Food and Beverage Services Check Lists

Guest service area

- A. Temperature is comfortable.
- B. Lighting level is appropriate.
- C. Noise level is appropriate.
- D. Music is appropriate.
- E. Furniture is comfortable, clean, and in good condition.
- F. Floor, walls, and ceiling are clean and in good condition.
- G. Toilet is clean and in good condition.



Guest tables

- A. Table is clean and in good condition.
- B. Cloth napkin is clean and folded.
- C. Utensils are clean and in good condition.
- D. Plates are clean and in good condition.
- E. Glassware is clean and in good condition.
- F. Salt and pepper shakers are clean and full.
- G. Plants and table decorations are maintained appropriately.
- H. Menus and any other printed material are clean and in good condition.

Suggested Service Schedule

- A. Greet new guests within 20 seconds of entering restaurant.
- B. Show guest to table within 1 minute of being acknowledged or advise guest of waiting period.
- C. Provide menus immediately upon seating (carried from host/hostess station).
- D. Take drink order within 3 minutes of seating.
- E. Take food order within 5 minutes of providing menu.
- F. Serve drink order within 5 minutes of ordering.
- G. Serve food order within 15 minutes or within time promised at ordering.
- H. Clear plates within 5 minutes of finishing course, and remove used utensils.
- I. Serve dessert and/or coffee within 10 minutes of ordering.
- J. Provide bill within 2 minutes of request.
- K. Receipt (and change if cash is paid) are brought within 3 minutes after payment.

Glossary

A collection of some useful words relating to food and service in restaurants. Users should note that the meanings given below are limited to the use of these words in a restaurant setting.

an à la carte menu [French] the restaurant's regular menu where each dish is charged individually at the price shown. Some restaurants may also have a special menu at a set price for lunch or for that day etc. Also **menu**. [p 24]

to address [someone] to use a particular name or title when speaking to someone. *She preferred to be addressed as Ms instead of Miss Jones.* [p 17]

an agreement acceptance of something. *She asked for the customer's agreement before changing his food order.* Also **to agree**. [p 16, 49]

ahead in front of. *Walk ahead of the guests when you show them to their table.* [p 20]

to allow to give permission. "Allow me." = "Let me do that for you." [p 20]

an alternative another choice or option. *Offer the guest an alternative if the restaurant runs out of something that he orders.* [p 29]

angry not happy or pleased about something. [p 49]

to announce to call out the name of something. *The waiter announced each dish as he placed it in front of the guest.* [p 40]

to answer [the telephone] to pick up the receiver and speak to the caller. [p 16]

anti-clockwise in a direction opposite to the movements of the hands of a clock. [US] **counter clockwise**. [p 24]

an aperitif a drink [usually alcoholic] taken before meals. [p 24]

to apologize to say you are sorry. [p 49]

an apron a piece of clothing worn over the front part of the body to keep the wearer's clothes clean while working. [p 33]



to argue [with someone] to express an opposite opinion in an angry way. *Do not argue with customers if they complain about something.* [p 49]

to arrange to put things neatly and in order. *She arranged the dishes on the tray before taking them to the table.* [p 44]

an ashtray a small dish or container that smokers use for tobacco ash and cigarette butts. [p 33]

to assist to help, to do something for somebody. Also **assistance**. [p 16]

to attach to join a thing to something else. *First attach the filter to the machine, then press the start button.* [p 57]

to attend to take care of. *A waiter will attend to you shortly.* [p 20]

attention special care or action. Also **attentive**, **attentively**. [p 49]

available can be obtained. *Fresh salmon is available this month.* [p 28]

an aubergine [French] a dark purple vegetable. Also **brinjal**, [US] **eggplant**. See **Vegetables**. [p 13]

a bar a place or counter where alcoholic drinks are prepared and served. [p 48]

to barbecue to cook meat, fish etc. over an open fire. Also **broil**, **grill**, **charbroil**. [p 10]

a bartender [US] a person who serves and prepares drinks at the bar. Also **barman** / **barmaid**. [p 24]

a base the lowest part or bottom end of something. *Hold the glass by its base when you are placing it on the table.* [p 69]

a basin a round open bowl for holding liquids. [p 68]

behind in a position at the back of something. *The waiter kept his left arm behind his back as he worked.* [p 33]

a bill a written statement of the money owed for goods or services. *He paid the bill before he left the restaurant.* Also [US] **check**. [p 64]

a bin a large container for holding or storing things. [p 68]

bitter having a sharp flavour. *Black coffee tastes a little bitter.*

bland mild and having no definite flavour: *a bland cheese*. Opposites = **strong**, **spicy**.

blunt [knife] not sharp, does not cut easily. *A fish knife has a blunt edge*. Opposite = **sharp**. [p 32]

to boil to heat water or liquid to a high temperature until it begins to evaporate. Also **boiling**. *Tea is made with boiling water*. [p 10]

to book [a table] to reserve a table in advance. [p 16]

booked out [restaurant] the restaurant is full and cannot take any more customers. Also **fully booked**, **booked up**. [p 16]

bottom the lowest part of something. Opposite = **top**. [p 72]

a bowl a deep round dish used for holding food or liquid. [p 60]

a brandy a strong alcoholic drink made from grapes or other fruits. [p 60]

to break [something] to damage something so that it is no longer in one piece. *Be careful, those glasses break easily!* Also **broken**: *a broken dish*. [p 68]

to brew [tea or coffee] to add boiling water to coffee or tea and wait a few minutes for the mixture to reach its full flavour. Also **brewed** [coffee/tea]. [p 61]

bright shining or shiny *He polished the cutlery until it was bright and shiny*. Opposite = **dull**. [p 69]

to bring [something] to come carrying something. *Please bring me another cup of coffee*. Opposite = **take away**. [p 44]

to brush [something off] to remove something off a surface. *She brushed the crumbs off the table with a folded napkin*. [p 72]

a bucket a round open container, usually with handles, for liquid, ice etc. Also **ice-bucket**, **wine bucket**. [p 36]

a butt [cigarette] an end piece of a cigarette or cigar after it has been smoked. [p 33]

butter a creamy product made from milk, used in cooking or to spread on bread. [p 32]

a butter dish a small dish containing butter that is placed on the table. [p 32]

a butter knife a short blunt knife used to take butter from a dish. [p 73]

a button 1. a switch on a machine. [p 57] 2. a fastener on clothing. *The waiter fastened his collar button before going into the restaurant*.

a caller a person who makes a telephone call. [p 16]

a carafe a glass container for wine or water. [p 36]

carbonated [drink] containing bubbles of gas e.g. Coca cola, soda-water, tonic etc. [p 14]

carefully with special attention. *Handle glassware carefully because it breaks easily*.

to carry to take something from one place to another. *The waitress carried the heavy tray of dishes to the kitchen*. [p 40]

a cart a table on wheels: *a dessert cart*. Also **trolley**. [p 56]

cash money in coins or notes. [p 65]

a cashier a person who receives and pays out money in a restaurant, shop etc. [p 64]

a cash register a machine used by the cashier in shops, restaurants etc.

a casserole food cooked in a covered heat-proof dish.

a celery a vegetable with long stems that can be eaten raw in salads or cooked. [p 13]

a centre [US center] the middle point or part of something: *the centre of the table*. [p 73]

a chair a seat with a back and sometimes with arms, for one person to sit on. [note: a **stool** has no back and arms] [p 20]

to change [something for something else] to replace one thing with another. *This glass is not clean, can you change it?* [p 50]

change 1. coins or notes equal to the value of a single note or coin. *Can you give me some change for a dollar?* 2. the money returned when the price of something is less than the money given in payment. *The customer got back some change after settling his bill with a \$100 note.* [p 65]

char-broiled [steak etc.] cooked over an open fire. Also **barbecued**, **grilled**, **broiled**. [p 10]

to check to make sure of something by examining it. *She checked the food order before serving the guests.* [p 32]

a check [US] a bill. *The host asked the waiter for the check at the end of the meal.* [p 64]

a check-holder a folder that restaurants use to hold the check/bill when it is presented to the customer. [p 64]

a chef [French] the chief cook in a restaurant. [p 48]

cheese food made from milk: *a piece or slice of cheese*. Also **cheese cake**, **cheese board**.

china objects made of clay e.g. cups, saucers, plates etc. Also **crocker**, **dishes**. [p 9]

a chip a small piece that has broken off a glass or plate etc. A **chipped** glass = a glass that has a small piece broken off from its rim. [p 68]

clean washed, unused, free from dirt and stains. Opposite = **dirty**, **stained**, **used**. [p 68]

to clear [table] to take away dirty and used plates etc. after a meal. [p 52]

a clearing station an area in a restaurant to which dirty dishes are brought and left before they are washed up. Also **stewarding area**, [US] **bus station**. [p 53]

a cloakroom a small room where coats, hats, parcels etc. may be left for a time. [p 21]

clockwise move in the same direction as the hands of a clock. [p 24]

closed not open for business. *The restaurant is always closed on Mondays.*

a cloth a piece of material or fabric. Also cloth used for different purposes e.g. **washcloth**, **tablecloth**, **polishing cloth**, **dishcloth**. [p 68, 69]

a coaster a small mat that is put under a drinking-glass. Also **glass-mat**. [p 9, 24]

a cocktail an alcoholic drink made from spirits, or spirits mixed with fruit juice etc. See **Beverages – Alcoholic**. [p 15]

cold of low temperature. Opposite = **hot**. [p 32]

a cold kitchen a kitchen in a restaurant where salads and other cold dishes and desserts are prepared. Also [US] **cold line**, **cold side**. [p 32]

to collect to pick up or gather together. *Collect all the dirty dishes and take them to the kitchen.* [p 32]

to complain to find a fault, be dissatisfied with something. *The customer complained that his soup was too salty.* Also a **complaint**. *He told the manager about the guest's complaint.* [p 48]

to confirm to say something is true or correct. *The guests confirmed that the food order was correct.* Also **confirmation**. [p 29]

a contact number the telephone number of a person or company. [p 16]

to contain to have or hold inside itself. The basket contained different kinds of bread. Also **container**. [p 32]

to continue to go on doing something. *While the new customers studied the menu, she continued her work at another table.* [p 45]

a cork a type of bottle-stopper used especially for wine bottles. [p 36]

a corkscrew a tool used to pull corks out of bottles. Also **bottle-opener**. [p 36]

correct right or accurate. *The customer examined his bill to see if it was correct.* [p 40]

a course any of the separate parts of a meal, e.g. soup, dessert, main course etc. [p 40]

a cover 1. a lid that goes over something. *Food covers are put over the meals to keep the food warm.* 2. A place setting. *There are six covers on that table.* [p 25, 44]

to cover [for someone] to do another person's work. *The waiter had to serve more tables because he was covering for the sick waiter.*

a cover charge [in a restaurant] money to be paid in addition to the cost of food and drink.

a crack [in something] a line along which something has broken. Also **cracked**: *a cracked glass/plate etc.* [p 68]

cream thick, whitish liquid that is the fatty part of milk. Cream is used as an ingredient in many dishes, and is also eaten with many desserts: *whipped cream*. Also **creamy**.

a creamer [US] a small container for milk or cream which is put on the table. [Brit.] **milk jug**. [p 61]

a credit card a card that the owner uses instead of cash to pay for goods and services. [p 64]

crockery dishes made of clay or porcelain. Also **china, dishes, porcelain**. See also **Crockery**. [p 9]

a crumb a very small piece that has broken off food such as cake, bread, biscuits etc. *There were many crumbs on the table after the meal.* [p 72]

a customer a person who buys something in a shop or restaurant. Also a **guest** [in hotels and restaurants]. [p 17]

cutlery knives, spoons, and forks used for eating and serving food. Also [US] **silver or silverware, flatware**. [p 8]

a date 1. The specific day in the month and year, e.g. 23 May 2000 [p 16] 2. A sweet, brown fruit of a palm tree.

delicate [flavour] having a light, pleasant taste and texture: *a delicate wine/pastry*
Opposites = **strong, full-bodied**: *a full-bodied wine*.

delicious having a very good taste or flavour.

a demitasse [French] a half-sized cup used in restaurants for espresso coffee. [p 57]

a desk a table or counter for the cashier/receptionist, in restaurants, hotels etc.: *reception desk*. Also **counter**. [p 20]

describe to say what something is like. *Waiters often have to describe a dish for their guests.* [p 28]

a dessert any sweet dish eaten at the end of a meal. Also [Brit.] **a sweet**. [p 53]

details small facts or item of information. [p 16]

to direct to show or tell someone the way to go. *The head-waiter directs guests to their tables.* Also **direction**. [p 20]

to discard to throw away something that is too old or broken. *Discard any glasses that are chipped or cracked.* [p 68]

a dish 1. a container for holding or serving food 2. A particular type of food prepared for a meal. *What are the main ingredients in this dish?* [p 28]

to dispense to give something out. *If you press that button the machine will dispense coffee into the cup.* [p 57]

to double-check to check a second time. *She double-checked the bill to make sure it was correct.* [p 40]

a dressing a sauce for food, especially salad. [p 45]

dry [wine] not sweet: *a dry white wine; a dry sherry*.

dull [cutlery] not bright and shining. [p 69]

empty having nothing inside. *She poured wine into the empty glasses.* Opposite = **full**. [p 33]

an entrée [Brit] food served before the main course. Also **starter, appetizer, first course**. [p 29]

an entrée [US] the main course. [p 29]

equal the same in size, shape and amount. *Cut the cake into ten equal slices.*

equipment the things needed for a particular purpose. *The equipment for mixing drinks is kept at the bar.* [p 57]

etiquette the rules of correct and polite behaviour. *It is good restaurant etiquette to thank each guest when they leave the restaurant.* [p 33]

to examine [something] to look carefully at something. *Examine each glass for chips or cracks before putting it on the table.* [p 64]

to explain to make something more clear to somebody. *The waiter explained why the restaurant had to close early.* Also **an explanation**. [p 28]

extra more than what is usual. *The customers asked for extra bread and butter.* [p 25]

eye-contact [with somebody] looking directly into the eyes of somebody. *Make eye-contact with the guest when you speak to him.* [p 21]

face-down [cups or glassware] upside down. *Glasses are placed face-down on the tray to keep them free from dust.* [p 69]



fat an oily substance from plants or animals that is used for cooking, e.g. frying, roasting etc. Oil, butter, and margarine are all fats.

to fill [something] to put liquids or solids into something. *Fill the sugar bowl and take it to the table.* [p 37]

to filter to separate unwanted solid material from a liquid e.g. coffee. Also a **filter**. [p 57]

finally lastly, or at the end. [p 73]

to finish to reach the end of a task or activity. *When you finish polishing the cutlery, you can set the table.* Opposite = **to start**.

a first course the first dish served and eaten at a meal. Also **starter**, [British] **entrée**, **appetizer**. [p 40]

a fish knife a blunt knife with a broad blade used for eating fish. See **Cutlery**. [p 8]

flatware [US] cutlery. [p 9]

flavour [US **flavor**] the taste and smell of food. *Ingredients like garlic and herbs add flavour to food.* Also **to flavour**, **flavoured**: *a sauce flavoured with lemon.* [p 28]

a food order form a written record of all the food items that are ordered by guests. Also **food pad**. [p 28]

a floor chart an outline drawing of the position of all the tables in the restaurant. Also **floor plan**, **seating chart**. [p 16]

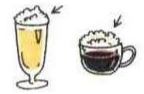
a foil a very thin, flexible, metallic sheet used for wrapping food. [p 36]

to fold to turn something so that one part of it lies on another. *The table napkin is folded into a triangular shape and placed on the guest's lap.* [p 20]

a forearm the part of the arm from the elbow to the fingertips. *He carried the tray of beverages on his forearm.*

fresh [food] 1. food that is not frozen, preserved, or canned. 2. Newly made or produced. [p 28]

froth a mass of small bubbles on the surface of a liquid. Also **foam**. [p 57]



to froth [up] to cause a liquid to produce froth. *Milk is frothed up by steam, then poured into a cup of coffee.* [p 57]

to garnish to decorate or make food look attractive, usually with small pieces of fruit or vegetables like parsley, lemon etc.

gin a colourless, alcoholic drink, flavoured with juniper berries. See **Beverages – Alcoholic**. [p 15]

glassware all the different glasses in a bar or restaurant. [p 8, 68]

to go through [something] to study or check something carefully. *Go through the bill and make sure it is correct.* [p 64]

a goblet a drinking glass which has a stem and base, but no handle. [p 73]

greasy [food] containing too much oil or fat.

to greet to say words like 'Good morning / Welcome' etc. when meeting or receiving a guest. Also **a greeting**. [p 16]

to grind to crush something e.g. pepper, coffee etc. into powder or very small pieces. [p 45]

a grinder the equipment, either mechanical or electrical, that grinds something: *a coffee-grinder*. [p 57]

to grip to hold something firmly so that it does not move or fall. *He gripped the cutlery on the plate as he lifted it off the table.* [p 52]

ground [food] food that has been reduced to a powder or very small pieces, e.g. coffee, pepper, meat. [p 45]

half [pic] a specific quantity: half a glass = see also **one-third**, **three-quarters**. [p 33]



a handle [cutlery, crockery] the part of a spoon, cup etc by which it may be held. [p 44]



a head-waiter the person who supervises the work and the staff of a restaurant. [p 16]

heavy 1. [food] rich and difficult to digest: a heavy meal. 2. [objects] weighing a lot. Opposite = **light**.

a herb a plant whose leaves or seeds are used to flavour food. Also **herbal** [tea]. [p 13]

a host the person who invites others as guests, to a meal, party etc. [US] A host can also be the person who takes reservations, greets guests, and shows guests to the table in a restaurant. Also **hostess** [female], to **host**. [p 24, 37]

hot [food] 1. having a high temperature because of being heated. *The coffee was too hot to drink.* 2. producing a burning sensation to taste because of the spices used e.g. chilli, pepper, mustard etc. *Sri Lankan curries are usually very hot.*

a hot kitchen a kitchen in a restaurant where the hot dishes are prepared. Also [US] **hot line**, **hot side**. [p 32]

a house wine a wine that is specially selected and sold a little more cheaply in the restaurant. [p 36]

an ice cream a sweet, frozen food made from cream and flavoured with fruits etc. [p 56]

an index finger the finger next to the thumb. [p 44]

to indicate [something to somebody] to show what you want or mean by pointing or some other sign. *The guest indicated that he wanted his check by raising his hand.* [p 41]

to inform to tell someone something. *The waiter informed the manager about the guest's complaint.* Also **information**. [p 17, 25, 28]

an ingredient any of the foods that are used to make a particular dish. [p 28]

to insist [on something] demand something and not accept refusal for an answer. *The difficult guest insisted on a table although the restaurant was booked out.* [p 48]

an instant coffee a processed coffee powder that does not need to be brewed. The coffee is made by simply pouring hot water over the coffee powder and stirring to mix.

instead as an alternative or replacement. *We have no more salmon. Would you like to try the trout instead?*

to interrupt [somebody] to stop somebody speaking by doing or saying something. *Don't interrupt the guests without excusing yourself first.* [p 49]

to introduce [oneself] to give your name and say who you are. *The waiter introduced himself to the guests and gave them the menu.* [p 24]

a jug a container with a handle for holding and pouring liquids: *water/milk jug*. [US] **pitcher**. [p 33, 57]

a juice liquid from fruit or vegetables. Also **juicy** = containing liquid or juice.

to justify to say that something is right or correct. *If a guest complains about your mistake, do not try to justify yourself.* [p 49]

to keep an eye on [something] to watch and make sure something is all right. *The service is good in that restaurant because the head-waiter keeps an eye on all the workers.* [p 45]

a kitchen a place where meals are cooked or prepared. [p 32]

a label a piece of paper on a bottle or can that describes its contents. *The wine label tells where and when the wine was made.* [p 36]

a lap the upper part of a seated person's thighs. *The waitress folded a napkin and placed it on the guest's lap.* [p 20]

to lay a table to put cutlery, glasses etc. in their correct positions on a table in readiness for a meal. Also to **set a table**. [p 25, 72]

largest the biggest in size. *He stacked the dishes with the largest plates at the bottom.* [p 53]

to leave to go away from a place or person. *They left the restaurant when it closed at midnight.* [p 65]

light [something] to start something burning. *She took a lighter out of her pocket and lit the guest's cigarette.* [p 33]

light [food] food that is small in quantity, does not contain rich ingredients, and is easy to digest. *A salad is a light meal.* [p 28]

lined [tray] a tray which has a cloth or napkin on it. *Place the clean glasses on a lined tray.* [p 69]

linen items made of cloth: *tablecloths, napkins etc.*

lint tiny dust-like bits of fabric that cloth sometimes leaves on a glass surface. [p 68]

a lipstick stain a mark or stain on a glass or cup made when someone wearing lipstick drinks from it. [p 68]

a liqueur a strong, sweet, alcoholic spirit drunk in small quantities especially after a meal. See also **Beverages – Alcoholic**. [p 15]

a lunch a meal eaten in the middle of the day.

a main course the most important or biggest part of a meal. [US] **entrée**. [p 28]

to make a reservation [restaurant] to ask for a table in advance of a certain date. Also **to reserve, to book**. [p 17]

a meal food that is served or eaten. *He enjoyed his meal at that restaurant.* [p 40]

medium [for meat] meat that is not cooked too long or too little. See also **rare, well-done**. [p 28]

mellow [wine] having a soft, ripe flavour or taste: *a mellow red wine*. Opposites = **sharp, dry, young**.

a menu a list of the dishes available at a restaurant. [p 24]

moist not dry, slightly wet. *Try the chocolate cake. It's rich and moist.* Also **to moisten**.

mousse a sweet or savoury dish made from cream and eggs, and flavoured with other ingredients.

mustard a sharp-flavoured, yellow spice used in cooking, or often served with meat dishes.

a napkin a piece of cloth or paper used at meals to protect clothes and wipe one's lips and fingers. [Brit] **serviette**. [p 20]

non-smoking [place] an area in a restaurant or public place where smoking is not allowed. [p 16]

a nozzle end-piece of a pipe through which air, steam, or liquid can be directed e.g. the steam nozzle on a coffee machine. [p 57]

to offer [something] to give something, or ask if you can do something for somebody. *He offered them coffee and liqueurs after their meal. The head-waiter offered to get them a taxi.* [p 17]

on the house no payment required: *the drinks are on the house* = the restaurant will not charge for the drinks.

to order to ask a waiter for food or drink items on the menu. Also **an order**. [p 28]

an oven a box-like piece of kitchen equipment for cooking or heating food. See **Cooking Methods**. [p 10]

over-cooked cooked too much. Opposite = **undercooked**. [p 48]

an oyster a type of shellfish, usually eaten uncooked. See also **Seafood**. [p 11]

a packet a small paper container: *a packet of sugar*. Also **sachet, bag**.

a palm the inner surface of the hand. [p 44]

a pantry a small space or room in some restaurants where food items or food-related equipment are kept. [p 56]

parsley a small-leaved green herb, used in cooking or to garnish a dish. See **Vegetables**. [p 13]

a party 1. a group of people. *His reservation was for a party of eight.* 2. A social occasion to which people are invited. *She booked the whole restaurant for her birthday party.* [p 16]

pasta food made from flour, eggs, and water and cut into various shapes e.g. macaroni, ravioli, spaghetti etc.

a pastry a mixture of flour, fat and water baked in an oven and used as a base or covering for tarts, pies etc.

to pay to give money for goods or services. Also **payment**: *a cash payment*. [p 64]

a pepper mill a container in which pepper is ground to a powder. [p 45]

to perform to do or carry out a task. *She kept an eye on the tables as she performed her tasks in the restaurant.*

to pick [up] to collect. *She picked up the meals for table 6 as soon as they were ready in the kitchen.* [p 20]

to pierce to make a hole with a sharp pointed instrument. *First pierce the wine-bottle cork with the opener, then turn the opener clockwise into the cork.* [p 36]

to place to put something down in a particular place. *She placed the teapot next to the cup.* Also **a place**. [p 24]

a placemat a mat on a table on which a person's plates and cutlery are put. Also **tablemat**. [p 25]

a place setting a set of cutlery, dishes etc. on a table, for one person. Also **cover**. [p 25]

a plate a flat, dish from which food is served or eaten. See **Crockery**. [p 9]

a pocket an additional piece of material on some clothing [e.g. coat, apron, jacket etc.] for carrying things in. *A waitress often carries a pen in her apron pocket.* [p 33]



to polish to rub something until it becomes clean and shiny. [p 68]

a portion a quantity of food served to one person. *She gave him a large portion of cake.* [p 44]

a position a place for something. *The correct position for the side-plate is on the left of the place setting.* [p 72]

to prepare to get or make something ready. *After lunch they prepared the tables for dinner.* [p 49]

to present to give something formally to somebody. *The check is put into a check-holder and presented to the customer.* [p 64]

to press to push. *When you press this button, the machine will start making coffee.* [p 57]

to process [a credit card] to make certain checks on the use of the card. [p 64]

quarter one of four equal parts of something. [p 37]



a rack of lamb a popular lamb dish made with ribs.

rare [meat] meat e.g. steak or a roast that is lightly cooked and still pink in colour. See also **well-done**, **medium**. [p 28]

raw not cooked or uncooked.

ready fully prepared. *Are you ready to order now?* [p 40]

a receipt a written statement that money has been paid for something. Also **payment voucher**. [p 65]

to recommend to tell a customer about a dish or food that you think is good. *I recommend the pasta dishes, they are the chef's speciality.* Also **a recommendation**. [p 28]

to record to write down information for later use. *The waiter must record all the drinks that are ordered on an order form.* Also **a record**. [p 17]

to refill to fill again, an empty glass, cup etc. [p 40]

to remove to take something away from somewhere. *She removed the dirty dishes from the table and took them to the kitchen.* [p 53]

to repeat to say something more than once. *After they had ordered their food, the waiter repeated their order back to them.* [p 24]

to replace 1. to put something back in its place. 2. provide a substitute for something. *She replaced the table knife with a steak knife.* [p 32]

to request to ask for something. Also **a request**. [p 16]

to reserve to keep or hold a table for someone's use at a later date or time. Also **to book**. [p 16]

a reservation a table that has been kept or held for someone. Also **booking**. [p 16]

a rib cut of meat from the chest portion of an animal. See **Meat**. [p 12]

rich [food] containing a large amount of fat, butter, cream etc.: *a rich sauce/cake/casserole etc.*

a rim the top or outer edge of a glass, cup, plate etc. *Make sure there are no chips on the rims of the glasses.* [p 68]

a roll [bread] a piece of bread that has a rounded shape. [p 32]

to roast to cook food in an oven. See **Cooking Methods**. [p 10] Also **a roast**.

rosemary a herb whose leaves are used to flavour food. See **Vegetables**. [p 13]

a sachet a small sealed bag or packet containing a product like sugar, salt, sauce etc. Also **packet, bag**. [p 60]

saccharin a sweet substance used in place of sugar.

sage a herb used to flavour food: *a sage and onion stuffing*. See **Vegetables**. [p 13]

a salad a dish of raw vegetables like lettuce, cucumber, tomatoes etc. often seasoned with a dressing. [p 13, 28]

a salmon a large fish with pinkish flesh. **Smoked salmon** is salmon that has been preserved or cured with smoke, then sliced thinly and served cold. See **Seafood**. [p 11]

satisfied feeling pleased. *Customers are usually satisfied with the meals and service in a good restaurant*. [p 48]

a sauce a thick liquid served with food to add flavour. [p 45]

a saucepan a cooking pot with a lid and a handle, used for cooking things over heat.

a saucer a small dish on which a cup is placed. See also **Crockery**. [p 9]

to sauté French term for frying food in a little oil or fat. See **Cooking Methods**. [p 10]

savoury [US **savory**] food having a salty or sharp flavour: *a savoury pancake*. Opposite = **sweet**.

a scoop a sort of spoon used for serving food e.g. ice-cream. Also **to scoop** – to pick up a certain amount of food with a spoon or scoop. [p 44]

to scrape to use something e.g. a fork, to remove food from a dish. [p 52]

to season to flavour food with salt, pepper, herbs etc.: *seasoned with lemon and garlic*.

a section part of a room or restaurant: *the smoking/non-smoking sections of a restaurant*.

to select to choose from a list, menu etc. *He selected an Australian red wine from the wine list*. Also **a selection**. [p 36]

to serve to give food etc. to guests and attend to their needs at a table. Also **service, server, serving spoon/fork**.

a serviette a cloth or paper used while eating to protect one's clothes or wipe one's fingers or lips. [US] **napkin**. [p 9]

a set a group of similar things: *cutlery, crockery, a tea set*. Also **a place setting** or **setting**. [p 25]

to set [a table] to place in position all the cutlery and crockery needed for a meal. [p 25, 72]

shakers containers for pepper and salt. Also **a cocktail shaker** = a container for mixing drinks. [p 9]

sharp 1. as in a knife edge that cuts meat etc. easily. Opposite = **blunt**. [p 32] 2. [food] having a strong or definite flavour, e.g. certain cheeses, lemon, mustard.

a sherry a fortified wine usually drunk as an aperitif. See also **Alcoholic Drinks**. [p 15, 24]

a side plate a small plate placed on the left side of a place setting. Also **bread plate**. [p 9, 25]

to sign to write one's name on a document. [p 64]

a signature a person's name written by that person. [p 64]

silverware 1. cutlery made of metal. Also **flatware** 2. Dishes, cutlery, and other items made of silver. [p 8]

single one only: *a single scoop of ice-cream*.

a sitting a period of time when a group of people eat a meal. *The restaurant has two sittings for dinner—one early in the evening, and the other from about 9^{pm} onwards*.

a slice a thin flat piece cut off an item of food: *a slice of cake, bread, meat, cheese etc*. [p 32]

smoking in a restaurant, refers to the area or section where guests may smoke cigarettes etc.: *a table in smoking*. Also **non-smoking**. [p 16]

a smudge a dirty mark. [p 69]

a snifter a glass shaped like a small bowl on a stem: *a brandy snifter*. See **Glassware**. [p 8]

a soda [US] any carbonated [i.e. fizzy with gas bubbles] soft drink. [p 14]

a soda [water] a carbonated drink often used as a mixer for spirits e.g. whiskey. [p 14]

a soft drink any cold, non-alcoholic beverage. [p 14]

soiled dirty: *a soiled tablecloth*. [p 73]

a sole a flat sea-fish. See **Seafood**. [p 11]

a sorbet a water-ice made from water, sugar and fruit or vegetable juice. Sorbets are often served between courses.

a soup a liquid food made by cooking meat, vegetables etc, in water. Also **soup-bowl**, **soup-spoon**.

sour 1. having a sharp taste, like vinegar or lemons. 2. not fresh: *sour milk* 3. fermented: *sour cream*. Also to **turn sour** = to taste bad or unpleasant.

spaghetti pasta made in long thin rods.

sparkling [wine or water] containing tiny bubbles of gas: *a sparkling white wine*. Opposite = **still**.

sparkling very bright and shiny. *The crystal glasses were spotless and sparkling*. [p 68]

a speciality [US **specialty**] a dish or food for which a restaurant is well-known. *Char-broiled steak is the speciality of that restaurant*. [p 56]

special purpose cutlery knives, forks etc. used for a specific purpose: *a fruit knife, an oyster fork, a grapefruit spoon*. [p 73]

spices plants with strong taste and smell, used usually in a dried and powdered form, to flavour food: *ginger, nutmeg, cinnamon, pepper etc. are all spices*. Also to **spice**, **spicy**, **spiced**.

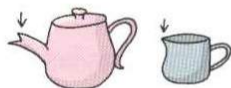
to spill to accidentally cause liquid to fall out of its container. *The guest knocked over a glass and spilt the wine all over the tablecloth*.

a spirit a strong distilled alcoholic drink: *brandy, rum, gin, whiskey etc.* [p 15]

a spoon a piece of cutlery. See **Cutlery**. [p 8] Also **soup spoon**, **dessert spoon**, **teaspoon**, **tablespoon**.

spotless very clean with no stains or marks: *a spotless tablecloth*. [p 69]

a spout the part of something e.g. a teapot, from or through which liquid pours out. [p 57]



to sprinkle to throw something in small drops or bits onto a surface. *She sprinkled chocolate powder over the cappuccino*. [p 57]

to stack to put one thing on top of another. *He stacked the dirty dishes on a tray and took them to the kitchen*. [p 53]

a stain a dirty mark or patch of colour. *It is difficult to clean a red wine stain on a tablecloth*. [p 68]

stale [food] not fresh and tasting unpleasant: *stale bread, biscuits, cake etc*. Opposite = **fresh**.

a stand a small piece of furniture on which something may be placed: *a tray-stand, a wine-bucket stand*. [p 36, 40]

a starter the first course of a meal. Also [US] **appetizer**. [p 28]

a steak a thick piece of meat or fish cut for frying or grilling. See also **Meat**. [p 28]

to steam to cook food over boiling water. See **Cooking Methods**. [p 10]



a stem 1. part of a glass. [p 69] 2. part of a leafy vegetable.

to stew to cook something in liquid in a closed pan. See **Cooking Methods**. [p 10] Also a **stew**.

a steward person who does work at the back of a restaurant e.g. clearing or washing up dishes etc. [US] **busboy**, **busperson**. [p 53]

a stewarding area place in a restaurant where used dishes etc. are collected before being washed up. Also **clearing station**, [US] **bus station**. [p 53]

to stir to mix something in a container using a spoon etc.

a stirrer a thin plastic stick used to mix a drink in a glass. Also **swizzle-stick**. [p 24]

strong [drink] 1. Highly flavoured: *a strong coffee*. 2. containing more of something e.g. *alcohol*. *Pour me a strong whisky*. Opposites = **bland**, **mild**, **tasteless**. [p 57]

a stock liquid made by stewing meat, fish etc. in water, used as a base for soups, sauces etc.

to stuff to put something e.g. chopped onions, mushrooms etc., into something e.g. a turkey, fish or chicken before cooking it. Also a **stuffing**.

to suggest to tell a guest about a dish he may like to order. *The waiter suggested that they try the fresh lobster.* Also **to recommend**. [p 56]

a supper a late night meal, usually less food than at dinner.

sweet tasting like sugar. Opposites = **sour, bitter, salty**. Also Brit. a **sweet** = a dessert.

a sweetener a chemical substance used instead of sugar to sweeten drinks or food. [p 61]

a table fork the fork used to eat the main course of a meal. See **Cutlery**. [p 8] Also **dinner fork, joint fork**.

a table knife the knife used to eat the main course of a meal. See **Cutlery**. [p 8] Also **dinner knife, joint knife**.

a tablecloth the cloth used to cover a table. See **Equipment – Other**. [p 9]

to take [a reservation/food order] to write down the details of a reservation or food order. [p 16]

tart sharp or sour-tasting, like lemons or vinegar. Also **a tart** = pastry containing fruit or other sweet filling. [p 56]

to taste to try a small quantity of food or drink. *The customer always tastes the wine before it is served.* [p 37]

tasty having a pleasant flavour, good to eat or drink: *a tasty dish*. Opposites = **tasteless, bland**.

a tea a hot or cold beverage made from the leaves of the tea plant or other herbal plants e.g. camomile, mint etc. [p 60]

a teabag a small paper packet containing enough tea for one cup. Also **tea-leaf** [pl – leaves], **teapot, teacup, teaspoon**. [p 60]

tender [meat] soft and easy to chew. Opposite = **tough**. [p 29,]

three-quarter a specific quantity in a container. *Do not fill a cup or glass more than three-quarter full with any beverage.* [p 37]



thyme a herb.

a tip a small sum of money given by a customer to a waiter for his good service. [p 65]

a title a word used to show a person's status, rank, or occupation: *Queen, Major, Doctor, Sir, Lord, Mrs. etc.* [p 17]

tongs [a pair of tongs] an instrument used for picking up things e.g. sugar cubes, ice.

a tonic [water] a carbonated drink often used as a mixer with spirits: *a gin and tonic*. [p 14, 24]

to top up to fill a partly empty glass or cup. *He topped up the wine glasses.* Also **fill up, refill**. [p 33]

a tossed salad a salad that has been mixed with a dressing e.g. oil and vinegar.

tough [meat] hard to cut or chew: *a tough steak*. [p 51]

a tray-stand a piece of furniture on which a tray can be placed. [p 40]

triangular in the shape of a triangle. *Napkins are folded into a triangular shape before being placed on a guest's lap.* [p 20]

a trolley a table on wheels used for displaying or serving food: *a dessert trolley*. Also **cart**. [p 56]

a trout a freshwater fish. See **Seafood**. [p 11]

a truffle 1. a type of expensive mushroom with a rich flavour. 2. a sweet or dessert made from chocolate.

a tumbler a drinking glass with no handle or stem.



a tuna a large sea-fish.

a turkey a large bird eaten especially at Christmas: *a slice of roast turkey*. See **Poultry**. [p 11]

to upset to make somebody angry or unhappy. *The rude waiter upset the customer.* [p 49]

unused new or clean: *an unused tablecloth/plate etc.* Opposites = **dirty, old**. [p 25]

a vase a container for holding cut flowers. [p 73]

a vegetable the part of a plant, its root, stem or leaves, that is eaten as food. [p 13]

to verify to make sure that something is true or accurate. *She verified the customer's signature by looking at his credit card.* [p 64]

a vinaigrette [French] a mixture of oil, vinegar and herbs, used as a salad dressing.

vinegar a sour liquid used for flavouring or preserving food, and in salad dressings. [p 45]

a vineyard a place where grapes are grown, especially for making wine.

vintage [wine] 1. the wine made from the grapes harvested in a specific season and area. *The 1961 Bordeaux wines were a great vintage.* 2. [adj] excellent, outstanding, of high quality. *This is a vintage Bordeaux.*

a vol-au-vent [French] a small light case of puff pastry filled with meat, fish etc.

a voucher a document or receipt showing that money has been paid for goods. Also **receipt**. [p 64]

a waiter a person employed to take customers' orders, bring food etc. in a restaurant. Female = **waitress**. Also **a server**. [p 24]

a waiter's station an area in a restaurant where some dishes, salt and pepper shakers, ashtrays etc. are kept. Also **wait station**.

to warm [up] something to make something hot. *I'm sorry your food is cold, I'll warm it up for you.*

a water spot a small mark that water sometimes leaves when it dries on glass. [p 68]

well-done [meat] cooked for a longer time or until meat is no longer pink. [p 28]

a whisky [US **whiskey**] a strong alcoholic drink made from grain especially barley or rye. [p 15]

wholemeal [bread etc] made from a light-brown flour that contains the whole grain of wheat, i.e. the husk etc. [US] **whole wheat**. [p 32]

wine alcoholic drink made from the juice of grapes or other fruits. See **Beverages – Alcoholic**. [p 36]

a wine list a printed list of the wines available in a restaurant. [p 36]

yoghurt a thick, slightly sour milk product. Also **yogurt**.