

EASY at Work: Service & Hospitality

Unit 5, Lesson 1: Lesson Script

Luis Hi Marcus. How's it going?
Marcus Good. Chef John said you're working with me today.
Marcus Have you been a busser before?
Luis Not really, but I learn fast.
Marcus Good. Bussers are really important.
Marcus Come on. Set the tables with me.
Luis Sure.
Marcus First, we put the tablecloths on.
Marcus Make sure the seam is facing down.
Marcus Even it out on the table.
Luis Where do you keep the tablecloths and napkins?
Marcus In the linen cupboard over there.
Marcus Now fold the napkins like this.
Marcus Make sure the edges are even.
Marcus Next, put the silverware on.
Marcus The fork is on the left.
Marcus The knife is on the right with the blade in.
Marcus The spoon is next to it. The glasses are next.
Luis I know, it's drinks right and food left.
Marcus Exactly. The glasses go on the right.
Marcus The bread and butter plates on the left.
Marcus Why don't you try to set the other side.
Luis I think that's the last one.
Marcus Let's re-check the tables. Brush off any crumbs and straighten the chairs.
Marcus Also, make sure the floor is clean.
Marcus Now let's talk about the rest of the job.
Marcus Bussers pour water.
Marcus Be sure to keep the glasses on the table when you pour.
Marcus Refill the glasses during the meal.
Marcus We bring the bread and butter to the table. Refill if the customers ask.
Guest May we have some more bread, please?
Ramon I'll get that for you right away.
Guest Thank you.

Marcus We watch the dining room and assist the servers.
Marcus Sometimes we help serve.
Tiffany Ramon, can you help me take this order out?
Tiffany I have a party of six by the window.
Marcus We clear and reset tables. Don't make a lot of noise.
Marcus The plates are right by the customers' ears. Be very polite.
Marcus We serve coffee.
Guest Excuse me?
Ramon Yes?
Guest May we get a little more coffee, please?
Ramon Certainly.
Guest Thank you.
Marcus We answer customer's questions.
Guest Where's the ladies room?
Marcus Notice how Ramon is using an open hand to show location.
Marcus He doesn't point with his finger.
Luis Boy, there's a lot to learn.
Marcus It's not too hard. You'll get it.
Marcus Come on, I'll show you how to set up the station.
Marcus Keep these water pitchers filled with ice water.
Marcus The bread is here. Put it in the basket and cover it with a clean napkin.
Luis What about coffee? Do I make it?
Marcus Yes. Everything needs to be fresh and look good.
Luis What do you mean?
Marcus Don't take a pot that's almost empty into the dining room.
Marcus Make a new one.
Luis Where are the supplies?
Marcus They're here under the counter: coffee, filters, sugar and sweetener.
Marcus Decaffeinated. This is coffee without caffeine. It goes into the orange pot.
Luis Then regular coffee goes in the other pot with the brown handle.
Marcus Correct. Now, always check the supplies when you come in.
Marcus If anything is low, get more from the supply closet in the back.
Luis What about those? Those little boxes that are next to the paper towels?
Marcus They are the take-out or to-go containers.
Marcus Sometimes people don't finish their food and they want to take it home.
Luis Do I take the container to the table?
Marcus No. Bring the plate here and put the food in the container.

Marcus Sometimes people call it a doggie bag.
Luis How many bussers use this station?
Marcus Usually two, but tonight you're working with me, so there are three of us.
Luis Who else is here?
Marcus Ramon. He is very good. Watch him.
Marcus You can learn a lot by watching other people.
Luis It's really busy.
Amy Marcus, I need two four-tops.
Amy Two parties are waiting in the bar.
Amy I also need a deuce.
Amy Can you clear and reset these tables A.S.A.P?
Marcus Sure thing.
Luis What are four-tops?
Marcus It's a table for four. That's restaurant talk. Deuce is a table for two.
Luis What does A.S.A.P. mean?
Marcus It's "as soon as possible".
Marcus Help me clear these tables. Hurry, but don't drop anything.
Amy Enjoy your meal.
Amy Thanks a lot you guys. You're so fast. It's just great.
Marcus He's a really good worker.
Luis Thanks.
Marcus Has Luis been a busser before?
Marcus Not really, but he learns fast.
Luis Where are the tablecloths and napkins?
Marcus In the linen cupboard in the back.
Luis Where are the supplies?
Marcus They're under the counter.
Luis What are these little boxes for?
Marcus They are take-out or to-go containers.
Luis What does A.S.A.P. mean?
Marcus It means as soon as possible.
Luis Why does Amy think Marcus and I are great workers?
Marcus Because we are so fast!

Unit 5, Lesson 1: Vocabulary & Phrases

busser

set the table

clear the table

linen closet

tablecloth

napkin

brush off

crumbs

silverware

point to

pitcher

doggie bag

fork

spoon

ice water

glasses

to-go containers

bread and butter plate

Who else is there?

How many people are there?

A table for four.

Unit 5, Lesson 1: Conversation Practice 1 of 2

Marcus Let's see how we ask for supplies.
Luis Where do you keep the linens?
Marcus In the back of the linen closet.
Luis Where are the tablecloths, napkins and towels?
Marcus They're in the closet by the kitchen.
Luis Where do I put the used towels?
Marcus In the laundry pick-up.
Luis This tablecloth has a stain on it.
Marcus Don't use it. Use this one.
Luis Should I wear this apron again?
Marcus No, get a clean one.

Unit 5, Lesson 1: Conversation Practice 2 of 2

Marcus Now let's see how people ask for the restroom.
Mr. Flores Where's the men's room?
Marcus Through the bar and to the left.
Mr. Flores Excuse me, is there a restroom?
Marcus Go past the bar. It's on the left.
Mr. Flores I'm looking for the toilet.
Marcus It's on the other side of the bar.
Guest Is there a bathroom this way?
Marcus Keep going straight. It's on your left.
Guest Where is the ladies, please?
Marcus Just around that corner, ma'am.

Unit 5, Lesson 2: Lesson Script

Amy Marcus, do you have a minute?
Marcus Sure. What do you need?
Amy I have to record the answering machine message for the Bar and Grill.
Amy I need you to call on your cell to check it.
Marcus Sure.
Amy Oh, I didn't realize there were two new messages on the machine.
Amy Just a minute, let me pick them up.
Answering Machine This is Bob Brown. I'd like to have a table for five at 5:45.
Answering Machine My number is 555-2551. That's 757.
Marcus Whoa! That's too fast for me.
Amy Me too. Sometimes I have to listen two or three times.
Amy I use the reservation form to help me.
Answering Machine This is Bob Brown. I'd like to have a table for five at 5:45.
Answering Machine My number is 555-2551. That's 757.
Amy OK. I got it this time. He made a reservation for five people at 5:45.
Marcus What does the 757 mean?
Amy Oh, that's the area code. So I can erase this one.
Amy The light is still flashing. There's another message.
Answering Machine Hello. This is Tom Purvis.
Answering Machine I have a reservation tonight for six at seven o'clock, but we won't be able to make it. Sorry.
Marcus He canceled.
Amy Yes, he was polite. Some people don't tell us. We call them "no shows".
Amy OK, now I'm going to record tonight's message.
Amy Hello, thank you for calling Baker Bar and Grill.
Amy To make a reservation or speak to one of our staff, press one.
Amy For hours, press two. For directions, press three.
Amy To leave a message, press four.
Amy When your message is finished, please press pound.
Amy OK, I think that's it. Marcus, you call. The number is here on my name card.
Answering Machine Hello, thank you for calling Baker Bar and Grill.
Answering Machine To make a reservation or speak to one of our staff, press one.
Answering Machine For hours, press two. For directions, press three. To leave a message...
Amy Good afternoon. Baker Bar and Grill. This is Amy. How may I help you?
Marcus Hi Amy. It's Marcus. It works.

Amy Great. Thanks a lot for helping me test it.
Marcus Sure. Anytime. OK, I've got to get going now, I've got more tables to set up.
Amy OK, thanks again.
Marcus Why is the light flashing?
Amy Because there's a new message on the machine.
Amy What should I press when my message is finished?
Amy Press pound.
Marcus What did Amy want me to do?
Marcus To call the restaurant to help her test the new message.

Unit 5, Lesson 2: Vocabulary & Phrases

answering machine

press pound

press star

message

cell phone

area code

answer the phone

hang up

Do you have a minute?

What do you need?

Please say that again.

That's too fast.

Thank you for asking.

Can I make a reservation?

I think that's it.

I've got to get going.

Unit 5, Lesson 2: Conversation Practice

Amy Let's practice answering the phone.
Amy Hello. This is Amy.
Amy Hello. Baker Bar and Grill. Amy speaking.
Amy Good afternoon. Baker Bar and Grill. How may I direct your call?
Amy Reservations. Amy speaking.
Amy Hello. Could you hold please?
Amy Hello. Please stay on the line. I'll be with you in a moment.
Amy Thank you for calling the Baker Bar and Grill.
Amy Baker Bar and Grill. How may I help you?
Amy Hello. This is the Baker Bar and Grill. One moment please.
Amy Hello. May I put you on hold for a moment?

Unit 5, Lesson 3: Lesson Script

Marcus Hi Amy.
Amy Hey Marcus. Hold this for me, would you?
Marcus Sure.
Amy Now slide the menu in while I hold this.
Amy Thanks. I hear you're going to work with Tiffany tomorrow.
Marcus That's right. I'm going to help her set up the self-serve breakfast.
Amy Good for you.
Marcus Yeah. She's great to work with. Maybe someday I can be a server.
Amy Why not?
Amy Excuse me.
Amy Good afternoon.
Mr. Flores Hi. I want to reserve a table for dinner for later this evening.
Amy Certainly. What time?
Mr. Flores 8:30
Amy And how many people are there in your party?
Mr. Flores There will be five of us.
Amy And your name, please?
Mr. Flores Flores.
Amy OK, Mr. Flores. I have you down for a party of five at 8:30.
Mr. Flores Good. Oh, um. And can we have a table by the window?
Amy Certainly. I'll make a note of that.
Mr. Flores Great.
Amy We'll see you later this evening, Mr. Flores.
Mr. Flores Thanks.
Amy So, you were saying?
Amy Just a second. I need to get this.
Amy Hello. Baker Bar and Grill. This is Amy. How may I help you?
Amy Oh, I'm so sorry Ms. Francis.
Amy I'm checking the lost and found box now, but I don't see any glasses.
Amy If you can hold a moment, I'll have someone check in the dining room.
Amy Marcus, can you do me a favor?
Marcus Sure.
Amy Look on the floor in the dining room by the window.
Amy One of our customers lost her glasses. They're in a blue case.

Marcus I think I found them.
Amy Great! Thanks.
Amy Ms. Francis. One of our bussers found glasses in a blue case with CF on it.
Amy Are they yours?
Amy I'll keep them here at the host stand. Of course.
Amy I'll tell him.
Amy We're happy to be of service. Bye.
Amy She says thank you very, very much. So, what were we talking about?
Marcus Oh, what time does Tiffany come in? I want to be here when she arrives.
Amy Let's check the schedule.
Amy OK. She's on a split shift tomorrow.
Amy She's working breakfast and then comes back for dinner.
Marcus So, what time should I be here?
Amy Breakfast shift starts at six a.m., but Tiffany's always at least 15 minutes early.
Marcus So, I have to be here by 5:45 a.m? Whoa! I'd better set two alarms.
Amy I would set three.
Marcus What does Mr. Flores want to do?
Amy He wants to reserve a table for dinner.
Amy How many people are in his party?
Marcus There are five people in his party.
Marcus Why did Ms. Francis call the restaurant?
Amy She lost her glasses.
Amy Who found the glasses?
Amy Marcus found them.

Unit 5, Lesson 3: Vocabulary & Phrases

host stand

hostess

menu

breakfast

reservation

cancel a reservation

a party of five

lost and found

Why not?

What time is it?

Can you do me a favor?

How may I help you?

Unit 5, Lesson 3: Conversation Practice

Amy Help me practice taking a reservation.
Mr. Flores I'd like to make a reservation for tonight.
Amy Certainly. For how many?
Mr. Flores I need a table for this evening.
Amy Of course. What is the size of your party?
Mr. Flores Can I get a reservation for tonight?
Amy I'm sorry. We don't have any more openings.
Mr. Flores I'd like a table for five at 8 p.m.
Amy I'm sorry, but we don't have anything until 9 p.m.
Amy And sometimes a guest loses something. Listen.
Amy Good afternoon. Baker Bar and Grill. This is Amy. How may I help you?
Guest I lost my glasses.
Amy Let me look in the lost and found box. Can you hold, please?
Amy Hello. Bar and Grill.
Amy May I speak to lost and found? I lost my glasses.
Amy If you lost them today I can check for you.
Amy Let me have your number and I will call you back in a few minutes.
Amy This is the Baker Bar and Grill. Amy speaking.
Guest I think I dropped my glasses by my table earlier. Can you help me?
Amy I'm sorry. I can get one of the bussers to look. Where were you sitting?

Unit 5, Lesson 4: Lesson Script

Tiffany Hey Luis. You're here bright and early.
Luis I don't like being late.
Tiffany Nor do I. I like to be here 10 to 15 minutes early, then I don't have to rush.
Tiffany We need to wash our hands before we begin.
Luis Oh yeah! That's right.
Tiffany Today is a self-service breakfast.
Luis You mean the customers get their own food?
Tiffany Exactly.
Luis Then what do we do?
Tiffany We set up the stations. Follow me.
Tiffany First, we check all the cold drinks.
Tiffany This dispenser has apple juice and orange juice.
Tiffany The milk is in this gallon jug. We pour it into this pitcher for the buffet.
Luis How do we check the juice?
Tiffany Open the front and see how much is in the containers.
Luis Oh, they need to be refilled.
Tiffany Good, we'll tell the kitchen staff to refill them.
Luis This machine makes coffee, right?
Tiffany Yes. It can make regular, dark roast, decaffeinated and hot water for tea.
Luis How do I make the coffee?
Tiffany Put a new filter in here and then pour in a packet of coffee.
Tiffany The ground coffee is in the lower cabinet here.
Luis Then I put the correct coffee carafe here, and press the button.
Tiffany Easy, isn't it?
Luis Yeah! What's next?
Tiffany This is the cereal bar. We have boxes of cold cereal.
Tiffany Each box is called an individual serving.
Tiffany Keep the shelves at least half full during breakfast.
Tiffany Here, we have packets of oatmeal, instant oatmeal for the microwave.
Luis Where are the cups and the bowls?
Tiffany Here. We have paper plates, cups and bowls at breakfast. See?
Luis Oh, OK. What's that over there?
Tiffany This area is for toast and baked goods.
Luis And the guests use this toaster? It doesn't work!

Tiffany Oh, it's unplugged.
Luis I'll plug it in.
Tiffany We get fresh white bread, wheat bread, bagels and donuts every morning.
Tiffany You can put the bread in this basket. Use these tongs.
Luis Do you want me to use the napkin?
Tiffany Yes. Next, we'll put the bagels on the tray and the donuts on this platter.
Tiffany Pick them up with waxed paper. Never use your bare hands.
Luis How does it look?
Tiffany Brush the crumbs.
Tiffany There. That looks great.
Luis Well, what goes here?
Tiffany Fruit salad. The cooks prepare it.
Luis Oh yes, I remember. Ruben made the fruit salad in the prep kitchen.
Luis It looked really good.
Tiffany It is! They'll bring it out in a minute.
Tiffany The hot dishes are in these warmers.
Tiffany The cooks make scrambled eggs, potatoes, sausages and bacon.
Luis Some people call this an "All American" breakfast.
Tiffany When the pans are empty, take them out to the kitchen.
Luis So, let me go over the procedure.
Luis We set up. Keep everything filled and neat. And clear and wipe the tables.
Tiffany That's it. The doors open at 6:30.
Tiffany When the customers come in, smile and say, "Good morning".
Tiffany Most people are in a hurry.
Tiffany They want to eat, maybe read the newspaper and then get going.
Luis What about the weekends?
Tiffany Then we have table service in the dining room. It's very nice.
Tiffany OK. Here we go.
Tiffany Good morning.
Luis Does Tiffany like being late?
Luis No, she doesn't.
Luis What does Tiffany have to do before she starts to work?
Luis She must wash her hands.
Luis What does self-service mean?
Tiffany It means the customers get their own food.
Luis Can I pick up the donuts with my bare hands?
Tiffany No, use waxed paper. Never use your bare hands.

Luis
Tiffany

What's the matter with the toaster?
It's unplugged, it's not plugged in.

Unit 5, Lesson 4: Vocabulary & Phrases

juice dispenser

upper cabinet

lower cabinet

tongs

bagels

donuts

bare hands

canisters

cold drinks

orange juice

apple juice

milk

Do you want white, wheat or rye?

What's next?

What's that over there?

How does it look?

What's the matter?

Unit 5, Lesson 4: Conversation Practice

Tiffany Help me practice with Luis to get breakfast ready.
Luis Where is the juice?
Tiffany In the lower cabinet.
Luis Where are the refills?
Tiffany In the upper cabinet.
Luis How do I fill this coffee maker?
Tiffany Lift the lid and pour the water in.
Luis Where do the bagels go?
Tiffany They go on the tray.
Luis Where should I put the donuts?
Tiffany Put them on the platter.
Tiffany The toaster doesn't work.
Luis It's unplugged.
Tiffany What's wrong with the toaster?
Luis It's not plugged in.
Tiffany Can you plug in the toaster?
Luis Sure.