



Catering/Restaurant types

English for Food Service Establishments

Sunattha Krudthong



Agenda week 1

Type of catering

Commercial, Non-commercial, Catering in transport
Industry, Self-service, Waiter service, Takeaway,
Delivery

Type of commercial catering

A la carte vs. Table d'hote menu, Ethnic and specialist
cuisine, International chain

Customer survey and food Review

Restaurant type, service, food and drink, atmosphere,
transport access





Tourism train

Eastern and Oriental Express
Bangkok-Kanjanaburi-Malaysia-Singapore



Buffet car



Restaurant



Bar



Table d'hôte

Served Sunday 12pm - 4.30pm

Starters

Simple Soup & Ann's Pantry Wheaten Bread
Honeydew Melon, Berry Compote & Citrus Sorbet
Breaded Mushrooms, Garlic Mayo & Dressed Leaves
Goat's Cheese Fritters, Beetroot, Apple, Pistachio Crumb & Dressed Leaves
Walter's Smoked Salmon, Coronation Potato Salad, Soft Boiled Egg, Apple
Chips & Pea Shoots

Main Courses

Classic Turkey & Ham, Herb Stuffing & Chipolatas
Slow Roast Silverside of Beef & Yorkshire Pudding
Roast Irish Chicken Breast, Mushroom & Bushmills Cream
Roast Pork Loin, Herb Stuffing & Cider Gravy
Roast Irish Leg of Lamb
Roast Salmon Fillet, Smoked Salmon & Herb Cream
Cauliflower & Chickpea Curry on a bed of Rice (V) *

All Main Meals come served with our chef's selection of Market Vegetables & Choice of Potato unless marked with an *

Desserts

Your choice from our selection of Desserts

2 Courses £18 | 3 Courses £22

We openly use all of the 14 allergens in our kitchen. If you are sensitive to any of these please inform your server.



Table d'hôte menu
- Set menu (Appetizer, Starter)
- Fixed prices

Table d'hôte table
setting/arrangement
Table utensils



A La Carte Menu

Hors D'Oeuvres

Free-Form Millet Tart	\$11
Salmon Tartare	\$14
Grilled Sea Scallops	\$13
Cheesy Papillons	\$11
Gruyere and Camembert Fondue	\$14
Cosmic Walnut Salad	\$10

Entrées

Steak Frites	\$20
Quiche Lorraine	\$22
Croque Madame	\$16
Croque Monsieur	\$16
Lamb Chops with Fantastique Sauce	\$30
Cassoulet	\$19
Coq Au Vin	\$22
Roasted Figs and Ham	\$26

A la carte menu available daily from 5 p.m. to 11 p.m.

Open every day of the year. 18% gratuity on parties of 5 or more.

A la carte menu

When a dish at a restaurant is offered *a la carte*, it means the dish is ordered and priced individually. It is not a part of a larger meal or a course of dishes.

Lamb = เนื้อแกะ



Lamb = เนื้อแกะ

Ethnic restaurant

National food from different countries e.g.
Indian, Ethiopian and Mexican food



International chain or Franchise

The restaurant that has its branches (สาขา) in different countries around the world with standardized service (เหมือนกัน มาตรฐานเดียวกัน) and menus



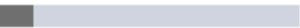


Customer Satisfaction Survey

Please rate your satisfaction with...

	Highly Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Highly Dissatisfied
The taste of your food.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The temperature of your food.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The speed of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The friendliness of the crew.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accuracy of your order.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of the restaurant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next

Progress  11%

Customer survey



It is the process of how to measure Customer Satisfaction In Restaurant Industry in order to improve your service to meet the customer needs

Food review as a marketing strategy

Restaurant business has become much more complicated in the past few years so Marketing team has to find the way to attract new customers





Food and drinks

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Serving water

1. Still water





Serving water

2. Sparkling water



White wine with fish dish



Red wine with meat dish



A pint of lager



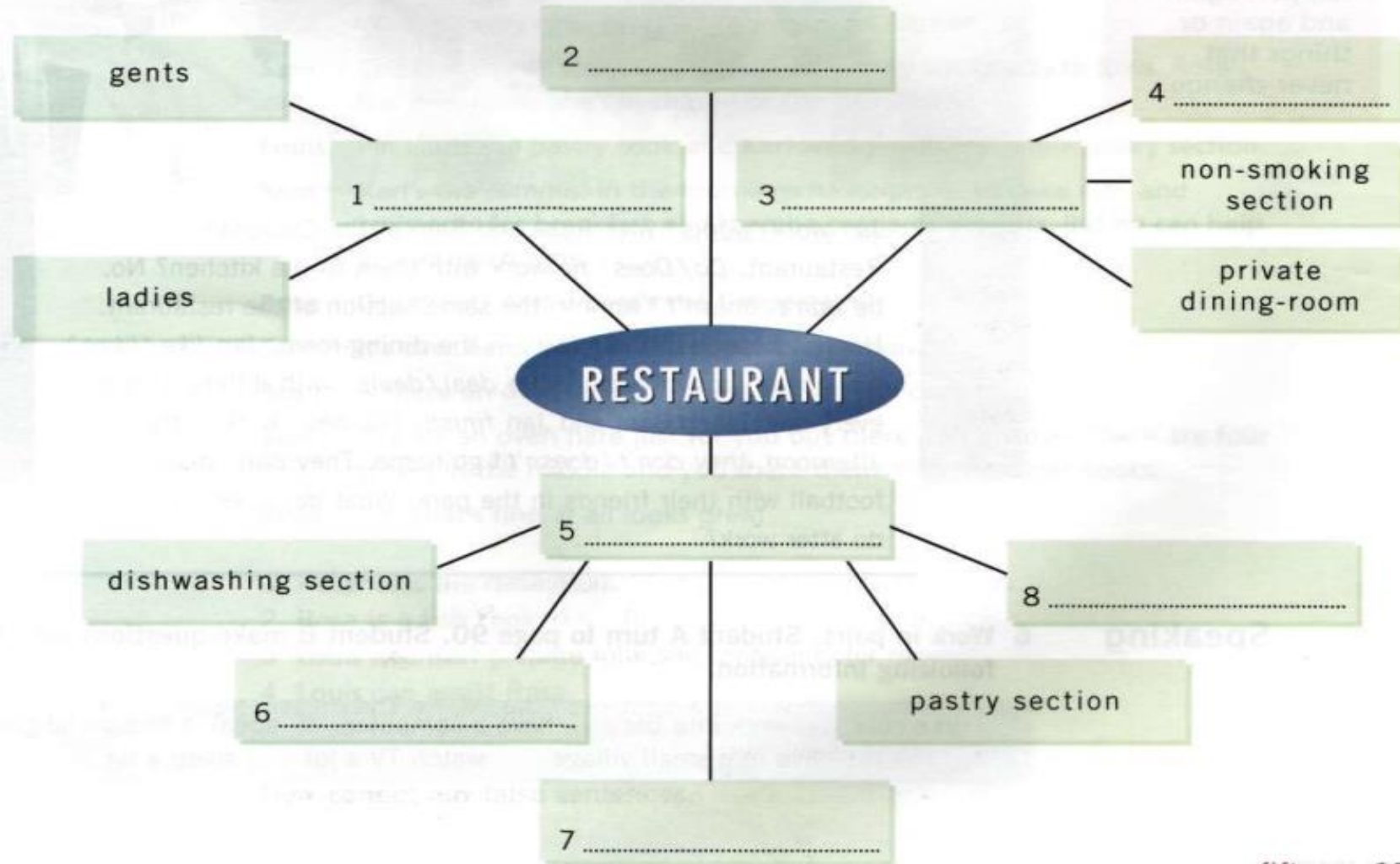


Parts of the restaurant

Vocabulary

4 Complete the diagram with the words in the box. Use a dictionary to help you.

- smoking section
- cloakroom
- kitchen
- sauce section
- fish section
- toilets
- dining-room
- meat section





Vocabulary

Jobs

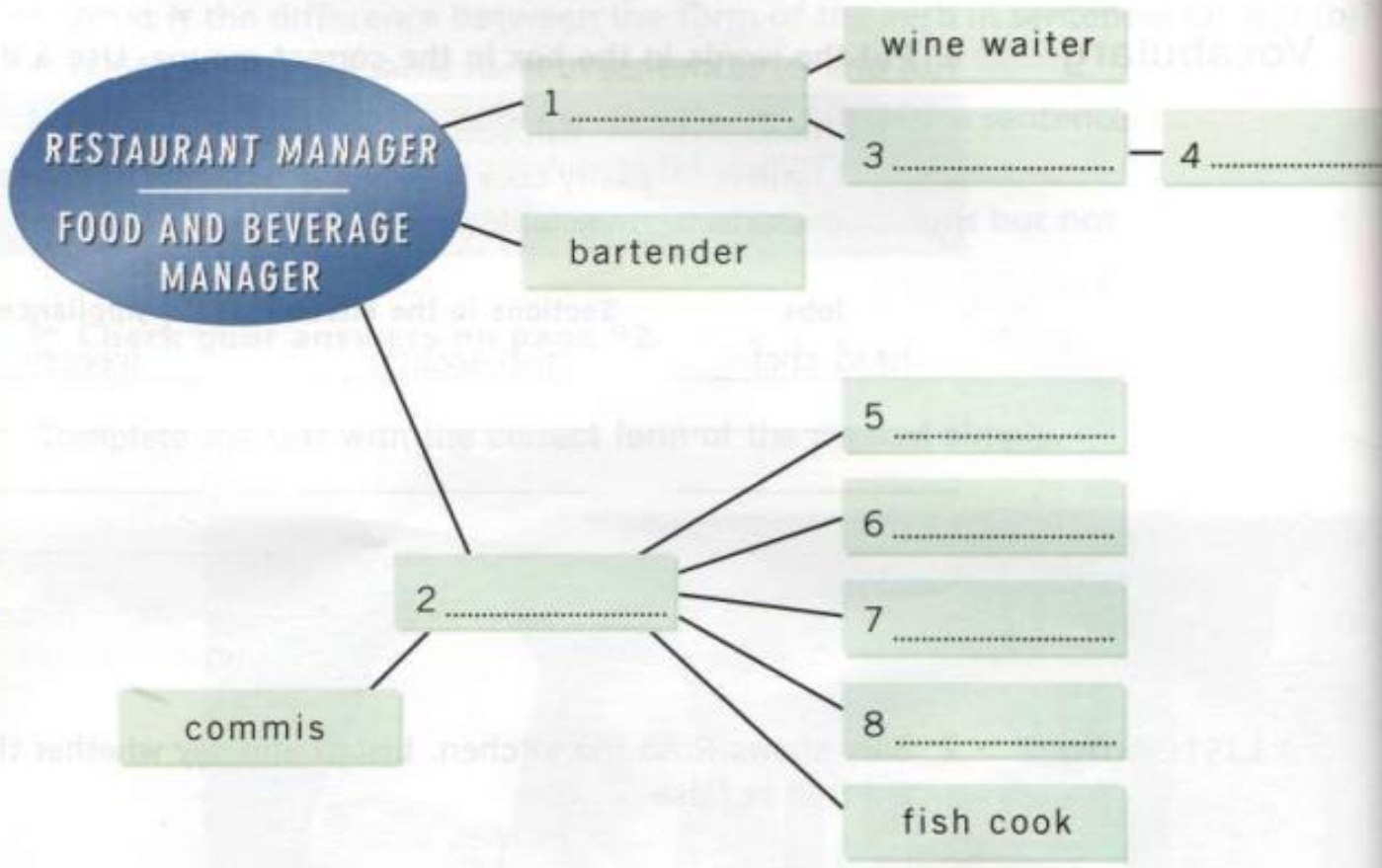
3 Complete the diagram with the words in the box. Then practise saying the words

head waiter	dining-room assistant	head chef	salad cook
meat cook	sauce cook	pastry cook	waiter

Describing jobs

We describe jobs in different ways:

- present simple
*I **prepare** the drinks.*
- be in charge of ...
*She's **in charge of** the kitchen.*
- be responsible for ...
*He's **responsible for** the drinks.*





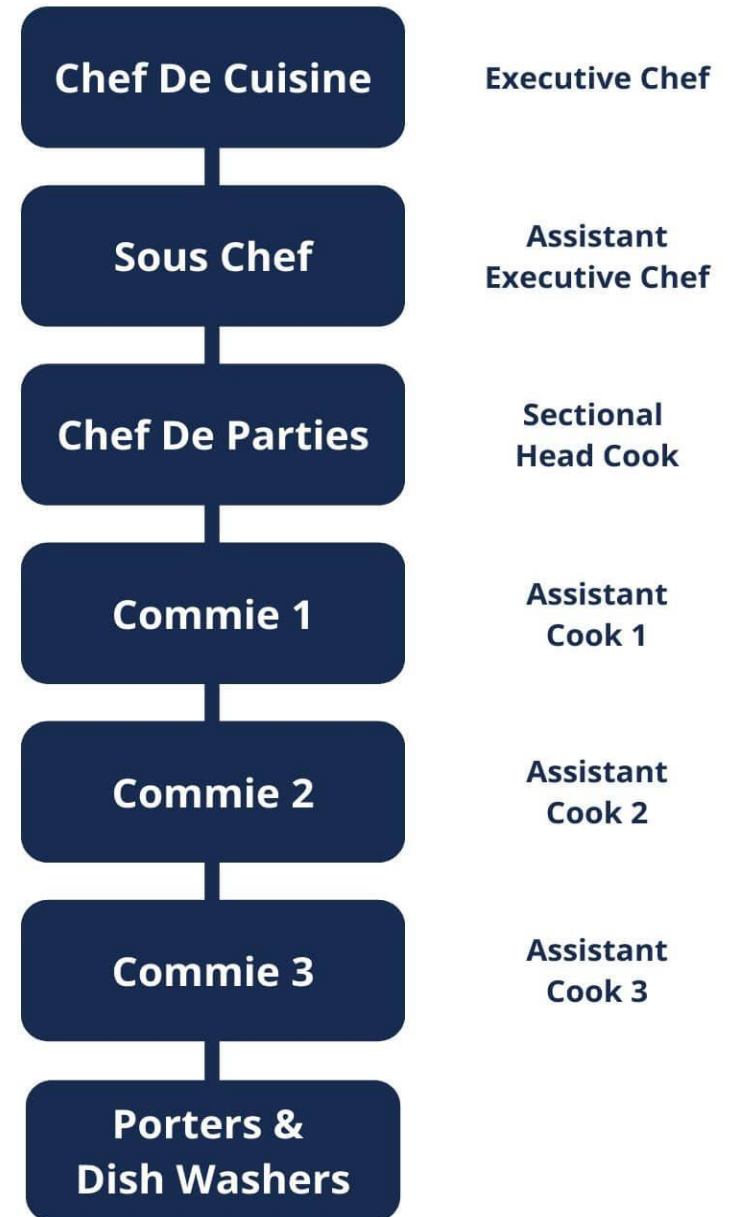
Back and Front of house Hierarchy

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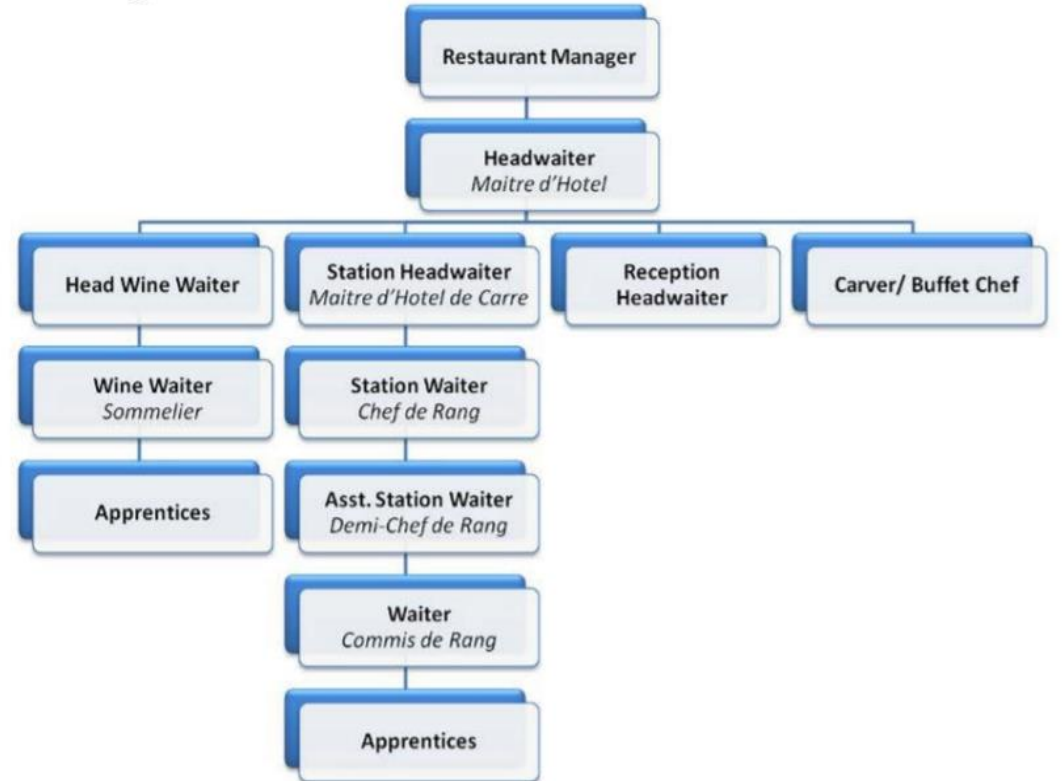
Kitchen Hierarchy

“Back of house” refers to the unseen cooking staff working in the kitchen. These are, amongst others, the kitchen hands, the cooks and the (more senior) chefs at a fine dining restaurant or a 5-star hotel.





Organizational Chart – Restaurant Team





MENU

English for Food Service
Establishments

MAIN COURSE

NORMALLY MAIN COURSE CONSISTS OF MEAT INGREDIENTS

Beef

Pork

Chicken

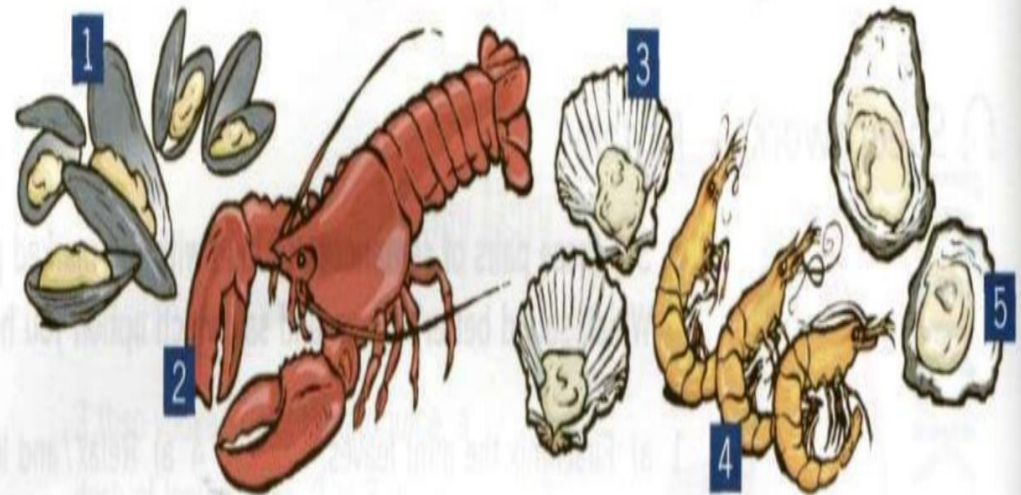
Fish

Poultry

Seafood

1 Match the words in the box to the pictures. Use your dictionary to help you.

oysters 5 mussels prawns scallops lobster



DRINKS MENU

Hot drinks

Soft drinks

Spirits / Liquor

Long drinks / Tall drinks

Cocktails / Mocktails

Reading

2 Complete the Casablanca drinks menu with the words in the box.

Hot drinks

Spirits

Teas

Soft drinks

Beers

Coffees

Long drinks

Wines

DRINKS MENU

- 1 _____
- Cola
 - Lemonade
 - Mineral water
 - Fruit juices
- 2 Hot drinks
- 3 _____
- Espresso
 - Cappuccino
 - Irish coffee
- 4 _____
- Tea with lemon
 - Camomile tea
- 5 _____
- Lager
 - Bitter
- 6 _____
- House red
 - House white
 - Rosé
 - Champagne
- 7 _____
- Brandy
 - Cognac
 - Whisky
- 8 _____
- Gin and tonic
 - Cuba Libre
 - Vodka and lemon



GLASSWARE

Glasses

Mugs

Highballs / Tumbler

Higball/
Long Drink



Rocks/
Whisky



Brandy/
Cognac



Shot



Cocktail



Wine



Champagne



Martini



GLASSWARE

Vocabulary

Tableware for drinks

4 Match the drinks to the pictures. What are the drinks in: *cups, mugs or glasses*?

hot chocolate 3 cocktail beer wine coffee champagne tea



The end

