

## EASY at Work: Service & Hospitality

### Unit 8, Lesson 1: Lesson Script

Luis Hi Tiffany.  
Tiffany Good morning Luis.  
Luis Wow! That's a great bag.  
Tiffany Oh thanks. My sister gave it to me. It's a lot of fun.  
Tiffany It's a cold and foggy morning, isn't it?  
Luis Yeah, it sure is.  
Tiffany Thanks.  
Tiffany Luis, today is your first day as a real server. Ooh, and I want to give you some advice.  
Luis What's that?  
Tiffany If you're going to be a successful server, you have to learn to multi-task.  
Luis Hmm. What do you mean?  
Tiffany You have to learn to do several things at the same time.  
Luis Like?  
Tiffany OK, for example: if I'm taking more bread to table five,  
Tiffany I also take the coffee pot for refills on table four.  
Tiffany As I walk to the other table,  
Tiffany I check all the other tables in my section and I glance at the other sections.  
Luis But the other servers take care of them.  
Tiffany They do, but in a restaurant we work as a team.  
Luis I can see that.  
Tiffany Good. Well, I need to change my clothes.  
Tiffany I'll meet you in the dining room in a few minutes.  
Luis OK, I'll go and clock in.  
Tiffany Good. I won't be long.  
Tiffany I think we're going to be busy today. Let's go over the menu first.  
Busser Behind you!  
Tiffany That's another thing. We don't use "restaurant talk" with customers.  
Luis So, what do I say?  
Tiffany Excuse me or pardon me.  
Luis Oh, I understand.  
Tiffany Back to breakfast.  
Luis There are a lot of different kinds of eggs.

Tiffany We serve scrambled eggs, poached eggs, fried eggs, sunny-side up or over easy, soft boiled eggs and omelets.  
Tiffany All the orders come with fried potatoes.  
Luis I see that bacon, ham and sausage are all side dishes.  
Tiffany That's right.  
Tiffany They don't come with the breakfast, but a lot of people order them.  
Luis These pancakes and waffles look delicious.  
Tiffany They are.  
Tiffany We serve them with maple or raspberry syrup. Ugh! It's sticky.  
Tiffany Make sure the condiment containers are clean!  
Tiffany Some people want ketchup with the potatoes, be sure it's clean also.  
Luis Here comes a party of three.  
Tiffany OK, bring the decaffeinated coffee in the orange pot and come with me.  
Tiffany Good morning everyone. Coffee for anyone?  
Mr. Flores Please.  
Mrs. Flores Just what I need.  
Guest Do you have any unleaded?  
Tiffany Of course. Luis, will you please serve decaf to the gentleman.  
Tiffany We have a breakfast buffet or you can choose from the menu. Which would you prefer?  
Mr. Flores We'll order from the menu this morning. Is that OK?  
Tiffany Wonderful.  
Mr. Flores Thank you.  
Tiffany You're welcome.  
Mrs. Flores Thank you.  
Tiffany You're welcome.  
Tiffany I'll be back in a few minutes to take your order.  
Mrs. Flores All right.  
Mrs. Flores Well, this looks good.  
Luis I didn't know what unleaded meant.  
Tiffany Yes, that's what some customers call decaffeinated coffee.  
Luis So leaded means with caffeine.  
Tiffany That's right. Unleaded... Leaded.  
Tiffany I think they're ready with their order.  
Tiffany For practice, why don't you write down their order at the same time I do.  
Luis OK.  
Tiffany So, what would you like this morning?  
Mr. Flores Well, I'm going to have fried eggs, sunny-side up and an order of bacon.  
Mr. Flores And make that bacon crisp, if you will.

Tiffany I'll make note of that. What kind of toast would you like?  
Mr. Flores Whole wheat, please.  
Tiffany Very good. And you, ma'am?  
Mrs. Flores Pancakes and sausage for me. Oh, and I'd like a glass of fresh orange juice.  
Tiffany Very good. And you, sir?  
Guest Fried eggs, over easy, ham, white toast.  
Guest I'll have a glass of grapefruit juice, too.  
Tiffany Certainly. I'll bring the juice right away.  
Mrs. Flores That sounds like a good choice.  
Tiffany Put the orders in here. They should be ready in about ten minutes.  
Tiffany Check for coffee refills in five minutes or so.  
Tiffany Does Luis like my bag?  
Tiffany Yes, he does. He thinks it's great.  
Luis What does multi-task mean?  
Tiffany It means doing more than one thing at the same time.  
Luis Can I say, "behind you" to customers?  
Tiffany No, that's restaurant talk.  
Luis What should I say instead?  
Tiffany You say, pardon me or excuse me.  
Luis What kind of eggs did Mr. Flores order?  
Tiffany He ordered fried eggs, sunny-side up.  
Luis Do bacon, ham and sausage come with the breakfast?  
Tiffany No, they are side orders.

## Unit 8, Lesson 1: Vocabulary & Phrases

server

fried eggs

scrambled eggs

poached eggs

over easy

sunny-side up

soft-boiled eggs

omelet

side order

sticky

decaffeinated coffee

decaf

Come with me.

I won't be long.

What would you like?

What do I say?

I think they're ready.

Unit 8, Lesson 1: Conversation Practice 1 of 2

Mrs. Flores            This scene looks at "some" and "any".  
Mrs. Flores            Do you have any marmalade?  
Luis                     I think we have some in the back. Let me check.  
Mrs. Flores            Do you have any cranberry juice?  
Luis                     Oh, we must be out. Let me get some more.  
Mrs. Flores            Do you have some more onion bagels?  
Luis                     I'm sorry. We don't have any more.  
Mrs. Flores            Can we get some ketchup please?  
Luis                     Sure, I'll get some right away.  
Mrs. Flores            Do you have any hot sauce?  
Luis                     Oh yes. We have some really good hot sauce.  
Luis                     Would you like some bacon or sausage with those eggs?  
Mrs. Flores            No, I don't care for any.  
Luis                     Can I get you some more coffee?  
Mrs. Flores            Sure, I could use some more.

Unit 8, Lesson 1: Conversation Practice 2 of 2

Tiffany Here are some present, past and future tense verbs.  
Tiffany Eat, ate and will eat.  
Mr. Flores Good morning, dear.  
Mrs. Flores I am eating breakfast. What about you?  
Mr. Flores I ate breakfast already.  
Tiffany Good morning. Would you like breakfast?  
Mr. Flores No thanks. We had breakfast.  
Mrs. Flores Yes, we already ate. I just want some coffee to go.  
Mrs. Flores You better have some breakfast, dear.  
Mr. Flores I am going to eat some breakfast.  
Mr. Flores I will eat breakfast as soon as I get the newspaper.  
Mrs. Flores Did you eat breakfast already?  
Mr. Flores Yes, I did. I ate earlier.  
Mr. Flores I will join you for a cup of coffee if that's OK.

Unit 8, Lesson 2: Lesson Script

Receptionist Good morning. How may I help you?  
Tiffany I don't have an appointment, but I saw your sign, "Walk-ins Welcome".  
Tiffany Can I get a shampoo, cut and blow-dry?  
Receptionist Now?  
Tiffany Yes. I work in the restaurant here.  
Tiffany I'm on break now and I need to be back by eleven. Is that possible?  
Receptionist Yes, there is a stylist available. What is your name please?  
Tiffany Tiffany.  
Receptionist You know if you're an employee at the hotel, you get a 10% employee discount.  
Tiffany That's great.  
Receptionist Please take a seat and Eva will be with you shortly.  
Eva Hi, I'm Eva.  
Tiffany I'm Tiffany.  
Eva Tiffany, what a pretty name. How would you like your hair cut today?  
Tiffany I want to keep the same hairstyle, but I have a lot of split ends.  
Tiffany I want to cut them off.  
Eva How much length do you want cut off in the back?  
Tiffany About an inch, I think. In the front, just take half an inch off.  
Eva OK, let's go to the shampoo station.  
Eva I'll put this cape around you.  
Eva Then I'll wrap this towel around your neck so you don't get wet. Is that too tight?  
Tiffany A little.  
Eva I can adjust it. There, how's that?  
Tiffany Fine.  
Eva OK, there we go. Now please lean back, so I can wash your hair.  
Tiffany Do you like working with hair?  
Eva I love it. For years I cut my sister's hair, my aunt's and my cousins' hair.  
Eva Finally, I went to beauty school, passed the cosmetology test and got my license.  
Eva I started to work here a few years ago.  
Tiffany Do you like working at this hotel?  
Eva It's great. We have a lot of repeat customers, mostly hotel employees, like you.  
Eva And then we get a lot of interesting hotel guests from all over the world. It's fun.  
Eva There you are. Here's a mirror. You can look at the back.  
Eva Do you want a little hairspray?

Tiffany That looks nice. No spray, thanks.  
Tiffany I'll put my hair in a ponytail because I have to go back to work.  
Tiffany My hair feels so soft! What shampoo did you use?  
Eva This is the new product line we carry. There's a shampoo and a conditioner.  
Tiffany I need something new. I'll take one of each, please.  
Eva OK, here you are, one shampoo and one conditioner.  
Eva You can pay for them at the front. And thank you so much.  
Tiffany Thank you. Oh, how can I make an appointment for a manicure?  
Eva That's no problem. Let me get Trina.  
Trina Hi, I'm Trina. Would you like to make an appointment for a manicure tomorrow?  
Tiffany Yes, is tomorrow at ten o'clock OK?  
Trina Yes.  
Tiffany Can you give me a natural look?  
Trina Sure. Here's what I'll do.  
Trina First I'll soak your fingernails and remove any old polish.  
Trina Next, I'll push the cuticle back a little and massage your hands.  
Trina Then I'll shape each nail with a nail file. After that, I'll buff your nails.  
Trina And finally, I'll put on an undercoat and then an overcoat of clear polish.  
Trina Your hands will look beautiful. That's very important for a server.  
Tiffany Oh, it's almost eleven o'clock. I have to get back to work.  
Tiffany See you tomorrow at ten Trina. Thanks again. I'll pay on the way out. Bye.  
Tiffany What does the sign "Walk-ins Welcome" mean?  
Eva It means you don't need an appointment.  
Eva Does Tiffany want to change her style?  
Eva No, she wants to keep the same style.  
Eva How much does Tiffany want off in the back?  
Eva She wants an inch off in the back.  
Eva How does Tiffany's hair feel?  
Eva It feels so soft.  
Tiffany What color nail polish do I want?  
Eva You want clear polish. You want a natural look.

## Unit 8, Lesson 2: Vocabulary & Phrases

blow dry

stylist

split ends

cosmetology

cosmetologist

license

spray

manicure

nail file

Is that possible?

What is your name?

I'll be with you shortly.

How's that?

About an inch.

There we go.

There you are.

See you tomorrow.

Unit 8, Lesson 2: Conversation Practice 1 of 3

Eva                    Now, listen to how we use the words "much" and "how much".  
Eva                    So, how much do you want your hair cut?  
Tiffany                Oh, just half an inch or so. To get rid of the split ends.  
Eva                    How much should I take off?  
Tiffany                Oh, just a little bit. Take off enough to get rid of the split ends.  
Eva                    Is this too much?  
Tiffany                No, that's about right.

Unit 8, Lesson 2: Conversatin Practice 2 of 3

Tiffany Now, we're going to talk about the use of "have" and "had".  
Eva Have you had your hair cut yet?  
Tiffany Yes, I have. It's really nice.  
Eva Have you had your nails buffed?  
Tiffany Not yet, but I have had my nails shaped.  
Tiffany Have you always had that hair color?  
Eva Oh no, I've only had it this way for a year. It was a different color before.  
Eva Have you had your hair washed and conditioned?  
Tiffany No, I haven't had my hair washed and conditioned.  
Tiffany I have had this headache all day.  
Eva I had a headache this morning.  
Eva But I took some aspirin and I haven't had it since.

Unit 8, Lesson 2: Conversation Practice 3 of 3

Eva Sometimes we talk about doing things in sequence, one thing after another.  
Eva Listen for the words first, next and then.  
Eva First, I want to wash your hair.  
Eva Next, I will give you a little trim and style.  
Eva Then, I will blow it dry so you can get back to work.  
Tiffany That sounds good. I only have an hour.  
Eva There are several steps to tint your hair. First, we wash it.  
Eva Second, I put foil on the parts of your hair that we want to tint.  
Eva Third, I apply chemicals with a brush.  
Eva Then, those set for about 20 to 30 minutes.  
Eva After that, we wash out the chemicals.  
Eva The last step is to style and dry it carefully.  
Tiffany Wow, that's a lot of work but it'll be worth it.  
Eva Oh yes. The color will be great on you.

### Unit 8 Lesson 3: Lesson Script

Tiffany You're studying the menu! Very good.

Luis I took it home last night.

Tiffany Excellent! Do you have any questions?

Luis What do most people order?

Tiffany Well, sandwiches and burgers are popular at lunch.

Tiffany We have our City View Burger, the City View Special Burger,

Tiffany a club sandwich, a bacon, lettuce and tomato sandwich and a tuna salad.

Luis What's the difference between a City View and a City View Special Burger?

Tiffany The City View Burger is served on a bun with mayonnaise. Lettuce, tomato and onion are on the side.

Tiffany The City View Special Burger has bacon and cheese on the burger.

Luis I've never eaten a club sandwich. What is it?

Tiffany A club has slices of turkey, ham and cheese with lettuce and tomato

Tiffany and three pieces of toast, spread with mayo.

Luis Mayo?

Tiffany That's short for mayonnaise.

Tiffany The sandwich is cut in triangles.

Tiffany Sometimes people want mayo on the side and not on the bread.

Luis This says BLT. What's that?

Tiffany BLT stands for bacon, lettuce and tomato.

Tiffany It's a sandwich. It is also served on toast.

Luis What kind of bread?

Tiffany We usually serve it on white bread, but some people like wheat.

Luis What about the tuna salad sandwich?

Tiffany People can choose white, wheat or rye bread, toasted or untoasted.

Luis What comes with the sandwiches?

Tiffany All the sandwiches come with French fries and coleslaw.

Luis What's that?

Tiffany It's cabbage salad.

Luis Is it good?

Tiffany Everything in our restaurant is good. We also serve a lot of salads at lunch.

Tiffany Our most popular is the Caesar.

Tiffany It's chopped lettuce with Caesar dressing and croutons on top.

Luis What about drinks?

Tiffany At lunch most people want iced tea, coffee or soft drinks.

Luis And dessert?  
Tiffany Cheesecake, our famous apple pie or ice cream.  
Tiffany Check when you come in each day. The selection changes.  
Luis I hope I can remember all this.  
Tiffany Just watch me. You'll do fine.  
Tiffany Hello, can I get you something to drink while you are deciding?  
Friend Yes, I'd like coffee please.  
Mrs. Flores And iced tea for me.  
Tiffany OK, I'll be back in a minute with your drinks.  
Tiffany Here's your coffee. Be careful, it's very hot.  
Friend Do you have sweetener?  
Tiffany Yes, there's sugar and sugar-free sweetener on the table.  
Friend Oh, I see it. Thanks.  
Tiffany Are you ready to order or do you need a little more time?  
Mrs. Flores Well, I'm ready. What about you?  
Friend Yeah. You go first.  
Mrs. Flores OK. I'll have the club sandwich on wheat toast.  
Tiffany Very good, and you, ma'am?  
Friend By the way, could we get separate checks?  
Tiffany Certainly. I can do that.  
Friend Fine. I would like the City View Burger.  
Friend Now, I'm really allergic to peanuts. They make me very sick.  
Friend Are the French fries cooked in peanut oil?  
Tiffany No, all our fries are cooked in canola oil.  
Friend Good. If you're sure, then I'll have the fries.  
Tiffany One club sandwich and a City View Burger. Can I get you anything else to drink?  
Friend Not for me.  
Mrs. Flores Maybe later.  
Tiffany Here we are. A club for you.  
Luis And a City View Burger for you.  
Luis Would you like more coffee?  
Friend Just half.  
Luis Can I get you more iced tea?  
Mrs. Flores Why not? And mustard and ketchup, please.  
Luis Certainly.  
Luis Here you are. Anything else I can get for you?  
Friend No. This looks good. I think we're fine.

Luis Enjoy your meal.  
Luis Have you finished?  
Luis Do you care for dessert? Our apple pie is great.  
Friend Cindy, dessert?  
Mrs. Flores No, not for me, thanks.  
Friend Just the checks then.  
Tiffany They want separate tabs.  
Luis Tabs?  
Tiffany That's another word for checks.  
Tiffany Tap the main orders here and the drinks here.  
Tiffany The computer will add the tax and print out the check.  
Luis This looks good, but you forgot the second coffee.  
Luis Would you like more coffee?  
Friend Just half.  
Tiffany Oh, that's OK. Refills are always on the house.  
Luis You mean you don't charge for them?  
Tiffany Exactly.  
Luis Here you are.  
Luis Thank you very much.  
Friend Thank you. Also, where is the ladies room?  
Luis On your right as you go out.  
Luis Please come again.  
Mrs. Flores We will!  
Luis What do most people order at lunch?  
Tiffany Most people order sandwiches and burgers.  
Luis What does BLT mean?  
Tiffany BLT stands for bacon, lettuce and tomato.  
Luis What kind of bread does the restaurant serve?  
Tiffany We serve white bread, wheat bread and rye bread.  
Luis What comes with the sandwiches and burgers?  
Tiffany They come with French fries and coleslaw.  
Luis Is she drinking hot tea?  
Luis No, she's drinking iced tea.  
Luis What does tab mean?  
Tiffany It's another word for check.

## Unit 8, Lesson 3: Vocabulary & Phrases

club sandwich

BLT

mayonnaise

toast

coleslaw

Caesar salad

iced tea

sweetener

What's the difference?

Are you ready?

By the way, ...

Anything else?

Would you like some more coffee?

Enjoy your meal.

It's on the house.

Unit 8, Lesson 3: Conversation Practice 1 of 2

Ruben To be safe, food that is left out has to be very cold or very hot.  
Luis What happens if it isn't?  
Ruben The food can get bacteria and the customers can get sick.  
Luis That's not good.  
Ruben Right, it's very bad, and the restaurant can get cited for a health code violation.  
Luis Does that mean we get a bad rating?  
Ruben Yes, it could hurt our safety rating and we can get fined hundreds of dollars.  
Ruben If we have this problem a lot, the inspector can shut down the restaurant.  
Ruben So, food that is cold, like salads or condiments,  
Ruben we must make sure that they're below 41 degrees.  
Luis How do you do that?  
Ruben We take this thermometer and put it into each item.  
Luis OK.  
Ruben Now look and check that the temperature is below, or less than, 41 degrees.  
Luis What if the temperature is too high, or above 41 degrees?  
Ruben If it's too high we will have to add some ice.  
Luis What if the salads are not the right temperature?  
Ruben If they're not cold enough we may have to throw some out.  
Luis How hot should the soup be?  
Ruben The soup and other hot food needs to be 140 degrees or higher.  
Luis OK, I remember. I was taught the same thing, but using Centigrade.  
Luis Cold foods have to be below 5 degrees Centigrade.  
Luis The hot foods have to be above 60 degrees Centigrade.  
Luis What if the freezer is not the right temperature?  
Ruben If it's not cold enough, check the setting on the dial and lower it.

Unit 8, Lesson 3: Conversation Practice 2 of 2

Tiffany There are many ways to apologize. To say "I'm sorry". Watch.  
Tiffany Let me apologize on behalf of the hotel.  
Tiffany Please accept our apology.  
Tiffany I am so sorry.  
Tiffany I'm sorry.  
Tiffany Sorry for the delay.  
Tiffany Sorry, but we're out of the pot pie. Can I get you something else?  
Tiffany Sorry. We're all sold out, would you like a rain check?  
Tiffany We are very sorry about the meal. The manager said there will be no charge for that item.  
Tiffany The manager wants to apologize for the problem. He told me to take that item off your bill.