

# GET THINKING CATERING

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### CATERING

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# COOKING

## Working in a professional kitchen

### The early bird gets the best equipment!

Life in a professional kitchen can be incredibly busy. We have all seen TV programs with professional chefs **shouting** orders at kitchen staff, waiters hurrying in and out and exhausted, kitchen aids crying into their aprons! It doesn't seem like a place for quiet reflection but as sous chef Francesco Daniels explains – in a professional kitchen there are moments of intense pressure but there are moments of serenity too.

"My working day is very long – often I don't finish until after midnight when the last customers leave. Luckily I don't work every day! As a sous chef I have a lot of responsibility. I **manage** the kitchen and the staff and I make sure that everyone knows what they are doing.

My day starts early – I like to be the first person to arrive, so I'm here before 8 in the morning most days. In this quiet time in the kitchen there is a sense of calm – all the mixing bowls are organised tidily, the trays are clean and the work surfaces shine, the ladles and knives and spoons are arranged in rows waiting for the day to begin. I breathe in and enjoy these moments of peace. I plan my day – **look over** menus, check **delivery** times and timetables and I also watch the routines of the kitchen **unfold**.



First to arrive are the prep cooks, some like to arrive early so they can get the best equipment. They take their chopping boards, knives, peelers and immediately **set to work** preparing ingredients. They will clean, chop, peel and slice the food ready for the line chefs. The line chefs and pastry chefs arrive a couple of hours later and get the grills or hobs and ovens ready to start cooking. The line chefs do most of the actual cooking – grilling or frying the meat, boiling the vegetables, stirring the sauces etc. and there are moments during their day when they work very quickly. The pastry chefs start a little later, getting ready for the dessert orders but they also have moments of intense stress. I sometimes need to **step in** and help at busy times too.

The head chef arrives later but stays until we serve the very last customer. They **oversee** the entire process and need to be able to manage the team and motivate people, but they also notice the smallest detail down to the correct garnishes, the way the sauce is poured onto the plate, the freshness of our fish! They design the menus and they are very experienced and very **demanding**. I'm there to make sure everyone is working OK and to keep the head chef happy – not an easy job!"

### Glossary

shout – *gridare*  
 manage – *gestire*  
 look over – *controllare*  
 delivery – *consegna*  
 unfold – *rivelarsi*  
 set to work – *mettersi al lavoro*  
 step in – *intervenire*  
 oversee – *supervisionare*  
 demanding – *esigente*

## READING COMPREHENSION

### 1 Read the article quickly and answer the questions.

What is Francesco Daniels' job?

---

What time does Francesco normally start and finish work?

---

### 2 Read the text and decide if the sentences are true (T) or false (F).

- |   | T                        | F                        |
|---|--------------------------|--------------------------|
| 1 They are making a TV programme about the kitchen where Francesco works. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 Working in a professional kitchen is always stressful.                  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 Francesco doesn't work every day.                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 Francesco tidies the kitchen when he arrives.                           | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 The pastry chefs have a relaxing job.                                   | <input type="checkbox"/> | <input type="checkbox"/> |

### 3 Read the article again and write the answers.

1 Who arrives first in the kitchen after Francesco?

---

2 Why do some people like to arrive early?

---

3 What does a line chef do?

---

4 What kind of food does a pastry chef prepare?

---

5 Who is the last to arrive in the kitchen?

---

6 What are some of the responsibilities of a sous chef?

---

### 4 Look at the list of jobs mentioned in the text and explain what each person does.

- 1 prep cook
- 2 line chef
- 3 pastry chef
- 4 sous chef
- 5 head chef
- 6 waiter

1 The prep cooks get the ingredients ready for the line chefs and the pastry chefs.

---



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### 5 **PAIRWORK** Look back at the list of jobs and discuss with a partner which job you would like to do and why.

*I would like to be the head chef because I like to give orders!*

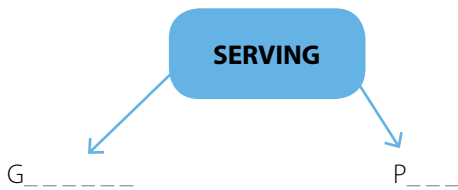
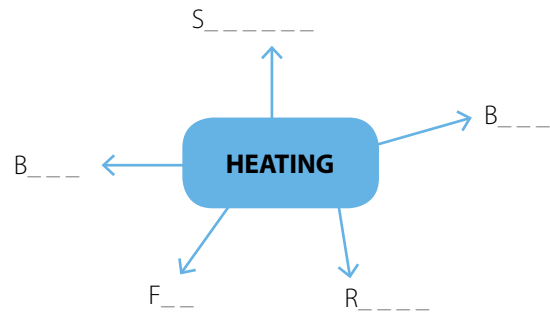
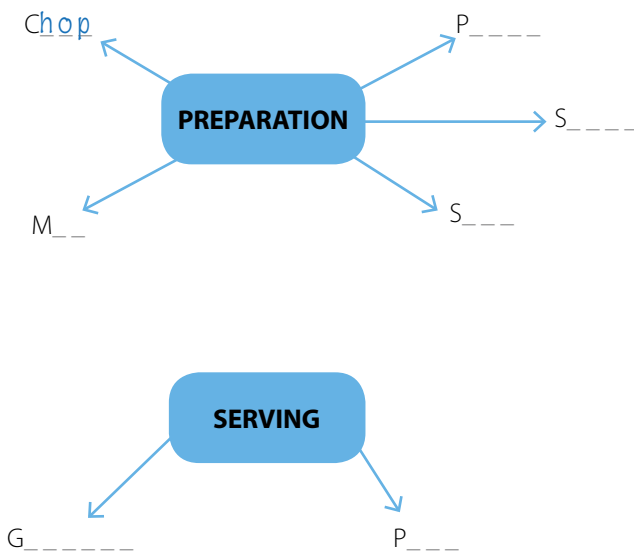
# VOCABULARY 1 – Cooking verbs

## 1 Match the cooking verbs to the correct translation.

versare • tagliare a pezzi • rosolare • guarnire • amalgamare • sbucciare • bollire • cuocere al vapore • affettare • cuocere al forno • mescolare • friggere

- 1 bake *cuocere al forno*
- 2 roast \_\_\_\_\_
- 3 fry \_\_\_\_\_
- 4 boil \_\_\_\_\_
- 5 peel \_\_\_\_\_
- 6 slice \_\_\_\_\_
- 7 chop \_\_\_\_\_
- 8 pour \_\_\_\_\_
- 9 mix \_\_\_\_\_
- 10 stir \_\_\_\_\_
- 11 steam \_\_\_\_\_
- 12 garnish \_\_\_\_\_

## 2 Use the mind maps to organise the cooking verbs.



## 3 Complete the diagrams.

What can you ....?

**BAKE**

*Bread*

---



---



---

**FRY**

---



---



---

**STEAM**

---



---



---

## VOCABULARY 2 – Kitchen equipment

### 1 Match the kitchen equipment 1-12 to the correct definition A-L.

- |    |                |                            |
|----|----------------|----------------------------|
| 1  | tray           | <input type="checkbox"/> J |
| 2  | bowl           | <input type="checkbox"/> A |
| 3  | colander       | <input type="checkbox"/>   |
| 4  | pan            | <input type="checkbox"/>   |
| 5  | ladle          | <input type="checkbox"/>   |
| 6  | whisk          | <input type="checkbox"/>   |
| 7  | apron          | <input type="checkbox"/>   |
| 8  | chopping board | <input type="checkbox"/>   |
| 9  | peeler         | <input type="checkbox"/>   |
| 10 | rolling pin    | <input type="checkbox"/>   |
| 11 | spatula        | <input type="checkbox"/>   |
| 12 | knife          | <input type="checkbox"/>   |

- A Used for mixing and serving food  
 B Used for transferring liquids such as soup from a pot into a bowl  
 C A plastic implement used to spread sauces  
 D A heavy cylindrical object used to flatten and shape pastry  
 E A sharp metal instrument used to chop and cut food  
 F Used to protect your clothes during cooking  
 G Used for separating liquid from solid food, also used for cleaning and washing food  
 H A solid surface, usually wood or plastic for cutting food on  
 I A small implement used to remove skin and outer layer of fruit and vegetables  
 J Used for carrying and presenting food  
 K Used for cooking food in on a hob  
 L Used for vigorously mixing food such as cream

### 2 Complete the instructions with a word from exercise 1.

#### Instructions

- 1) First wash your hands and put on your <sup>1</sup> **apron** to keep your clothes clean.
- 2) Then put the vegetables into a large <sup>2</sup> \_\_\_\_\_ and rinse in cold water until they are clean.
- 3) Then take the <sup>3</sup> \_\_\_\_\_ and remove the skin from the potatoes and carrots.
- 4) Take a sharp <sup>4</sup> \_\_\_\_\_ and chop the vegetables into small pieces.
- 5) Put some oil in a <sup>5</sup> \_\_\_\_\_ and heat, then add the vegetables using a plastic <sup>6</sup> \_\_\_\_\_ to turn from time to time so the vegetables don't stick to the pan.



# BAR AND WAITING

## Seating plans

### It's not who you are, it's where you sit...

You and your friends have just arrived at a restaurant and you're choosing where to sit. You can see all the tables have **placemats, napkins, cutlery** and **side plates** neatly arranged, the condiments are set in the centre of the tables, the **tumblers** and wine glasses **sparkle** – it's all the same, so does it matter where you sit? Actually, yes it does, the table you choose says a lot about your personality.

Some people call ahead and **book** specific tables because this is so important to them. Window tables are always the most popular. Most people look for a table near a window, a wall or in a corner because it gives them a sense of security. The tables in the centre are usually the last ones to be occupied because they make us feel insecure and vulnerable. Interestingly, customers who are eating on their own, tend to choose a table that's hidden away at the back of the restaurant or in an unpopular position, such as near a door.

Our personal space is very important to us and we don't like other people invading it. Walls and furniture help us **define** our own territory. We also position our coats, bags and possessions to show the limits of our space. This is especially true when we have to sit at a table in the centre and we want to keep our distance from other diners.

And it's not only where you choose to sit that sends out **signals** about your personality, even the shape of the table you choose is revealing. A round table

shows that all members in the group feel equal and comfortable with each other. At a rectangular table, the dominant people tend to sit the ends of the table to show that they have power over the others. Small, square tables are great for friendly, informal conversations and create a relaxed atmosphere. This is why they're popular in town centre cafés. Communal tables where different groups sit at one big table don't work very well – it's all about personal space again.

When you are with just one other friend, how do you sit at the table? Sitting face to face creates a private space so couples often choose this. If you sit on the corner, you have the advantage of being able to look around the room as well as at your friend. Sitting **side by side**, at a bar for example while you order drinks, shows cooperation and helps to create a **bond**.

Then there's the seating plan for special occasions, such as weddings. Hosts **agonise** for weeks trying to get the right mix of people sitting together. They use strategies such as putting a quiet person next to a talkative extrovert and they hope to avoid arguments by putting the person with strong opinions on serious subjects next to the fun person who tells good jokes. Some hosts even ask guests to change places after every **course** to encourage them to mix and get to know one another. This isn't always successful, and can be confusing for waiting staff when they are taking orders and bringing the next **course** to the table – but it does mean that you won't have to make polite conversation with an elderly great aunt for the whole meal!



### Glossary

|              |                                  |
|--------------|----------------------------------|
| placemat     | – <i>tovaglietta</i>             |
| napkin       | – <i>tovagliolo</i>              |
| cutlery      | – <i>posate</i>                  |
| side plate   | – <i>piattino</i>                |
| condiments   | – <i>condimenti</i>              |
| tumbler      | – <i>bicchiere da acqua</i>      |
| sparkle      | – <i>brillare</i>                |
| book         | – <i>prenotare</i>               |
| define       | – <i>delimitare</i>              |
| side by side | – <i>l'uno accanto all'altro</i> |
| bond         | – <i>legame</i>                  |
| agonise      | – <i>tormentarsi</i>             |
| course       | – <i>portata</i>                 |

## READING COMPREHENSION

### 1 Read the article and choose the best answer.

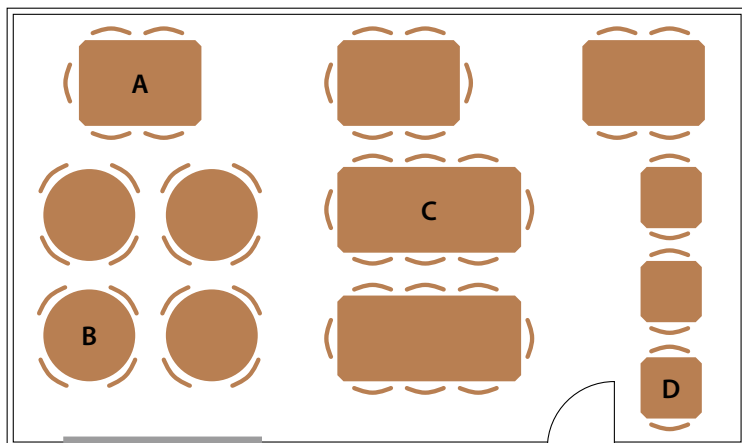
- 1 The article is about
- A choosing furniture for a restaurant.
  - B how diners choose where to sit
  - C making a table reservation

### 2 Read the article again and decide if the sentences are true (T) or false (F). Correct the false sentences.

- 1 The favourite tables in a restaurant are near the windows.
- 2 Single diners prefer tables that are in the centre of the restaurant.
- 3 Diners don't like other people sitting too near to them.
- 4 Leaders can dominate their group best at a round table.
- 5 Big tables where all customers sit together are very popular.
- 6 Sit next to your friend if you want a private conversation.
- 7 If there's a seating plan, guests can't choose where to sit.
- 8 Waiters encourage guests to change places during a meal.

| T                        | F                        |
|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> |

### 3 Read the article again and match tables A, B, C and D to the groups of diners.



- 1 A sales director is taking a colleague and 3 customers out to lunch to discuss a new contract.
- 2 Rachel and Emily are shopping and want a light lunch.
- 3 Leon wants lunch before going to a job interview.
- 4 Maddie and five friends are having lunch to celebrate her birthday

### 4 PAIRWORK Eddie is having a dinner to celebrate his 21<sup>st</sup> birthday. Read about the guests and discuss the best seating plan so that they all have fun. Complete the seating plan.

- Eddie** is the host. It's his 21<sup>st</sup> birthday and he wants to celebrate.  
**Chloe** is a very extrovert drama student. She likes to be the centre of attention.  
**Darren** is a clever university student, but he's very quiet and serious.  
**Theo** loves a party! He's great fun and very talkative.  
**Grace** is interested in other people and works for a music company.  
**George** is studying Political Science at university and he loves serious discussions.  
**Milly** is Eddie's cousin. She doesn't know anyone else at the party.  
**Zoe** is a very popular girl. She is intelligent, kind and very caring. She's a nurse.

|       |         |         |         |
|-------|---------|---------|---------|
|       | 1 _____ | 2 _____ | 3 _____ |
| Eddie |         |         | 4 _____ |
|       | 5 _____ | 6 _____ | 7 _____ |

## VOCABULARY 1 – Table settings

1 Complete the table with the words from the box.

wine glass • knife • napkin • dessert spoon • crystal jug • cup • placemat • salt • tumbler • bowl • pepper •  
tablecloth • side plate • vinegar • saucer • fork • teaspoon • serving spoon • coaster • decanter • tray • serving dish •  
oil • bread basket

| Cutlery | Crockery | Glassware  | Tableware | Condiments | Serving |
|---------|----------|------------|-----------|------------|---------|
| knife   |          | wine glass |           |            |         |

2 Match one verb to each pair of words.

- |         |                                   |
|---------|-----------------------------------|
| 0 bring | A the dessert<br>the first course |
| 1 carve | B the wine<br>the coffee          |
| 2 pour  | C the wine list<br>the bill       |
| 3 order | D the table<br>an extra place     |
| 4 lay   | E the roast beef<br>the ham       |
- 

3 Complete the gaps in the instructions with one word.

### HOW TO LAY A TABLE

- 1 Put a clean **table cloth** on the table.
- 2 Put a p\_\_\_\_\_ in each place.
- 3 Put the k\_\_\_\_\_ on the right, the f\_\_\_\_\_ on the left and the s\_\_\_\_\_ at the top.
- 4 Give each person a t\_\_\_\_\_ and a w\_\_\_\_\_ g\_\_\_\_\_ for drinks.
- 5 Fold the n\_\_\_\_\_ and put it on the right.
- 6 Make sure each person has a p\_\_\_\_\_ and a s\_\_\_\_\_ p\_\_\_\_\_.
- 7 Don't forget to put the s\_\_\_\_\_ and p\_\_\_\_\_ in the centre of the table.
- 8 The b\_\_\_\_\_ b\_\_\_\_\_ also goes in the centre of the table.



VOCABULARY 2 – The menu

1 Label the sections of the menu with the words from the box.

side dishes • desserts • specials • starters • main dish • drinks

**GRUBSTAR**

Menu

*Please make a note of your table number and order at the bar.*

**1** Today's **specials**  
Vegetarian lasagne  
Caramel cheesecake

**2** \_\_\_\_\_  
Pâté on toast  
Tomato soup

**3** \_\_\_\_\_  
Roast beef with roast potatoes  
Thai curry

**4** \_\_\_\_\_  
Roast potatoes  
Green salad  
Mixed vegetables

**5** \_\_\_\_\_  
Strawberry gateau  
Chocolate mousse

**6** \_\_\_\_\_  
Soft drinks  
Mineral water

---

Service charge is not included but will be added to the bill of groups of 4 or more.  
Tips are shared between serving staff and kitchen staff.

2 Match the types of menu to the definitions.

- |              |   |
|--------------|---|
| 1 à la carte | a A complete meal for a fixed price.                  |
| 2 set menu   | b Customers choose separate dishes from the menu.     |
| 3 buffet     | c Guests serve themselves from a selection of dishes. |

3 Choose the correct word.

- 1 We've *fixed/received/booked* a table. The name's Watson.
- 2 Are you ready to *command/tell/order* your lunch?
- 3 Could you bring the *price/bill/booking*, please?
- 4 Is the cover *set/order/charge* included?
- 5 They *left/paid/ordered* a generous tip for the waiter.

# RECEPTION

## Front of house requests

### YOUR WISH IS OUR COMMAND

Hotel **staff** always try to help guests have a pleasant stay at their hotel. When guests book rooms or check in, staff always ask them if they have any special **requests**. Most guests simply need an extra towel or don't understand how the television works, but there are occasions when guests have some very strange requests. We asked hotel receptionists about the most **unusual** requests they have received and here is a selection of the best:

1 \_\_\_\_\_

- A **groom** asked to borrow the hotel porter's wedding ring. He was getting married that morning and didn't have the ring!
- A businessman asked the hotel manager if he could borrow his suit because he had an important meeting the next day. The man forgot to pack his suit when he left home. He promised he would use the **laundry** service and return the suit afterwards.

2 \_\_\_\_\_

- A man phoned to book a room in a hotel for himself and his two pet llamas. He said they needed a **twin room** with **air conditioning**!
- A guest at a hotel in Hawaii requested a group of penguins to be in his room when he arrived and extra **towels** for the indoor pool!
- A guest at a Brazilian hotel wanted a jaguar to greet his wife on arrival at the hotel. Luckily the concierge had a good sense of humour and put a toy jaguar in their room instead.
- A guest at one of London's top hotels requested a bath in **wild goats'** milk from Scotland. The hotel concierge arranged for the **valet** to go to Scotland to collect the milk. The chef heated the milk to the right temperature in the kitchen and the bar attendants filled the bath.



3 \_\_\_\_\_

- A Canadian guest at a hotel in London phoned reception. He asked which bus he needed to catch to get to the Louvre Art Gallery...
- Some parents asked the hotel receptionist if she could do their daughter's homework because she was on holiday and didn't have time to do it.
- Some Japanese guests in a Manchester hotel asked where they could meet a footballer.
- Before he booked a room, a German tourist wanted to know which direction the room key turned - to the left or right. Luckily the **housekeeper** knew the answer!



### Glossary

|                                  |   |
|----------------------------------|---|
| request – <i>richiesta</i>       | towel – <i>salvietta</i>                |
| unusual – <i>insolito</i>        | valet – <i>parceggiatore</i>            |
| groom – <i>sposo</i>             | wild goat – <i>capra selvatica</i>      |
| laundry – <i>lavanderia</i>      | housekeeper – <i>cameriere di piano</i> |
| twin room – <i>camera doppia</i> |   |

## READING COMPREHENSION

### 1 Read the article and put the headings in gaps 1-3.

- A Animal magic
- B Crazy questions
- C Forgetful guests

### 2 Read the article again and answer the questions.

- 1 Why did the groom need help?  
\_\_\_\_\_
- 2 What had the business man left at home?  
\_\_\_\_\_
- 3 Where did the man want his pets to stay?  
\_\_\_\_\_
- 4 Why did the guest in Hawaii need extra towels?  
\_\_\_\_\_
- 5 How did the concierge solve the problem of the jaguar?  
\_\_\_\_\_
- 6 What did the London hotel have to provide for the guest's bath?  
\_\_\_\_\_
- 7 What mistake did the Canadian guest make?  
\_\_\_\_\_
- 8 Why couldn't the girl do her homework?  
\_\_\_\_\_
- 9 What answer do you think the hotel staff gave to the Japanese guests in Manchester?  
\_\_\_\_\_
- 10 What did the German tourist want to know before he booked his holiday?  
\_\_\_\_\_

### 3 Complete the definitions with the name of a hotel job in the article.

- 1 The \_\_\_\_\_ works in the kitchen preparing meals for the guests.
- 2 The \_\_\_\_\_ carries guests' bags to their rooms.
- 3 The \_\_\_\_\_ serves drinks.
- 4 The \_\_\_\_\_ helps guests check in and out.
- 5 The \_\_\_\_\_ helps guests organise their holiday.
- 6 The \_\_\_\_\_ is in control of the hotel and staff.

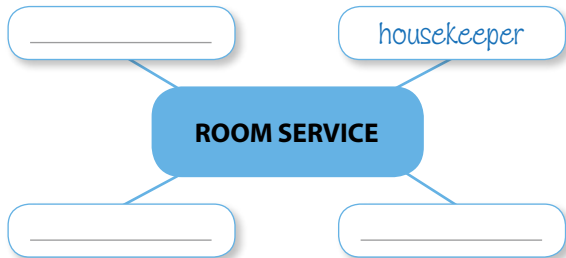
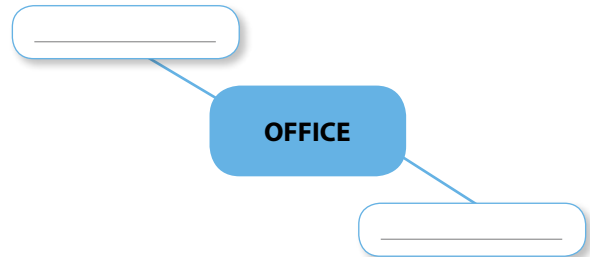
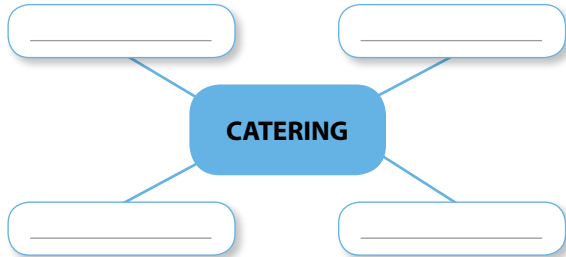
### 4 **ROLE PLAY** Choose one of the situations from the text on page 10 and roleplay the conversation.

- 1 Choose the situation
- 2 Discuss the situation and decide what happens.
- 3 Student A is the guest, student B works at the hotel. Act out the conversation
- 4 Choose another situation and swap roles.

VOCABULARY 1 – Hotel staff

1 Complete the mind maps with the words from the box.

concierge • housekeeper • valet receptionist • sous chef • hotel manager •  
waiting staff • bar attendants • room attendants • porter • cleaner • chef



2 Write the name of the hotel worker who says the sentences.

1 'Here are your car keys, sir.'

Valet

2 'Would you like clean towels today?'

---

3 'Room 506. Here are your bags.'

---

4 'Would you like tea or coffee for breakfast?'

---

5 'Could you give me your passports, please?'

---

6 'I'll book the theatre tickets for this evening and a taxi for you.'

---

7 'Here are your cocktails. Could I have your room number, please?'

---

8 'Room 107 said their bathroom wasn't cleaned very well yesterday. Please clean it better today.'

---

## VOCABULARY 2 – Hotel services and facilities

### 1 Belinda went on a business trip to London last week. Put the sentences in the correct order.

- A She **checked out** of the hotel and went to her meeting.
- B She didn't sleep very well because there was a lot of traffic in the street outside her room.
- C Belinda **booked** a single room with ensuite bathroom for one night near the office in London.
- D She arrived in London the afternoon before the meeting and went to the hotel and **checked in**.
- E In the morning, she **complained** to the manager about the noisy traffic.
- F She used the sauna and the spa, then had dinner in the hotel restaurant. The service was good so she **tipped** the waiter generously.

### 2 Match one of the verbs in bold in exercise 1 to each group of words.

- 1 **Tip** a taxi driver  
a waiter  
a porter
- 2 \_\_\_\_\_ a hotel room  
a table at a restaurant  
a concert ticket
- 3 \_\_\_\_\_ about the noise  
about the food  
about the slow service
- 4 \_\_\_\_\_ to a hotel  
on a flight  
to holiday accommodation
- 5 \_\_\_\_\_ of a hotel  
of a hostel

### 3 Choose the odd-word out.

- 1 ROOMS: single • **bath** • double • twin
- 2 RELAXATION gym • safe • spa • sauna
- 3 AMENITIES lift • lobby • vacancy • car park • games room
- 4 IN YOUR ROOM ensuite bathroom • air conditioning • safe • indoor pool
- 5 SERVICES wake up call • room key • room service • laundry service

### 4 Find words from exercises 1-3 in the word search. There are 15 words.

|   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|
| C | O | M | P | L | A | I | N | T | I | P |
| H | V | C | K | I | W | A | D | W | L | R |
| E | A | A | G | F | A | B | L | I | O | T |
| C | C | R | A | T | K | E | C | N | B | O |
| K | A | P | M | N | E | U | Z | O | B | E |
| I | N | A | E | C | U | H | F | G | Y | M |
| N | C | R | S | L | P | S | A | U | N | A |
| S | Y | K | R | A | C | Q | U | O | M | T |
| P | E | Y | O | S | A | F | E | Y | I | L |
| A | B | O | O | K | L | R | T | H | O | Y |
| J | I | W | M | E | L | K | E | Y | E | S |

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