Fred, the head-waiter, answered the telephone at Chez Max. He greeted the caller...

...and identified the restaurant and himself.

He offered to assist the caller.

The caller wished to make a dinner reservation. Fred got out the reservation notepad.

For what date, please?

The fourteenth of February.

And for what time, madam?

8:30

May I have your name, please?

Yes, it’s Reid. Ms Reid. That’s R-E-I-D.

He asked her for the date of the reservation...

...and wrote down the details as she spoke.

He found out the time of the reservation.

Fred asked the caller for her name. She spells it out for him.

For how many, Ms Reid?

For four.

Fred asked Ms Reid for the number of people in her party.

The caller had a special request – a window table.

Fred checked the floor chart.

He apologized because the non-smoking section was booked out that night.

We have a window table in smoking. Would you care for that?

Yes, all right.

He offered her an alternative, and asked for her agreement.

Ms Reid accepted the offer.

Fred read back to Ms Reid all the details he had written on the reservation notepad.

He asked Ms Reid for a contact number and wrote it down on the notepad.
Before ending the conversation, Fred thanked the caller...
...and said goodbye.
Finally Fred copied all the information on the notepad into the restaurant reservation record.

### Addressing Guests
Whenever possible use:
- SIR/MADAM
- MR/MRS/MS/TITLE + name
when you speak to guests.

### Speaking about TIME
- At eight o'clock
- At eight
- At a quarter past eight
- At eight fifteen
- At eight thirty
- At half past eight
- At a quarter to eight
- At seven forty-five

### Speaking about DATES
- Written: 1 Jan 1/1 1.1.2008
- Spoken: January first
  The first of January
- Written: 31 Dec 31/12 12.31.2008
- Spoken: December thirty-first
  The thirty-first of December
- Written: 14 Feb 14/2 2.14.2008
- Spoken: February fourteenth
  The fourteenth of February

### Key Vocabulary
**VERBS**
- accept
- address
- answer
- apologize
- ask [for]
- assist
- care for
  - [something]
- check
- copy
- end
- find [out]
- get out
  - [something]
- greet
- identify
- make
  - [a reservation]
- offer
- reserve
- spell
- take
  - [a reservation]
- write

**NOUNS**
- agreement
- alternative caller
- contact number
date
details
floor chart
head-waiter
information
notepad
number
party
record
reservation
section
title
window
waiter

**OTHERS**
- booked out
- instead
- non-smoking
- smoking
- special

**For Special Attention**
- *make a reservation* = the caller makes a reservation.
- *take a reservation* = the waiter takes a reservation.
- A *floor chart* is a plan showing all the tables and parts of the restaurant.
- *details* = small items of information
- A *reservation record* is a book that contains all the details of reservations.
- *a booking* = a reservation
- *booked out/fully booked* = the restaurant is full and can't take any more reservations
- *a special request* = the caller asks for something more, e.g. a window table, or a birthday cake etc.
- *identify yourself* = say who you are
- *a party* = a group
- *offered her an alternative* = gave her another choice or possibility

**More Expressions**

<table>
<thead>
<tr>
<th>Picture</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
</tr>
<tr>
<td>5</td>
</tr>
</tbody>
</table>
| 7 | "What time is the reservation for?"
  "At what time?"
| 8 | "Could I have your name, please?"
  "Under what name?"
| 9 | "For how many people?" |
| 11 | "I'll check if we have a table."
| 16 | "Could you give me a contact number, please?"
| 18 | "We look forward to seeing you on the fourteenth." |

NB: Some women prefer to use the title MS, instead of MRS or MISS.
UNIT 1 Exercises

1. Choose a word from the box to match each picture below.

- notepad
- floor chart
- caller
- date
- window table
- reservation record
- waiter
- non-smoking sign

waiter

DATE: 14.2.2008
NAME: Reid
TIME: 8pm
PAY: £48
ORDERED: sand

MONDAY
7TH APRIL 2008

Red
4
non-smoking
Tel: 774 x 35

SMOKING
NON-SMOKING

2. Fred asked the caller for the details of the reservation. What information did Fred ask for?

- date of reservation
- name
- time
- pay
- order

3. Match the words in column A with their meanings in column B.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>assist</td>
<td>a. give your name</td>
</tr>
<tr>
<td>reserve</td>
<td>b. no more seats/tables</td>
</tr>
<tr>
<td>a group</td>
<td>c. say sorry</td>
</tr>
<tr>
<td>a request</td>
<td>d. say yes to an offer</td>
</tr>
<tr>
<td>fully booked</td>
<td>e. help</td>
</tr>
<tr>
<td>apologize</td>
<td>f. book</td>
</tr>
<tr>
<td>accept</td>
<td>g. a party</td>
</tr>
<tr>
<td>identify yourself</td>
<td>h. something a person asks for</td>
</tr>
</tbody>
</table>
4. Write out some ways of saying the time shown on the clocks below.

- seven fifteen
- or
- a quarter past seven

5. Write down a spoken form of these dates.

- April 5
- 23 May
- 12th Dec
- 2.6.2008
- 31/12

the fifth of April

6. Match the terms on the left with the statements on the right.

1. Identifying yourself  
2. Greeting  
3. A special request  
4. Apologizing  
5. Spelling out something  
6. Making a reservation  
7. Assisting a caller  
8. Offering to do something for someone

- “a round table near the door”
- “I’m afraid we’re fully booked tonight.”
- “Jenny speaking.”
- “Good afternoon, sir.”
- “Can I help you, madam?”
- “I’ll check the floor chart for you.”
- “That’s H-U-D-S-O-N.”
- “I’d like to book a table for dinner, please.”

7. What is the head-waiter saying to the callers below? Fill in the speech bubbles.

1. The tenth of April.
2. Could I have a window table please?
3. At one o’clock
4. Yes. It’s 7763425.

8. Discuss the following questions with your trainer or partner.

1. Why do some women prefer to use the title MS instead of MISS or MRS?
2. Why did Fred ask the caller for a contact number?
3. Why does Fred write down details on a notepad while he talks to the caller?