

Receiving and Seating Guests



Good evening. Welcome to Chez Max. Do you have a reservation, sir?

Yes. The name's Nicols.

Ah yes, Mr Nicols, a table for four in smoking?

Yes, that's right.

I'll show you to your table, sir. This way, please.

Fred greeted the people at the reception desk and asked if they had a reservation.

He checked the Reservation Record and confirmed the details with the guest.

Fred showed Mr Nicols and his party to table 14, which was reserved for them.



Will this be all right, Mr Nicols?

Allow me, madam.

Yes, this is fine, thank you.

Excuse me, madam.

He asked if they were satisfied with the table.

Fred pulled out the chair of the lady guest closest to him...

...and slowly pushed the chair back into position as the guest was seating herself.

Standing to the right of the guest, Fred picked up the napkin...



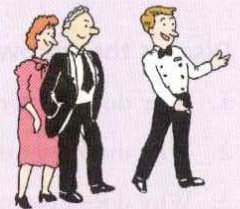
...folded it into a triangular shape...

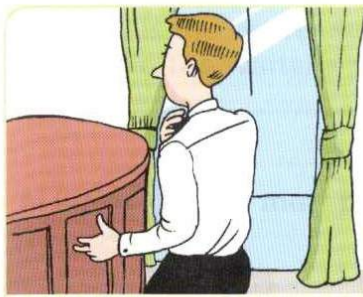
...and placed it on the guest's lap.

He told the guests that a waiter would attend to them soon.

Leading Guests to the Table

- Walk about two paces ahead of the guests.
- Point in the direction of the table with palm open and arm extended.

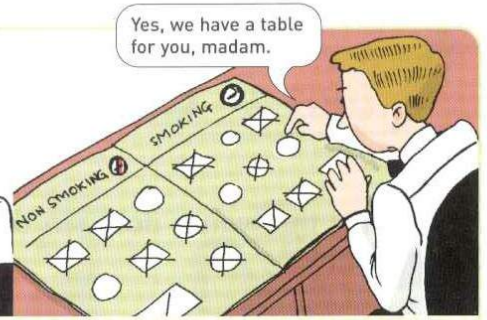




He then returned to the reservation desk.



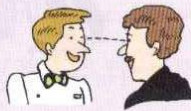
The next guests to arrive did not have a reservation.



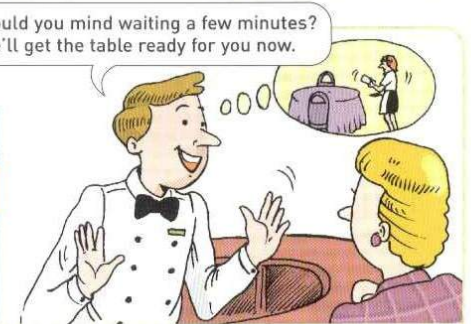
He checked the floor chart and found a table for them.

Talking to guests

- Speak clearly. Smile and make eye-contact.
- Do not focus only on one guest when speaking to a group.



Fred offered to keep their coats in the cloakroom.



He asked them to wait while the table was being prepared.

Key Vocabulary

VERBS

allow
arrive
attend
check
focus
fold
get (something ready)
greet
make [eye-contact with]
pick [up]
place
point
prepare
pull [out]
push [in]
receive
return
seat
show
smile
wait
welcome


NOUNS

arm
chair
cloakroom
coat
desk
details
direction
eye-contact
floor chart
lap
napkin
palm
party
position
shape

OTHERS

ahead
clearly
closest
extended
reserved
satisfied
shortly

For Special Attention

- *details* = small items of information
- *seating herself* = the action of sitting down
- *two paces* = two steps [about 1 metre]
- *ahead* = in front of
- *satisfied with* = pleased with
- *a table for four* = a table which can seat four people
- *a table of four* = there are four people at the table
- *cloakroom* = a place where coats, hats, umbrellas, parcels etc. can be left for a time.
- *stand to the right of someone* = stand on the right hand side of that person
- *make eye-contact with someone* = to look directly into the eyes of someone
- *focus only on one guest* = look only at one person
- *triangular* = in the shape of 

NB: The smoking and non-smoking sections of a restaurant are usually referred to as '*smoking*' or '*non-smoking*'.

More Expressions

Picture

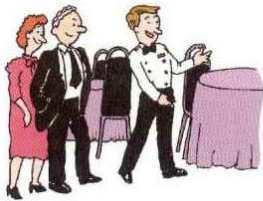
- 1 "Have you got a reservation, sir?"
- 3 "Let me show you to your table."
"Could you follow me, please?"
- 5 "Let me help you, madam."
- 13 "Yes. There is a table available"
- 14 "Would you like to leave your coats here?"
- 15 "I hope you don't mind waiting a few minutes."
"Could you please wait a few minutes?"



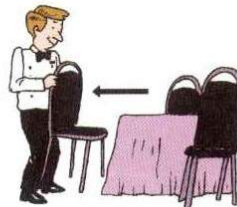
UNIT 2 Exercises

1. What is the waiter doing in the pictures below? Choose an action word from the box to fill in the blanks.

pulling out picking up showing seating folding welcoming



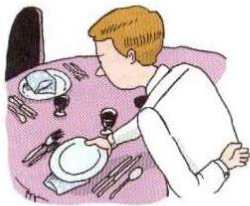
1. He is _____ them to the table.



2. He is _____ the chair.



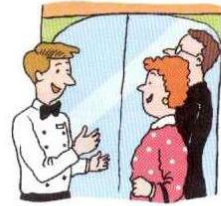
3. He is _____ the guest.



4. He is _____ the plate.



5. He is _____ the napkin.



6. He is _____ the guests.

2. Solve the word puzzle with the help of the clues below. Choose from the words on the right. Be careful! You only need eight of the fifteen words.

- You sit on this.
- A shape with three sides.
- A distance of about half a metre, or one step.
- Small items of information.
- The inside surface of your hand.
- A group of people.
- A piece of cloth or paper used while eating.
- A mother often holds her baby on this while sitting.

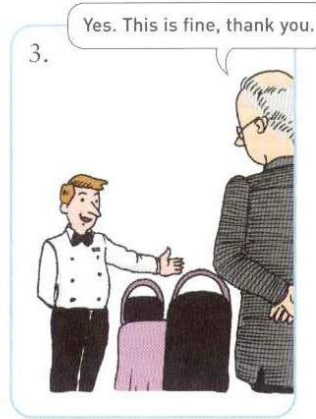
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									

- party
- direction
- number
- fingers
- time
- lap
- napkin
- table
- chair
- pace
- palm
- triangle
- date
- leg
- details

3. Choose words from the Key Vocabulary list that can replace the underlined words in the sentences.

- He missed the bus because there were too many people in front of him. [Eg. ahead]
- The customers were very pleased with the good service in that restaurant. [_____]
- He is easy to understand because he speaks slowly and carefully. [_____]
- The waiter took their drinks order a few minutes after they sat down. [_____]
- He smiled and looked directly at the pretty girl in the room. [_____]
- The old lady asked the man, who was next to her, to help her with her bag. [_____]

4. What is the waiter saying to the guests in the pictures below? Put the correct picture number next to the waiter's statements.



- a. "Could you follow me, please."
- b. "Your waiter will be with you shortly."
- c. "Allow me."
- d. "Is this all right for you?"

5. Complete the dialogue below between the waiter and the guests.

[Two ladies enter the restaurant. They come to the reception desk.]

Waiter: [Greet and welcome the guests]

Guest: Good evening. A table for two, please.

Waiter: [Ask if they have a reservation]

Guest: No, we don't.

Waiter: [Find out where they would like to sit.]

Guest: Non-smoking, please.

Waiter: [Tell them that a table is available. Ask them politely to wait a few minutes.]

.....

Guest: Yes, that's fine. We'll wait over there.

Waiter: [Ask about their coats.]

Guest: Oh, yes. Thank you.

Waiter: [10 minutes later: Tell them the table is ready and you will take them to it.]

.....

6. Role-play the above dialogue with your partner. Don't forget to exchange roles.

7. Discuss the questions below with your trainer or partner.

- 1. Why is it important to make eye-contact when you speak to someone?
- 2. Why do most restaurants have separate smoking and non-smoking areas?