

Выполнить все упражнения письменно.

Раздел «My Glossary» выписать в тетрадь с переводом и выучить.

Аудио файлы к упражнениям вам отправит классный руководитель.

Готовые работы буду проверять после выхода на очное обучение!!!

Онлайн ничего отправлять не надо!!!

2

The Restaurant: Meet the Staff

- 1 Do you know who is who in the kitchen? Put these restaurant kitchen staff jobs in order from the most senior to the most junior position.

☐ chef de cuisine

☐ sous chef

☐ commis chef

☐ chef de partie

- 2 Who do you think the chef de cuisine reports to? Read the text about kitchen staff and check your answer.

Kitchen staff teams depend on the type and size of a restaurant. The **chef de cuisine**, or **head chef**, manages the kitchen, gives directions on dish preparation, takes decisions about portions and service to the public and does the most difficult processes. They check materials, preparation times and methods, hygiene and correct functioning of equipment. They plan staff tasks and hours. They are responsible for apprentices, planning menus and buying raw materials. They supervise communication of orders and deliveries to the kitchen and restaurant and report to the food and beverage manager.

Sous chefs are usually part of larger kitchens. They support the chef de cuisine and substitute him/her when absent. In particular, they supervise the use of raw materials, dishes and equipment; do some preparation and take charge of preserving and storing foods. They also check maintenance and hygiene of equipment and premises, as well as communication between the different kitchen sectors.

The **chef de partie** substitutes the sous chef in smaller restaurants. They are technicians, who prepare the dishes, check the quality of raw materials and the maintenance and hygiene of the equipment and premises like the sous chefs. Besides that, they assign the tasks, coordinate their subordinates and manage orders and deliveries from suppliers. The final task they share with the chef de cuisine when there is no sous chef, is trying new dishes or different preparation techniques and new equipment if necessary.

Finally, there are **commis chefs**, who work at an operational level. They usually take care of meal preparation, organise basic ingredients and carry out simple activities during the preparation of dishes. They must also check quality of products, quantity of food and correct functioning of equipment.



3 Match the photos with these activities from the text.

- 1 ☐ buying raw materials
2 ☐ giving directions

- 3 ☐ planning menus
4 ☐ preparing dishes



4 Read the text again. Complete the diagram with the additional tasks for each role. Start from the inside and work out!

_____ chef

- takes care of _____ preparation
- organises basic _____
- carries out _____ activities
- checks _____ and _____ of food
- checks correct functioning of _____

Chef de _____

- checks _____ and _____ of equipment and premises
- assigns _____, coordinates _____
- manages _____ and _____ from suppliers
- promotes new dishes and _____
- promotes new _____

_____ chef

- _____ the chef de cuisine and substitutes him/her when _____
- preserves and stores _____
- checks _____ between the different kitchen _____

Chef de _____

- manages the _____
- gives _____ on _____ preparation
- takes _____ about _____ and service to the _____
- does the most _____ processes
- checks _____, preparation _____ and methods
- plans staff _____ and _____
- is responsible for _____, planning _____ and buying _____ materials
- supervises _____ of orders and _____ to the _____ and restaurant

5 Write a short job description. Remember to write what the responsibilities are and who the person reports to, but do not write the job title so that your classmates have to guess which job you are describing.

This person is responsible for...

6 Read the text about front-of-house staff and decide if the sentences below are true (T) or false (F).

The kitchen staff team plays a vital role in ensuring that diners enjoy their food, but it is the front-of-house team who interact directly with customers and determine whether they enjoy their culinary experience. To do this, they need to be polite, friendly, helpful and skilful.

In hotels or important restaurants there is often a **maitre d'hotel**, responsible for managing bookings, finding tables for customers, assigning serving areas to waiting staff and supervising their work as well as dealing with any customer complaints.

The **head waiter** is second in command and supervises service in a particular area of a restaurant, but in smaller restaurants carries out the tasks of the maitre d'hotel.

The **captain**, also called the chef de rang, is usually responsible for running one area of the restaurant and supervising the work of two or three staff members. In particular the communication between the kitchen and the front-of-house, allocating tasks and monitoring service.

Waiters/Waitresses serve the customers during their meal by taking orders, setting the tables and bringing out food when it is ready.

In addition in larger restaurants there are **busboys** and **busgirls**, who do basic tasks such as clearing tables or bringing bread and water to the tables.

There are also some specialist roles front-of-house. There is often a **food and beverage manager** who is responsible for the overall running of a restaurant: planning the menu with the chef de cuisine; creating the right atmosphere and ambience; hiring staff; managing bookings; and meeting and greeting customers.

This last task can also be the responsibility of a **host/hostess**, who takes bookings, welcomes customers to the restaurant and shows them to their tables.

The **wine waiter** or sommelier, usually only present in more formal restaurants, is responsible for choosing wines, recommending and serving them to customers.

The **bartender** prepares drinks for customers during their meal, giving them to the waiters to take to the tables. When there is no sommelier, the bartender may be responsible for a restaurant's wine stock.



- 1 Kitchen staff, not front-of-house staff, determine whether customers enjoy their culinary experience. F
- 2 Front-of-house staff must be friendly and polite. _____
- 3 The maitre d'hotel is responsible for dealing with customer complaints. _____
- 4 All restaurants have a maitre d'hotel and a head waiter. _____
- 5 The captain is the manager or the owner of the restaurant. _____
- 6 He/She supervises communication between the kitchen and front-of-house. _____
- 7 Waiters and waitresses do not take orders from customers. _____
- 8 Busboys and busgirls clear tables and bring bread and water to the tables. _____
- 9 The restaurant manager or the host/hostess can manage bookings and greet customers. _____
- 10 The bartender is never responsible for choosing wines for a restaurant. _____

7 Complete the conversations below between customers and different front-of-house staff with the expressions from the box. Then listen and check your answers.

Conversation 1

booked a table for two I'll call you
~~Madam~~ what's your name
 would you like to have

Hostess: Good evening (1) *Madam*.
 Good evening Sir.

Man and woman: Good evening.

Hostess: Have you (2) _____?

Man: Yes, we booked a table
 (3) _____.

Hostess: (4) _____, Sir?

Man: Mr Kilburn.

Hostess: (5) _____
 a drink at the bar and
 (6) _____
 when your table is ready?

Man and woman: Thank you.

Conversation 2

you're welcome a glass of dry white
~~some drinks~~ take a seat I'll have

Bartender: Good evening. Would you like to order (7) *some drinks*?

Woman: Yes, please. I'll have
 (8) _____

wine, please.

Man: And (9) _____
 a pint of lager, please.

Bartender: Please (10) _____
 and I'll bring your drinks over.

Man and woman: Thank you.

Bartender: (11) _____.

Conversation 3

meat dishes recommend the fish
there is a very good we'd prefer

- Woman: What would you (12) *recommend*?
Wine waiter: Well, if you are having (13) _____
I recommend a white wine like Sauvignon Blanc.
Man: No, I think we're both having (14) _____.
Wine waiter: In that case, (15) _____
Merlot or a Shiraz.
Woman: (16) _____ the Merlot, please.

Conversation 4

here are the menus
to take your orders your table is ready

- Hostess: (17) *Your table is ready*. Would you like to follow me?
Man and woman: Thank you.
Hostess: (18) _____. The waiter will be here (19) _____ as soon as you are ready.

- 8 Work in pairs. Look at the information below and role play similar conversations in a restaurant. Use the conversations in exercise 7 to help you.

Conversation 1

- Student A: you are a host/hostess – there are no free tables so ask the customer to wait at the bar.
Student B: you are a customer – you booked a table for four at 8 p.m.

Conversation 2

- Student A: you are a customer – you want a glass of mineral water.
Student B: you are a bartender – ask if the customer wants still or sparkling water.

Conversation 3

- Student A: you are a customer – ask the wine waiter to recommend some wine. You want to eat fish.
Student B: you are a wine waiter – recommend two red wines, then two white wines.

Conversation 4

- Student A: you are a waiter/waitress – invite the customer to follow you to the table and ask if he/she is ready to order.
Student B: you are a customer – say you want to wait for your friends to arrive.

MY GLOSSARY

bartender /bə'tendə/
to book a table /tə bʊk ə 'teɪbl/
busboy/busgirl /bʌsbɔɪ/ 'bʌsgɜ:l/
captain /kæptɪn/
chef de cuisine /ʃef də kɥizin/
chef de partie /ʃef də parti/
to clear (a table) /tə klɪə ə 'teɪbl/
commis chef /kə'mi ʃef/
customer complaint /kʌstəmə kəmpleɪnt/
to deal with /tə diəl wɪð/
delivery /drɪ'lɪvəri/
diner /daɪnə/
front-of-house /frʌntəv'haʊs/
head waiter /hed 'weɪtə/
to hire staff /tə haɪə stɑ:f/

host/hostess /həʊst/ /həʊstɪs/
maintenance /meɪntɪnəns/
maitre d'hotel /metrə də ,həʊtel/
to manage bookings /tə 'mænɪdʒ 'bʊkɪŋz/
to plan the menu /tə plæn də 'menju:/
premises /pre'mɪsɪz/
to preserve /tə prɪ'zɜ:v/
raw material /rɔ: mə'tɪəriəl/
serving area /sɜ:vɪŋ 'eəriə/
to set the table /tə set ðə 'teɪbl/
sous chef /su ʃef/
to store /tə stɔ:/
task /tɑ:sk/
waiting staff /weɪtɪŋ stɑ:f/
wine stock /waɪn stɒk/

3

Clothes and Personal Hygiene

1 Decide if these sentences are true (T) or false (F).

- 1 Chefs only wear a uniform to look good.
- 2 The clothes they wear are practical and comfortable.
- 3 Kitchen staff uniforms are mostly white so you can see any dirt.
- 4 Clothes do not protect people against germs.

F

2 Read the introduction to kitchen staff clothes and check your answers.

Kitchen staff wear uniforms for different reasons: to identify the professional role, so chefs can do their job, and for personal hygiene and safety. You can always recognise a chef by his/her uniform but the clothes are also practical and comfortable enough to work safely and efficiently in the kitchen environment. The uniform is mostly white in colour so that you can see any dirt and the clothes protect against germs that can cause food poisoning.

3 Read the rest of the text about kitchen staff uniforms and label the clothes with the words in bold in the text.

The most famous part of the chef's uniform is the **toque**, the chef's hat. It is usually made of white paper or material and it covers hair, which should be clean and short to avoid any contact with food or dirt.

Nowadays some chefs prefer to wear a **bandana**, a piece of coloured material, which is also hygienic as it completely covers hair.

Some chefs also wear a **triangle**, a kind of scarf usually made of cotton, rolled up around the neck to absorb sweat and stop the neck from getting cold.

Another important garment is the chef's **jacket**, which is usually made of good quality white cotton, heat-resistant and easy to wash. Jackets are usually double-breasted with special material or plastic buttons, which do not melt or drop into food. This kind of jacket is quickly removed in an emergency or reversed if it becomes stained on one side. Wide roll-up sleeves aim to protect arms from heat and burns.

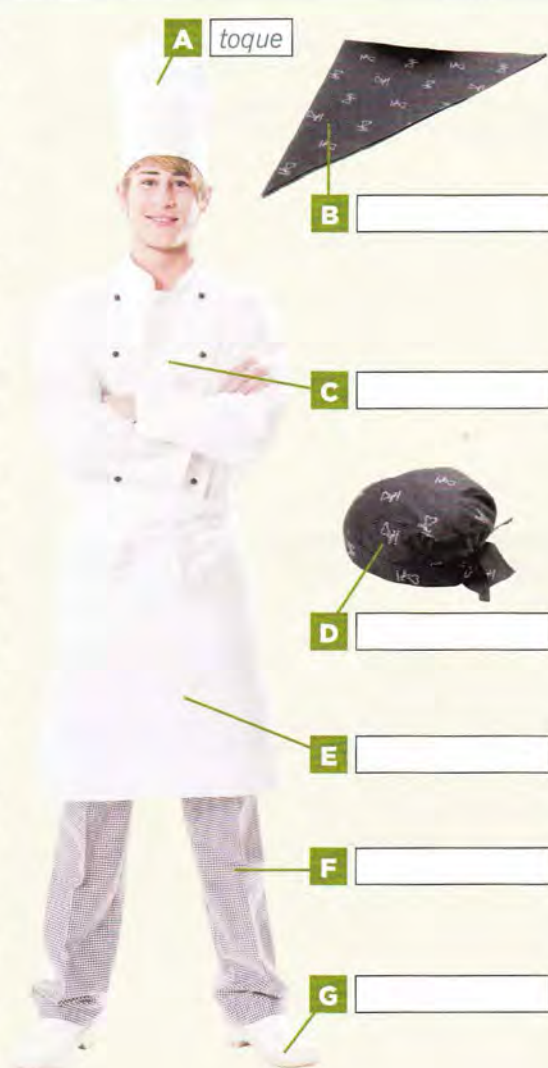
Kitchen staff must carefully tie an **apron** around their waist, making sure it covers them right down to their ankles and folding it over at the top to provide extra heat protection. They should be careful to cover the knot so that it cannot catch in anything causing danger.

The torchon is a piece of material used to pick up and move hot things and should always be tied to the apron.

Chefs' **trousers** need to be made of nonflammable material without a hem, because bacteria can grow there. Some women wear a skirt, which meets the same standards.

Chefs wear comfortable, lightweight **shoes** made of leather or another natural material as they stand up all day. Non-slip soles, a thick upper part and a protective steel cap are all important details to help avoid burns or accidents.

Before work, chefs put their own clothes away to prevent possible contamination and all staff wear clean uniforms every day.



4 Match these words and expressions from the text with their definitions.

- | | |
|----------------|---|
| 1 accident | a <input type="checkbox"/> a substance that makes something unclean |
| 2 burn | b <input checked="" type="checkbox"/> a sudden event that can cause someone damage or injury |
| 3 stained | c <input type="checkbox"/> to change a solid into a liquid by heating it |
| 4 to melt | d <input type="checkbox"/> liquid that forms on your skin when you are hot |
| 5 dirt | e <input type="checkbox"/> not likely to cause illness or disease |
| 6 to fold | f <input type="checkbox"/> something accidentally marked with liquid |
| 7 hem | g <input type="checkbox"/> something that does not catch fire easily |
| 8 hygienic | h <input type="checkbox"/> the bottom edge of something like a dress turned up to make it shorter |
| 9 nonflammable | i <input type="checkbox"/> damage from something hot |
| 10 sweat | j <input type="checkbox"/> to turn one part of something over another |

5 Read these kitchen rules and complete them with the missing information from the box. You can refer back to the text for help.

accidents ankles apron burns clean cover don't emergency hair jacket materials
move neck shoes short top pick up triangle trousers waist wear

- Keep your hair (1) *short* and (2) _____.
- (3) _____ your (4) _____ with a toque or a bandana.
- Wear a (5) _____ to keep your (6) _____ warm and dry.
- Make sure you can take your (7) _____ off easily in an (8) _____.
- Tie your (9) _____ at your (10) _____, fold it over at the (11) _____ and make sure it covers your (12) _____.
- Use a torchon to (13) _____ and (14) _____ hot things.
- (15) _____ nonflammable (16) _____ to protect you from fire.
- (17) _____ put a hem in your (18) _____ or skirt.
- Avoid (19) _____ or (20) _____ by wearing anti-slip soles and protective steel cap (21) _____.

6 4 Listen to the conversation between the head chef and a new commis chef on his first day at work and put a tick (✓) next to the correct things and a cross (X) next to the incorrect things.

☒ toque ☐ bandana ☐ jacket ☐ buttons ☐ triangle ☐ apron ☐ torchon ☐ trousers ☐ shoes

7 4 Listen again and complete the conversation with the missing information.

- | | | | |
|--------------|---|--------------|--|
| Head chef: | Where's your toque? | Head chef: | Let me look at your trousers... Good, they're (4) _____ and there's no (5) _____. |
| Commis chef: | I haven't got one chef, but I've got a bandana. | Commis chef: | No, chef! |
| Head chef: | OK. Wear it then! That jacket should be (1) _____. | Head chef: | But you need to buy new shoes. Those have (6) _____, but they don't have a (7) _____ cap. |
| Commis chef: | I know, chef. Sorry, chef! | Commis chef: | No, chef! Sorry, chef! I'll buy some new ones tomorrow. |
| Head chef: | What are the (2) _____ made of? | Head chef: | One more thing... Put your clothes away in a locker. You can't leave them out like that. There may be (8) _____ on them. |
| Commis chef: | They're plastic, chef. | Commis chef: | Right away chef! |
| Head chef: | Hmm! Have you got a triangle? | Head chef: | At least your uniform is clean, which is something! |
| Commis chef: | No chef, but I've got a long apron. | | |
| Head chef: | Good! Tie it carefully around your (3) _____ and fold the top over. | | |
| Commis chef: | Like this chef? | | |
| Head chef: | That's right, but you need to tie your torchon to your apron. | | |
| Commis chef: | Yes, chef! | | |

8 Match the personal hygiene symbols you see in a kitchen with the expressions below.



- 1 ☒ **D** cover cuts with plasters
2 ☐ disinfect work stations

- 3 ☐ do not sneeze over food
4 ☐ no smoking

- 5 ☐ wash your hands
6 ☐ wear disposable gloves

9 How much do you know about personal hygiene in the kitchen? Do this quiz and find out!

- 1** What parts of the human body can often lead to food contamination?
A Feet.
B Hands.
C Head.

- 2** When should you wash your hands if you're working in the kitchen?
A Frequently during the day.
B Once before starting work.
C Twice, before starting and after finishing work.

- 3** Why shouldn't you transit from dirty to clean areas?
A It causes contamination.
B It makes a mess.
C It's rude.

- 4** Which of these things should you not do in a food preparation or storage area?
A Chew gum.
B Eat food.
C Smoke.
D Any of these (A, B, C).

- 5** What should visitors wear when entering a food preparation area?
A Anything they like.
B Protective clothing.
C Their outdoor clothes.

- 6** What should you do if you wear glasses?
A Keep them in your pocket.
B Tie them around your neck.
C Wear contact lenses.

- 7** Why shouldn't you wear nail varnish if you are working in a kitchen?
A It can chemically react with the food.
B It can fall off into the food.
C You can't see if your nails are dirty.

- 8** Why is it a good idea to wear coloured plasters if you have a cut on your hand?
A To make you feel happy.
B White ones get dirty more quickly.
C You can see them if they fall off.

- 9** When should you wear disposable gloves?
A If you have a cut.
B If you're handling delicate foods.
C In both cases.

- 10** What should you do if you feel unwell?
A Don't handle food.
B Tell your supervisor.
C Both of these things.

10 Read this hygiene manual and check your answers.

As kitchen staff you have a vital role to play in hygiene in a food outlet, because you can contaminate foods in many different ways: for example through your skin, in particular your hands, or through your eyes, nose, ears and throat. So what can you do to avoid contamination of food?

- Carefully wash and dry your hands before handling food, and wash and dry them again frequently during work. Dry your hands with clean towels, disposable paper towels or under a hand dryer.
- Never transit from dirty to clean areas to avoid cross contamination.
- Wear clean protective clothing, such as an apron, overalls or jacket. Visitors should do the same. Keep your personal clothes and other personal items away from where food is stored and prepared.
- Never smoke, chew gum, eat or bring children or animals into a food handling or food storage area.
- Never cough or sneeze over food or where food is prepared or stored.
- If you have long hair, tie it back or cover it and securely tie glasses around your neck.
- Keep your nails short so they are easy to clean and do not wear nail varnish as it can fall off into the food.
- Do not wear jewellery and do not carry any objects such as pens in your pockets, or avoid pockets altogether and use Velcro rather than buttons.
- If you have cuts, make sure they are completely covered by a waterproof plaster or a bandage. Use brightly coloured ones you can see easily if they fall off. Wear disposable gloves over the top of plasters if you have cuts on your hands or when you are handling delicate foods and change them regularly.
- Tell your supervisor and do not handle food if you feel unwell.
- Carefully disinfect your work station after each session.



11 Work in pairs. Choose the five most important personal hygiene rules and design a poster with words and pictures to illustrate them.

MY GLOSSARY

accident /æksɪdənt/ _____
 anti-slip sole /æntɪslɪp səʊl/ _____
 apron /eɪprən/ _____
 bandage /ˈbændɪdʒ/ _____
 burn /bɜːn/ _____
 button /ˈbʌtən/ _____
 to cough /tə kɒf/ _____
 cut /kʌt/ _____
 dirt /dɜːt/ _____
 disposable /dɪsˈpəʊzəbəl/ _____
 double-breasted /ˌdʌbəlˈbrestɪd/ _____
 to fold /tə fəʊld/ _____
 food poisoning /fuːd ˈpɔɪzənɪŋ/ _____
 food storage area /fuːd ˈstɔːrɪdʒ ˈeəriə/ _____
 garment /ˈɡɑːmənt/ _____
 glove /ɡlʌv/ _____
 hand dryer /hænd draɪə/ _____
 to handle /tə ˈhændəl/ _____
 heat /hiːt/ _____
 hem /hem/ _____
 jewellery /ˈdʒuːəlri/ _____

knot /nɒt/ _____
 leather /ˈleðə/ _____
 material /məˈtɪəriəl/ _____
 to melt /tə melt/ _____
 nail varnish /neɪl ˈvɑːnɪʃ/ _____
 nonflammable /nɒnˈflæməbl/ _____
 overalls /əʊvəɔːl/ _____
 protective steel cap /prəˈtektɪv stiːl kæp/ _____
 roll-up sleeve /rəʊlʌp sliːv/ _____
 safely /seɪfli/ _____
 securely /sɪkjʊəli/ _____
 to sneeze /tə sneɪz/ _____
 stained /steɪnd/ _____
 sweat /swet/ _____
 to tie /tə taɪ/ _____
 toque /tɒk/ _____
 torchon /tɔːʃɔːn/ _____
 triangle /ˈtraɪæŋɡl/ _____
 waist /weɪst/ _____
 waterproof plaster /wɔːtəpruːf ˈplɑːstə/ _____
 wide sleeve /waɪd sliːv/ _____