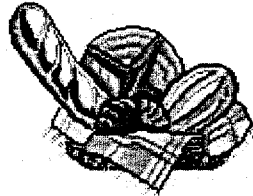


Taking an Order for Western Food
By Manta Supanakorn

Taking an Order for Western Food

Taking a Breakfast Order



Types of Breakfast

Hotels tend to offer different types of breakfast to serve their guests' needs. Guests can order from an a la carte menu or a set menu. The followings are two main types of western breakfast which are typically served in Thai hotels.

American Breakfast

It is a heavy morning meal consisting of:

- ∪ a choice of fresh fruit, fruit juice or cereal
- ∪ eggs cooked in any styles served with meat products
- ∪ a choice of bakery products served with preserves
- ∪ beverage

Continental Breakfast

This is a light morning meal consisting of:

- ∪ a choice of fresh fruit, fruit juice or cereal
- ∪ a choice of bakery products served with preserves
- ∪ beverage

Vocabulary Exercise: Following is a list of breakfast food items. Put them in the correct categories below.



sugar pops pomelo *scrambled* hot chocolate brioche *Danish pastry* coffee
orange juice *ripe papaya* **bacon** omelette porridge *carrot juice* croissants
plain toast *fried* ham muffins **corn flakes** chicken liver tea **sausage** *pineapple*
poached warm milk **rolls** *raisin bread* grape juice boiled **water melon** muesli

Fresh fruit:



Fruit juice:



Cereal:



Bakery products:



Styles of cooking eggs:



Meat:



Beverage:



Reading Exercise: Read and study the following dialog.



Situation: The captain is taking breakfast order.

Captain: Good morning. How are you this morning?

Guest 1: Fine. Thank you.

Guest 2: Very well. How about you?

Captain: I'm fine. Thank you. Would you like to order now? Today's special is soft-boiled rice with shrimp.

Guest 1: Umm...sounds good to me. I'll have that.

Captain: Soft-boiled rice with shrimp. And what would you like to order, sir?

Guest 2: I'd rather have the Continental breakfast. I'll have a glass of orange juice.

Captain: A glass of orange juice. And would you like toast, muffins, brioches or croissants, sir?

Guest 2: Brioches, please.

Captain: Brioches and would you like tea or coffee?

Guest 2: Tea.

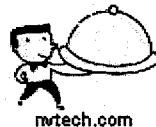
Captain: And would you like tea or coffee, madam?

Guest 1: Err...tea for me also.

Captain: Two orders of tea. Would you like anything else?

Guest 1: That's all for us.

Captain: It will take just a few minutes.



Listening Exercise: Listen to the dialog and list the food items that are



ordered.

Situation: A guest is ordering breakfast.

American Breakfast / Continental Breakfast

Fresh fruit or fruit juice:

Cereal:

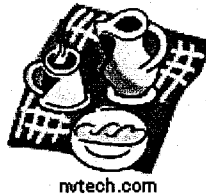
Bakery product:

Egg dish with meat:

Beverage:



Speaking Exercise: Work with your partner. One student is a guest and another is an order taker. Use the following menu to order an order of American Breakfast or Continental Breakfast.



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Milford Coffee House Breakfast Menu



rvtech.com



rvtech.com

Continental Breakfast

Fruit juice, fresh fruit or cereal

Toast or bread roll served with preserves

Coffee, tea, milk and hot chocolate

B 150

American Breakfast

Fruit juice, fresh fruit or cereal

Toast or bread roll served with preserves

Two fresh eggs any style with ham bacon or sausage

Coffee, tea, milk or hot chocolate

B 180

Bread & bakery products

Croissants, brioche, Danish pastries

Muffins, rolls, buns or toast

B 40

Beverage

Hot or cold coffee, tea, milk, or chocolate

B 30

Fresh fruit

Fruit in season or mixed fruit salad

B 70

Fruit juice

Freshly squeezed orange, pineapple juice,

Carrot juice or lemon juice

B 70

Cereal

Corn flakes, sugar pops, wheat or
porridge

B 70

Egg dishes

Fried, scrambled, poached or boiled eggs

B 30

Omelette, bacon or sausage

B 70

Taking an Order for Western Lunch and Dinner

A western meal consists of several courses. One course is served and eaten at a time. When ordering a meal, diners tend to order courses with different main ingredients. Following are the courses that diners usually order.



Course 1: Appetizer or Hors d'oeuvre

This is a dish that will help to increase the diner's appetites. The examples of are cold hors d'oeuvre and goose liver pate.

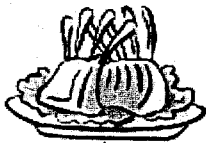
Course 2: Soup or Potage

There are two main types of soup: clear soup and thick soup. The examples of clear soup are green pea soup and beef consommé. The examples of thick soup are mussel cream soup and mushroom cream soup.



Course 3: Main Courses or Entrees

This dish is the main part of each meal. The main dish usually consists of meat such as pork chop or steak served with vegetables such as mashed potatoes with cooked vegetables. Various types of salad such as mixed salad or coleslaw served with a dressing such as Thousand Island.



Course 4: Dessert

There are different types of hot or cold dessert that are served. An example of hot dessert is a fruit pie. An example of a cold dessert is an ice-cream.



Course 5: Tea or Coffee

Rocco Restaurant

roast turkey with mashed potatoes

Mai Thai

tomato soup

rice pudding

hot hors d'oeuvre

tea

seafood salad



Rocco Restaurant

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Baltica Restaurant

red burgundy

smoked salmon and tuna

walnut chocolate moose

barbecued pork spare-ribs

sparagus cream soup

campari bitters

black coffee

crab meat salad



Baltica Restaurant

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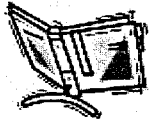
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Reading Exercise: Read and study the following dialogue.



Situation: A captain is taking a western meal order.

- Captain:** Good evening. Are you ready to order, madam?
Diner: Err... yes. I'll start with pate maison.
Captain: Pate maison and which soup would you like?
Diner: I'll try asparagus soup.
Captain: Yes, madam. Asparagus soup. And what would you like for your main dish?
Diner: It's hard for me to decide. What's the special of the house?
Captain: Our specialty is grilled blue river lobster with lemon sauce.
Diner: I'm not very fond of seafood.
Captain: In this case, I suggest Porterhouse steak which is a beef dish.
Diner: Sounds good to me. I'll try that
Captain: How would you like it done, madam?
Diner: Well done, please.
Captain: Well done Porterhouse steak. Would you like any salad to go with your main dish?
Diner: Yes, I'll have mixed vegetables salad.
Captain: What dressing would you like to go on your salad?
Diner: Let me see... I'll try Italian dressing.
Captain: Mixed vegetable salad with Italian dressing. What would you like to drink, madam?
Diner: A carafe of red wine for me please.
Captain: A carafe of red wine. Would you like anything else?
Diner: No, thanks.
Captain: I'll attend your order right away madam
(After the diner finished the main course)
Captain: Was everything satisfactory madam?
Diner: Very good.
Captain: Thank you. Would you care for some dessert?
Diner: I'll try strawberry pie a la mode.
Captain: Very good, madam. And tea or coffee?

Diner: Black coffee.

Captain: Strawberry pie a la mode and black coffee. Would you like anything else?

Diner: No, thanks.

Captain: It won't take long, madam.

Listening Activity: Listen to the dialog and list the food items that are ordered.



Situation: A diner is ordering a western meal.



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Appetizer:

Soup:

Main course:

Salad:

Drinks:

Desert:

Tea or coffee:



Speaking Exercise: Work with your partner. One student is a guest and another one is an order taker. Use the following menu and perform one of the following situations.

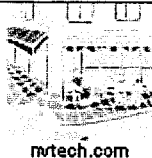


Situation One: A guest is ordering a three-courses lunch including soup, entrée and dessert

Situation Two: A guest is ordering a four courses dinner including appetizer, entrée, dessert and beer



Aromy Restaurant



Appetizer

- Cold hors' oeuvre
- Hot hors' oeuvre
- Shrimp Cocktail
- Mini Steak Tartare

Dessert

- Chocolate pudding
- Apple pie a la mode
- Strawberry walnut ice cream
- Fruit salad
- Lemon cheese cake

Soup

- Norwegian green pea soup
- French seafood soup
- Cream of mushroom soup
- Chicken cream soup

Drinks

Aparatif

- Martini, Campari ,Cinzano Wine
- White wine: Retsina, Burgundy
- Red wine: Barrolo, Pinot, Carbernet

Entrée

- Pork Cutlet with apple sauce
- Trout with dressing
- Fillet of U.S. Beef
- Roast with orange sauce
- Chicken breast a la Kieve

Liqueur

- Cherry Brandy, Peppermint, Advocat

Beer

- Singha, Heineken, Budweiser, Miller

Speaking Exercise: Following is a dialog between a guest and a captain.



However, the captain seems unprofessional. Work with your partner to rewrite the inappropriate expressions.

Situation: The captain is taking an order for a western dinner.

- Captain:** Hello. Ready to order?
Guest: I'll start with shrimp cocktail.
Captain: Good. How about soup?
Guest: Tomato soup.
Captain: What's next?
Guest: Pork chop.
Captain: OK. Any salad?
Guest: No, thanks.
Captain: What do you want to drink?
Guest: A glass of red wine.
Captain: Good. That's all, right?
Guest: That's all.
Captain: Hang on for few minutes, OK?



Teacher's Manual

Taking an Order for Western Food

Course: *English for Hotel Personnel*

Type of course: *Academic Service Course*

Target Students: *Hotel Personnel*

Number of Students: *15-20*

Length: *6 hours*

Teaching aids: *worksheets*

Objectives:

- *To familiarize students with the vocabulary and expressions used in taking an order of a Western meal*
- *To develop students' listening and speaking skills concerning about taking an order of a Western meal*

Taking an Order for Western Food

Taking a breakfast order

Getting Started

Suggested Procedure: / You may start with the questions such as:

Do you like eating Western food?

Have you ever ordered any Western food?

What is your favorite Western dish or dessert?

What are the difference between Western food and Thai food?

/ Let the students share their experience and lead them to the material.

Type of Breakfast (see p. 1)

Type of activity: / individual work and class work

Time: / 5-10 min.

Objective: / To provide the knowledge about western breakfast which is normally served in hotels

Suggested Procedure: / You may encourage your students to read the text for just a few minutes and give them an explanation.

Vocabulary Exercise

Type of activity: / individual work

Time: / 10- 15 min.

Objective: / To provide students a list of vocabulary concerning about breakfast items.

Suggested procedure: / Encourage students to work individually.
/ Check the answers by having them written on the board or having them answered orally.

Answer key:

Fresh fruit: *pomelo, ripe papaya, pineapple, watermelon*

Fruit juice: *orange juice, carrot juice, grape juice*

Cereal: *sugar pops, corn flakes, muesli, porridge*

Bakery products: *croissants, muffins, raisin bread, rolls, Danish pastry, plain toast, whole wheat toast, brioche*

Style of cooking eggs: *omelets, fried, boiled, poached, scramble*

Meat: *bacon, ham, chicken liver, sausage*

Beverage: *hot chocolate, coffee, tea, warm milk*

Reading Exercise

Type of activity: / class work

Time: / 10-15 min.

Objective: / To provide student the model dialog to practice taking an order for breakfast

Suggested Procedure: / Choose three students to read aloud to the class or encourage them to read individually.

/ Ask student to tell the steps when taking an order.

Expressions: / Asking a guest if he is ready to order

Are you ready to order now?

May I take your order now, please?

Have you decided what you'd like to order?

Listening Exercise

Type of activity: / individual work

Time: / 10-15 min

Objective: / To practice students' listening skill

Suggested procedure: / You may play the tape once or twice.

/ Check their answers by having them given the answers orally.

Tape Script:

Listening Activity: A guest is ordering breakfast.

Captain: Good morning, how are you this morning, sir?

Guest: Very well, and you?

Captain: I'm fine, thank you, sir. Have you decided what you'd like to order?

Guest: I'll have an American breakfast.

Captain: Would you like fresh fruit or fruit juice, sir?

Guest: Fresh fruit – ripe papaya.

Captain: Ripe papaya and how would you like to have your eggs done, boiled, poached, scrambled or fried?

Guest: Boiled eggs for 3 minutes.

Captain: Boiled eggs for 3 minutes. And would you like ham, bacon, or sausage, sir?

Guest: Bacon and also fresh rolls, please.

Captain: Yes, bacon and fresh rolls. And would you like tea or coffee, sir?

Guest: I'd rather have coffee.

Captain: Very good, sir. An order of ripe papaya, boiled eggs for 3 minutes, bacon, fresh rolls and coffee. Would you like anything else?

Guest: No, thanks.

Captain: It will take just a few minutes, sir.

Answer key:

American breakfast

Fresh fruit: *ripe papaya*

Cereal: -

Bakery product: *fresh rolls*

Egg dish with meat: *bacon and boiled eggs for 3 minutes*

Beverage: *coffee*

Speaking Exercise

Type of activity: / pair work

Time: / 20-30 min.

Objective: / To provide students opportunity to practice their speaking skill when taking an order for breakfast.

Suggested procedure: / Choice 1: Put them in pairs; let them decide and make up a dialog together; set the place; have each pair role play in front of the class.

/ Choice 2: Give them few minutes to have a look in the menu; set the place; put them in pairs unpredictably; and have each pair role play in front of the class.

/ For both choices, try to encourage the rest student to listen by asking some questions e.g.

Which type of the bakery products did the guest order?

Which type of egg dish does the guest order?

Things to check: / Check whether they first greet the guest politely.

/ Check whether they include all the food items based on each type of breakfast

/ Check whether they make sure that what they have recorded is correct.

Taking an Order for Western Lunch and Dinner

A western meal

Type of activity: / individual work and class work

Time: /5-10 min.

Objective: / To provide the knowledge about western lunch or dinner which are normally served in hotels

Suggested Procedure: / You may encourage your students to read the text for just a few minutes and give them an explanation.

Vocabulary Exercise

Type of activity: / individual work

Time: / 10- 15 min.

Objective: / To provide students a list of vocabulary concerning about western food items.
/ To have them realize the proper order when asking a guest and serving food

Suggested procedure: / Encourage students to work individually.
/ Check the answers by having them written on the board or having them answered orally.

Answer key:

Bacardi Restaurant: *vermouth, shrimp cocktail, French onion soup, poached salmon with white sauce, lettuce and tomato salad, white wine, fresh strawberry and cream and coffee.*

Rocco Restaurant: *Mai Tai, hot hors d'oeuvre, tomato soup, roast turkey with mashed potato, seafood salad, rice pudding and tea.*

Baltica Restaurant: *Campari bitters, smoked salmon and tuna, asparagus cream soup, barbecued pork spare-ribs, crab meat salad, red burgundy, walnut chocolate moose and black coffee.*

Reading Exercise

- Type of activity: / class work
- Time: / 10-15 min.
- Objective: / To provide student the model dialog to practice taking an order for lunch or dinner
- Suggested Procedure: / Choose three students to read aloud to the class or encourage them to read individually.
- / Ask student to tell the steps when taking an order.
- Expressions: / Asking a diner what he would like to have
- What would you like to have?
 - What kind of food would you like?
 - What would you like to start with?
 - What would you like as a starter?
- / Making a recommendation
- I'd suggest
 - I'd recommend
 - Today' s special is
 - We are famous for
 - Our speciality is
- / Finding out if everything is all right
- Is everything all right?
 - Have you enjoyed your meal?
 - May I get something else?
 - Would you like anything else?
 - Is everything satisfactory?
- / Telling a diner to wait for the food
- I'll attend to your order right away, sir.
 - It'll take just a few minutes, sir.
 - It won't take long, sir.

Listening Exercise

Type of activity: / individual work
Time: / 10-15 min
Objective: / To practice students' listening skill
Suggested procedure: / You may play the tape once or twice.
/ Check their answers by having them given the answers orally.

Tape script

Listening Activity: The captain is taking a western meal order.

Captain: Good evening, sir. Would you like to order now?
Diner: Yes, I'll start with shrimp cocktail.
Captain: Yes, sir. Shrimp cocktail. What kind of soup would you like, sir?
Diner: What's the soup of the day?
Captain: We have Italian minestrone and French seafood, sir.
Diner: Err...I think I'd rather have sweet corn soup.
Captain: Sweet corn soup and what would you like as your entrée, sir?
Diner: Well, roast lamb with mint sauce sounds good to me.
Captain: How would you like it done, sir?
Diner: Medium rare.
Captain: Medium rare roast lamb with mint sauce. Would you like any salad to go with your meal, sir?
Diner: No, thanks.
Captain: What would you like to drink, sir?
Diner: A glass of red wine would be nice.
Captain: A glass of red wine. Would you like anything else?
Diner: No, that's all.
Captain: I'll attend your order right away, sir.
(After the diner finished the main course)
Captain: How do you like your meal, sir?
Diner: Superb!
Captain: Thank you. Would you like to order dessert, now?
Diner: What are you famous for?

Captain: We are famous for lemon cheese cake and chocolate walnut ice cream sir.
Diner: I'll have lemon cheese cake.
Captain: Lemon cheese cake and would you like tea or coffee?
Diner: Black coffee.
Captain: Would you like anything else?
Diner: No, thanks.
Captain: It'll take just a few minutes, sir.

Answer key

Appetizer: *shrimp cocktail*
Soup: *sweet corn soup*
Main dish: *medium rare roast lamb with mint sauce*
Salad: -
Drinks: *red wine*
Dessert: *lemon cheese cake*
Tea/ coffee: *black coffee*

Speaking Exercise

Type of activity: / pair work
Time: / 20-30 min.
Objective: / To provide students opportunity to practice their speaking skill when taking an order for breakfast.
Suggested procedure: / Choice 1: Put them in pairs; let them decide and make up a dialog together; set the place; have each pair role play in front of the class.
/ Choice 2: Give them few minutes to have a look in the menu; set the place; put them in pairs unpredictably; and have each pair role play in front of the class.
/ For both choices, try to encourage the rest students to listen by asking some questions e.g.
Which appetizer did the guest order?

Which main course did the guest order?

Which dessert did the guest order?

- Things to check:
- / Check whether they first greet the guest politely.
 - / Check whether they give a recommendation
 - / Check whether they ask the guest the questions in a proper order starting from appetizer, soup, main course with salad, drink and dessert.
 - / Check whether they make sure that what they have recorded is correct
 - / Check whether they politely inform the guest to wait.
 - / Check whether they check that everything is all right.

Writing Exercise

Type of activity: / pair work

Time: / 10-15 min.

Objective: / To have students realize the use of polite language when taking an order.

Suggested procedure: / Have students read the dialog; put them in pairs; let them discuss and make a new version of the dialog and have 2-3 pairs present their new versions in front of the class.

Key answer

Captain: *Good evening. Are you ready to order?*

Guest: I'll start with shrimp cocktails.

Captain: *And what soup would you like?*

Guest: Tomato soup.

Captain: *What would you like for your main dish?*

Guest: Pork chop.

Captain: *Would you like salad to go with your meal?*

Guest: No, thanks.

Captain: *What would you like to drink?*

Guest: A glass of red wine.

Captain: Would you like anything else?

Guest: That's all.

Captain: It won't take long, sir.

Notes: you may look for other expressing in the reading exercise.