

## EASY at Work: Service & Hospitality

### Unit 7, Lesson 1: Lesson Script

Teresa Hi Luis. Come on in. David, you know Luis, don't you?

Mr. Brin Sure, you started in the kitchen at our other hotel, then came to work for us as a busboy.

Mr. Brin You worked for us for two years.

Luis Yes, almost two years, Mr. Brin. Now I'm working my way up to be a waiter.

Mr. Brin Good, have a seat, Luis.

Luis Thank you.

Teresa You're applying to be a waiter. What experience do you have?

Luis As I've said, I've worked in restaurants for two years.

Luis I started back in the kitchen. Then I got the bussing job here six months ago.

Luis So, I know how to work in restaurants.

Teresa That's good.

Luis When I bus tables, I use customer service skills.

Mr. Brin Yes, that's true, you do. How do you prevent accidents in a restaurant?

Luis I am careful when I handle sharp knives. I never put them in the sink.

Luis I don't use a glass to get ice. I use a scoop.

Teresa When you are a waiter, you need to be able to read and write and do math.

Teresa Do you have a high school diploma?

Luis Yes, I graduated from high school. I also studied English for two years.

Teresa I see you took a computer course last year.

Luis Yes, I learned a lot in that class. I have pretty good computer skills.

Teresa Do you have any questions for us?

Luis If I get the job, what shifts will I work?

Mr. Brin You would start on the early shift at breakfast. Later, you will have a choice.

Luis Well, when will you decide if I get the job?

Teresa We have some other interviews. We'll decide by the end of the week.

Mr. Brin Luis, how would you handle an angry customer?

Luis You must always be polite. Then get the waiter or the manager.

Mr. Brin That's correct. Luis, give me two reasons why we should hire you.

Luis I know the restaurant, so I'll save you time and money training me.

Luis I'm reliable. I'll be a good waiter.

Teresa Thank you, Luis. We'll be in touch.

Luis Thank you, Ms. Lopez.

Luis And thank you, Mr. Brin.  
Teresa Hello, Lisa. Thanks for coming in. Have a seat please.  
Lisa Hi. No. I won't be long. I'll see you in a few minutes.  
Teresa Are you ready?  
Lisa Yeah, sure.  
Teresa I'm Teresa Lopez and this is Mr. Brin, the Food and Beverage Manager.  
Lisa Hi.  
Teresa Tell me about your restaurant experience.  
Lisa I worked at Gallery Coffee Shop for two months. I sold coffee and muffins.  
Teresa Why did you leave your last job?  
Lisa I don't like morning shifts.  
Mr. Brin You went to college?  
Lisa Yes, I studied Art at State College. I love the paintings here.  
Mr. Brin Yes, they're nice. Lisa, what do you do to stop accidents in a restaurant?  
Lisa Oh, I don't know. I've never had any problems. Well, maybe...Uh oh, I've got to go.  
Teresa David, any other questions?  
Mr. Brin Yes, um...  
Lisa How much does the job pay? Are the tips good? Can I have the lunch shift?  
Lisa Did I have a good interview?  
Mr. Brin No, you talked on the phone.  
Lisa Does my job experience qualify me for this job?  
Mr. Brin No, you only worked for two months in a coffee shop.  
Mr. Brin Did Luis shake hands with us?  
Lisa Yes, he shook hands with you.  
Mr. Brin Did he look at our eyes?  
Lisa Yes, he looked at your eyes.  
Lisa Was Luis polite?  
Mr. Brin Yes, he was very polite.  
Mr. Brin Did Luis have good questions?  
Lisa Yes. He asked good questions.

## Unit 7, Lesson 1: Vocabulary & Phrases

seat

scoop

diploma

read

write

math

job interview

knife

knives

computer skills

Come on in.

I'm careful.

I'm reliable.

Do you have any questions?

I don't know.

Unit 7, Lesson 1: Conversation Practice

Teresa            When you first walk in to an interview, you must do the correct things. Watch.  
Lisa              Good morning. Thank you for inviting me.  
Teresa            You're welcome. Please have a seat.  
Teresa            You see how she stood up straight, shook my hand and looked me in the eye.  
Teresa            Let's do it again.  
Lisa              Good afternoon. My name is Lisa Cadenas.  
Lisa              Thank you for calling me to the interview.  
Teresa            Thank you, Lisa. How are you today?  
Lisa              Great, thank you.  
Teresa            Take a seat. You can take either chair.  
Teresa            See, we've introduced ourselves. Now the interview will be easier.

Unit 7, Lesson 2: Lesson Script

Teresa Well, we need two housekeepers, so I hope these candidates are good.

Mr. Martinez Let's find out. Come in please.

Mr. Martinez Thank you for coming. Your name is Mrs. Osorio?

Maria Yes. That's my name. Please call me Maria.

Teresa Good morning, Maria. Please have a seat. Tell me about yourself.

Maria I came from Mexico eight years ago.

Maria I have a family with a young child. My mother looks after her.

Teresa That's great. How old is she?

Maria She's three.

Teresa Aww. That's sweet.

Teresa How long have you worked as a housekeeper?

Maria I was a housekeeper at the Sea View Motel for two years.

Maria I cleaned the guest rooms. I changed the sheets.

Maria I scrubbed the bathrooms. I did all the things a housekeeper does.

Mr. Martinez Why did you leave that job?

Maria The owner's sister arrived. She needed a job. The motel laid-off the housekeepers.

Teresa So you were fired. Can we ask them for references?

Maria Oh yes. They liked me a lot. Here is a letter from them.

Teresa Oh great, thanks Maria. What are you good at? Why should we hire you?

Maria I work very hard. I learn quickly.

Maria I will give you a good day's work for a good day's pay.

Mr. Martinez That's a good attitude. I like that. Sometimes accidents happen at work.

Mr. Martinez How do you help prevent them?

Maria I always pick up my supplies. I always lock my cart so it doesn't roll away.

Mr. Martinez And if you break something?

Maria I report it, immediately.

Teresa OK, that's good. Thank you, Maria. Maria, where did you learn English?

Maria I am studying English at the Adult Education Center. Does the hotel pay for school fees?

Teresa The hotel has a program to re-pay you for school fees as long as you pass their tests.

Maria When will I hear from you about the job?

Teresa We'll make a decision before the end of the week.

Maria Thank you for your time. I hope you call me.

Teresa Thank you Maria.

Mr. Martinez Thank you.

Teresa Good morning Paul. Please have a seat.  
Teresa I see you're applying for the housekeeping job.  
Teresa Have you worked as a housekeeper before?  
Paul Yes, I cleaned houses. I worked for Sparkle Cleaning Service.  
Mr. Martinez What exactly did you do for them?  
Paul I vacuumed the rugs. I polished the furniture. I mopped the floors and washed the windows.  
Mr. Martinez Why did you leave that job?  
Paul I didn't get along with the manager.  
Mr. Martinez What was the problem?  
Paul She was very bossy. She was always telling me what to do.  
Teresa Did you quit or were you fired?  
Paul I quit.  
Teresa Will they give you a reference?  
Paul I don't know. She was very angry with me.  
Teresa Why?  
Paul I didn't give them any notice. I just quit working.  
Teresa I see. Are you a high school graduate?  
Paul No, I'm not.  
Mr. Martinez Why should we hire you, Paul?  
Paul Because I need a job. I have bills to pay.  
Teresa Do you have any questions about the job?  
Paul Yes. How much does it pay?  
Teresa Housekeeping starts at minimum wage.  
Paul Oh. Do you have benefits?  
Teresa Yes. Full-time employees get medical insurance.  
Paul That's good. Is this job full-time?  
Teresa Yes, it is. We'll make the decision later this week.  
Paul OK. Thank you.  
Mr. Martinez What job did Maria have?  
Mr. Martinez She was a housekeeper.  
Mr. Martinez Does she have good work experience?  
Mr. Martinez Yes, she does.  
Mr. Martinez What does laid-off mean?  
Maria Laid-off means let go or fired.  
Maria Why was I laid-off?  
Mr. Martinez The owner's sister took her job.  
Maria Does it mean I was bad at my job?

Mr. Martinez No. It does not mean that she was bad at her job. She was unlucky.  
Maria Was it a good idea to bring a reference letter?  
Mr. Martinez Yes, it was an excellent idea.  
Maria Was Paul laid-off?  
Mr. Martinez No, he quit with no notice.  
Mr. Martinez Did Maria or Paul do a better interview?  
Mr. Martinez Maria did a better interview because she had good references and is reliable.

## Unit 7, Lesson 2: Vocabulary & Phrases

reference

sheets

housekeeper

motel

guest room

bathroom

supplies

cart

furniture

windows

Can we call your references?

Come in, please.

Thank you for coming.

Tell me about yourself.

I came from downtown.

How much does it pay?

Do you have benefits?

## Unit 7, Lesson 2: Conversation Practice

Teresa            Some questions will be about you.

Teresa            Do you work well in a team?

Luis              Yes, that's important. It means we can work together to provide better service.

Teresa            Have you worked with the public?

Luis              Yes, I work with customers when I'm bussing tables.

Teresa            What do you do in your free time?

Luis              Well, I help my family at home, and then I play football with the local team.

Unit 7, Lesson 3: Lesson Script

Teresa Lisa and Luis want the same job. Let's make a decision.

Mr. Brin Luis has better work experience.

Luis As I've said, I've worked in restaurants for two years.

Luis I started back in the kitchen. Then I got the bussing job here six months ago.

Luis So I know how to work in restaurants.

Lisa I worked at Gallery Coffee Shop for two months. I sold coffee and muffins.

Teresa Luis has better work experience. But Lisa has a better education.

Lisa I studied Art at State College. I love the paintings here.

Mr. Brin Her interest in art is nice. But it won't help her in this job.

Teresa Luis does not have a college education, but he is trying to get more training.

Luis Yes, I graduated from high school. I also studied English for two years.

Teresa I see you took a computer course last year.

Luis Yes, I learned a lot in that class. I have pretty good computer skills.

Mr. Brin Luis works hard and has a good attitude.

Mr. Brin Lisa has less experience. Her attitude is a problem.

Lisa Uh oh, I've got to go.

Teresa David, any other questions?

Lisa How much does the job pay? Are the tips good? Can I have the lunch shift?

Teresa Luis cares about how he can help the hotel.

Mr. Brin Luis, give me two reasons why we should hire you.

Luis I know the restaurant so I'll save you time and money training me.

Luis I'm reliable. I'll be a good waiter.

Mr. Brin I think Luis will be a good waiter.

Teresa I agree. And it's good to promote people who work in the company.

Teresa Paul doesn't like people telling him what to do. He might be difficult to train.

Mr. Martinez Paul won't get a good reference from his old job. He didn't give them notice when he quit.

Paul I didn't give them any notice. I just quit working.

Teresa I don't want that to happen here.

Mr. Martinez Me neither. Maria has good references. Her old boss liked her.

Teresa I can see why. She has a good attitude.

Teresa Why should we hire you?

Maria I work very hard. I learn quickly.

Maria I will give you a good day's work for a good day's pay.

Mr. Martinez I think Maria is the best person for the housekeeping job.

Teresa I agree. She is a good worker. But I will check her references.  
Mr. Brin Will Maria have good references?  
Teresa Yes, I think so.  
Teresa Is it important to have a college education if you are a housekeeper?  
Mr. Brin No. Education is not important.  
Mr. Brin Is it important to be honest if you are a housekeeper?  
Teresa Yes, it is very important to be honest.  
Teresa How will we know if Maria and Paul are honest?  
Mr. Brin You will check their references.

## Unit 7, Lesson 3: Vocabulary & Phrases

restaurants

kitchen

coffee shop

coffee

muffins

paintings

lunch shift

money

Any other questions?

I've got to go.

I can see why.

I work very hard.

I learn quickly.

He has a good attitude.

Unit 7, Lesson 3: Conversation Practice 1 of 2

Mr. Brin In an interview, it's important to ask some questions.  
Mr. Brin A few questions just about the company, not about you. Watch.  
Lisa I'm going to night school. Does the company help me?  
Mr. Brin Yes. We often help pay for tuition.  
Mr. Brin What are you studying?  
Lisa Computer graphics.  
Lisa What general training courses do you offer?  
Mr. Brin We have a list of courses every month.  
Lisa Can anyone go to them?  
Mr. Brin Usually, yes.  
Lisa Do I have to dress in a certain way?  
Mr. Brin Yes, there's a dress code for all employees.  
Lisa Do you provide a uniform?  
Mr. Brin Yes. We provide a uniform. You need to make sure it does not get damaged.  
Lisa Does the company have a dress code?  
Mr. Brin Yes. We have a dress code and we provide the uniforms.  
Lisa Is there a job description?  
Mr. Brin Yes, every employee gets a job description when they join.  
Lisa Do new employees get training?  
Mr. Brin Yes, every new employee gets an orientation to the hotel and the company as well as job training.  
Lisa Is there a training department?  
Mr. Brin Not really. I tell you about the company, your boss will train you on your job.  
Lisa Can you tell me about the health benefits?  
Mr. Brin All full-time employees get health insurance.  
Mr. Brin You can also decide if you want to take dental or vision insurance.  
Lisa Do I have to pay for the health insurance?  
Mr. Brin Yes and no. You pay a half and we pay a half.  
Lisa Is there dental insurance?  
Mr. Brin As I said, we offer that as an option to you.  
Lisa When will you decide who to offer the job to?  
Mr. Brin At the end of this week.  
Lisa How do you contact me if I get the job?  
Mr. Brin We'll call you at your home phone number and ask if you'll accept the job.  
Mr. Brin If you say yes, we'll send you an offer letter.

Lisa Do I have to come to a second interview?  
Mr. Brin For this job, no. Some others, yes.  
Lisa If I get this job, what other job opportunities will there be?  
Mr. Brin We post all the job openings in this hotel.  
Mr. Brin You'll find the lists in the employee lounge.  
Mr. Brin See. You made it. You asked good questions. I just might want to hire you.

Unit 7, Lesson 3: Conversation Practice 2 of 2

Teresa Try and ask about the company. Let's try again.  
Lisa Can you tell me about the vacation and sick leave policy, please?  
Teresa Sure. In the first six months we do not give any paid leave.  
Teresa After that, it's two weeks a year.  
Lisa Thank you. That's great.  
Teresa Any other questions?  
Lisa What are the busiest times of day?  
Teresa We get very busy about twelve o'clock.  
Lisa Everyday?  
Teresa Pretty much everyday - except Monday.  
Lisa So, is there much overtime?  
Teresa Yes, and on the weekends, too.  
Teresa So, as you see, we're starting to communicate now. Watch.  
Lisa Does the busser get a share of the tips?  
Teresa Yes, a small share.  
Lisa So, how much can a busser make in a week?  
Teresa That's a good question. That depends, maybe up to \$50 extra a shift.

Unit 7, Lesson 4: Lesson Script

Ms. Polski        Now we're going to interview the applicants for the retail clerk job. Here are the resumes.  
Teresa            Great. Thank you.  
Ms. Polski        Hello James, come on in. Have a seat.  
James            Thank you.  
Teresa            Hello James. Thank you for coming. How are you today?  
James            Very well, thank you. How are you?  
Teresa            Fine.  
Ms. Polski        Tell me, um, tell me a little bit about this college you went to.  
James            Well, I graduated from National Business School two years ago. I studied retail business.  
Ms. Polski        Excellent. And then you worked at the airport.  
James            Yes. I managed the Airport Gift Shop for three years.  
James            Then I was the assistant manager at the Designer Outlet for two years.  
Teresa            What were your job duties?  
James            I helped customers find what they wanted.  
James            I always tried to sell more to every customer.  
James            I took inventory and restocked the shops.  
James            I operated cash registers. I counted money.  
James            I organized charge slips and coupons. I kept sales records.  
James            I balanced cash drawers and made bank deposits.  
Teresa            Why did you leave your last job?  
James            I had to leave because my mother was very ill.  
James            I had to take care of her. Unfortunately, she passed away.  
Teresa            I'm sorry to hear that.  
James            Thank you. She was suddenly ill and then she died quickly. It was a very sad time.  
Ms. Polski        What can you contribute to our company?  
James            I'm an experienced clerk. I've also been a manager.  
James            I have great customer service skills. I'm a good salesman.  
Teresa            Do you have any references?  
James            Yes. If you offer me the job, I will send them to you.  
Teresa            I see here on your application that for two years you did not have a job.  
Teresa            What were you doing?  
James            Oh! That was when my mother was ill.  
Teresa            Oh right, um. Do you have a resume to go with your application?  
James            I sent it in with the application. It's not there? Hmm, maybe it got lost.

Teresa I don't see it. But not to worry. Thank you, James.  
Teresa We'll give you a call.  
Ms. Polski Hello.  
Chloe Hi...oh, I'm sorry.  
Ms. Polski No problem.  
Teresa Hello Chloe. I'm Teresa Lopez, the HR Manager.  
Ms. Polski And I'm Marianne Polski. I'm the Retail Manager.  
Chloe Hi.  
Ms. Polski Please have a seat.  
Chloe Thank you.  
Ms. Polski Do you have an extra copy of your resume with you?  
Chloe Yes, here we are.  
Ms. Polski When did you work at Gem Jewelry?  
Chloe I worked there when I was in High School.  
Chloe Then after I graduated, I went into the Navy.  
Teresa What were your job duties there?  
Chloe I was a clerk at the ship's store. I learned to be very organized.  
Chloe I kept the purchasing and sales records.  
Ms. Polski So, you got to see the world.  
Chloe Yes. It was an experience. Someday I'd like to go back to school, but right now, I need to work.  
Ms. Polski Why do you want to work here?  
Chloe Because you offer a lot of opportunities, and I read you offer training courses.  
Ms. Polski That's right. We offer different workshops every month.  
Teresa Do you have any questions?  
Chloe Yes, if I get the job, when would I start?  
Teresa Next week. Chloe, what are your strengths?  
Chloe Well, I'm good at paperwork.  
Chloe I'm very careful handling money and I'm reliable and honest.  
Ms. Polski And your weaknesses?  
Chloe Sometimes I agree to do more things than I can really do.  
Chloe I bite off more than I can chew.  
Teresa Do you have good references that we can call?  
Chloe Yes. I put it on my application. You can call them.  
Teresa Thank you, Chloe. We'll make a decision this week.  
Chloe Thank you.  
Chloe Did I do a good interview?  
Ms. Polski Yes, you did a very good interview.

Ms. Polski Does James have good training and experience?  
Chloe Yes. He has good training and experience.  
Chloe Do I have references?  
Ms. Polski Yes, they are on your application.  
Ms. Polski Did James bring his resume?  
Chloe No, he did not bring his resume.  
Chloe Did he bring his references?  
Ms. Polski No, he said he would send them.  
Chloe Did I do anything wrong in the interview?  
Ms. Polski No, you didn't.

## Unit 7, Lesson 4: Vocabulary & Phrases

downtown

merchandise

restock

charge slip

sales records

balance

cash drawer

bank deposit

Restock the shelves.

Customer service skills.

How are you today?

I'm good at math.

I'm very careful.

I'm reliable and honest.

May I give you a call?

Unit 7, Lesson 4: Conversation Practice 1 of 4

Chloe Learn to talk about your strengths. Let people know what you can do.  
Chloe What are you good at? Watch.  
Ms. Polski What office equipment can you use?  
Chloe I know how to use computers, fax machines, calculators and the big copiers.  
Ms. Polski Which programs can you use?  
Chloe I'm pretty good at word processing and spreadsheets.  
Ms. Polski What kind of training have you had?  
Chloe At school they taught us how to use the computer programs.  
Chloe Then at my last job I had to use them - on my own.  
Ms. Polski What kind of additional training do you need?  
Chloe I would like to learn some of the accounting programs,  
Chloe and also, I'd like to take the next level course on spreadsheets.

Unit 7, Lesson 4: Conversation Practice 2 of 4

Ms. Polski            At the end of a good interview, I might ask you these.  
Ms. Polski            When can you start?  
Chloe                    Is eight o'clock all right?  
Ms. Polski            Sorry, I meant which date can you begin to work with us?  
Chloe                    Oh. Sorry. Is Monday OK?  
Ms. Polski            Do you have to give notice?  
Chloe                    I think I have to give them one week.  
Ms. Polski            So, the earliest you can start is next week?  
Chloe                    Yes.

Unit 7, Lesson 4: Conversation Practice 3 of 4

Ms. Polski At an interview, they want to know what you would do when things go wrong.  
Ms. Polski If you make a mistake, what do you do?  
Chloe I try to make it right.  
Ms. Polski And if you can't?  
Chloe Then I have to tell my boss.  
Ms. Polski If you broke something, what would you do?  
Chloe I would tell my boss as soon as possible.  
Ms. Polski What would he tell you to do?  
Chloe Do we write an incident report?  
Ms. Polski Yes, we do.  
Ms. Polski And now, if you see another employee break something, what do you do?  
Chloe That's a difficult one. I think I would tell them "You need to tell your boss".

Unit 7, Lesson 4: Conversation Practice 4 of 4

Mr. Brin            If you don't agree with your boss, what do you do?  
Luis                When I don't agree with my boss, I have to have a good reason.  
Luis                If it's important, then I should say so.  
Mr. Brin            If you don't understand someone, what do you do?  
Luis                Then it's important to ask them to repeat what they said.  
Mr. Brin            Can you give me an example?  
Luis                Could you repeat that, please? Or, I'm sorry, can you say that again, please?  
Mr. Brin            Very good.  
Mr. Brin            Sometimes, working with guests can be difficult too.  
Mr. Brin            If a guest is rude to you, what do you say?  
Luis                I would try to say nothing. If I had to speak, I would be polite.  
Mr. Brin            And if a guest gets angry with you?  
Luis                Then I have to say I'm sorry and try to find a manager to help.  
Mr. Brin            And if you see a guest doing something dangerous?  
Luis                I warn them, or I would call security.

## Unit 7, Lesson 5: Lesson Script

Teresa Well Marianne, what do you think of these applicants?

Teresa I liked Chloe, didn't you?

Ms. Polski Yes, I did. She's very nice. She has lots of good skills.

Ms. Polski When did you work at Gem Jewelry?

Chloe I worked there when I was in High School.

Chloe Then, after I graduated, I went into the Navy.

Teresa What were your job duties there?

Chloe I was a clerk at the ship's store.

Chloe I learned to be very organized. I kept the purchasing and sales records.

Ms. Polski Chloe's very friendly, she is organized.

Ms. Polski She brought an extra copy of her resume with her.

Ms. Polski She has good general skills and is motivated.

Teresa So, let's put her on the list.

Teresa Oh, I was very impressed with James. What do you think?

Ms. Polski He looked sharp in his suit.

Teresa Yes, he's very clean cut. He's also highly qualified.

Ms. Polski He has a good business education.

James Well, I graduated from National Business School two years ago. I studied retail business.

Ms. Polski He is the most educated person to apply for the job.

Teresa He has more experience than the other people.

James Yes. I managed the Airport Gift Shop for three years.

James Then I was the assistant manager at the Designer Outlet for two years.

Teresa What were your job duties?

James I helped customers find what they wanted.

James I always tried sell more to every customer.

James I took inventory and restocked the shops.

Teresa The others don't have as much experience. James understands retail business.

Ms. Polski He has a lot of management experience.

Ms. Polski Do you think he's over-qualified?

Ms. Polski Do you think he has too much experience?

Teresa Maybe. Why do you think he applied for a clerk job?

Teresa It's not a move up for him.

Ms. Polski No, it's a step down.

Teresa It's not important. I think he's the best person for the position.

Ms. Polski

I think he'll be a good employee. Check his references and then hire him.

Teresa

OK. I will.

Ms. Polski

Did we make the right decision?

Teresa

I don't know. We'll see.

## Unit 7, Lesson 5: Vocabulary & Phrases

applicants

Navy

ship

well-groomed

jewelry

clerk

business school

customer

inventory

shops

What do you think?

It's not important.

Unit 7, Lesson 5: Conversation Practice

Mr. Brin Lisa wants a new job, but she does not want to risk losing the job she has now.  
Mr. Brin This can be hard to do.  
Lisa Here are my references.  
Mr. Brin Can we contact these references?  
Lisa Yes, but I would like a job offer first.  
Mr. Brin Can we call your current employer?  
Lisa Yes, but I need the job offer from you first. Can I have it in writing?  
Mr. Brin We make all offers in writing, but we have to check all references.  
Lisa Can you make the job offer subject to references?  
Mr. Brin Of course. We can do that.  
Mr. Brin Lisa is asking good questions. She is being careful.  
Mr. Brin She does not want to risk her job, but she wants this new job.  
Mr. Brin Sometimes, this can be difficult.