

Test✓Your



Business English

HOTEL AND CATERING



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Test✓Your... series developed by Peter Watcyn-Jones

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SECTION 1: THE FRONT OFFICE

1 Lost property

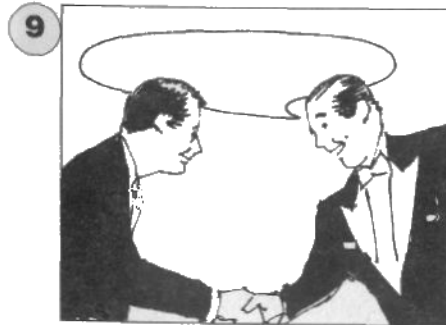
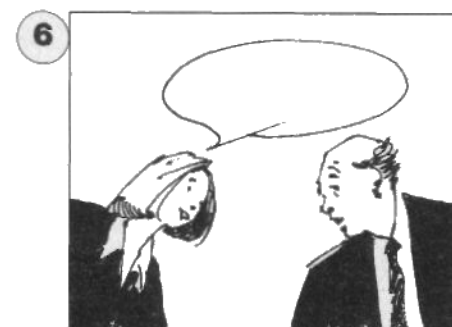
These items have been left behind by customers. Write the number of each item next to the correct word or words. (See example):

binoculars	11
cap	
carrier bag	
compact	
doll	
glasses	
glove	
keys	
lipstick	
pocket diary	
purse	
ski stick	
tie	
toilet bag	
umbrella	

2 Guest relations

What does the receptionist say to the hotel guests? Write the letter of each phrase in the speech bubble of the correct picture. (See example):

- a) 'Could you spell that, please?'
- b) 'Good evening, sir. May I help you?'
- c) 'I'm afraid your room isn't quite ready yet. Would you mind taking a seat in the lounge for a few minutes?'
- d) 'I'm sorry you've had to wait, madam. How can I help you?'
- e) 'Of course, sir. I'll call you when it comes.'
- f) 'I'm terribly sorry that you're not happy with your room.'
- g) 'Could I possibly ask you to park your car round the back?'
- h) 'One moment, please madam, and I'll work out the total.'
- i) 'Can I suggest you try our evening entertainment. It's always very popular.'
- j) 'I'm so glad you've enjoyed your stay with us. We look forward to welcoming you back again in the future.'



3 Reception

Choose the word which best completes each sentence.

- 1 Guests entering the hotel will find the reception desk in the
a) scullery b) foyer c) back office d) corridor
- 2 One of the jobs of a receptionist is to complaints.
a) manage b) deal with c) organize d) regret
- 3 People who use the same hotel on several occasions are called
a) normals b) returners c) regulars d) usuals
- 4 Customers with valuable items should use the provision.
a) safe deposit b) secure c) savings d) lock up
- 5 The people who use a particular hotel are known as the
a) guest list b) long stays c) clientele d) usuals
- 6 When guests arrive the receptionist usually asks them to sign the
a) register b) bookings form c) ledger d) guest bill
- 7 Each day the list shows the names of the guests expected.
a) stop-go b) records c) arrivals d) room
- 8 If guests lose their room keys, a member of staff can open their room door with a key.
a) main b) passage c) pass d) card
- 9 Messages for guests who are out should be placed in the appropriate at reception.
a) pigeon hole b) key hole c) bird box d) key hook
- 10 Hotels may manage to fill vacant rooms with bookings.
a) opportunity b) chance c) early d) provisional
- 11 People who have booked but don't arrive are known as
a) delays b) no comers c) failures d) no shows
- 12 In order to be successful, a hotel must try to maximize room
a) availability b) turnover c) status d) occupancy

4 Reservations

The following extracts are from two different letters, a letter making a reservation and a letter of confirmation, but they have got mixed up. Put them in the right order to produce two correct letters.

- | | | | |
|---|---|----|--|
| 1 | Yours faithfully
Susan Peacock
Secretary | 7 | The rooms should be booked in the names of John Brown, Mary Black, Bill Franks and Ann Jones. |
| 2 | I look forward to receiving your confirmation. | 8 | Could you please inform me of your rates and whether you offer discounts for company bookings. |
| 3 | I would like to reserve four single rooms from 19th to 24th November 19-- for four of our managers. | 9 | I would like to confirm your reservation for four single rooms for these dates. We are happy to be able to offer you our corporate rates, which you will find in the enclosed leaflet. |
| 4 | We look forward to receiving our guests. | 10 | Yours sincerely
Peter Black
Reservations Clerk |
| 5 | Dear Sir/Madam | 11 | Dear Ms Peacock |
| 6 | Thank you for your letter of 16th September 19--. We are very pleased that you have chosen to use our hotel for your four managers who will be in Anyton from 19th to 24th November 19--. | | |

letter of reservation

--	--	--	--	--	--

letter of confirmation

--	--	--	--	--

5 Word building 1

The word in capitals at the end of each sentence can be used to form a word that fits suitably in the blank space. (See example):

- Customers usually make a phone call or send a fax to make a *reservation* RESERVE
- 1 I'm not sure of the exact dates yet so I'd like to make a booking for the 24th to 28th. PROVISION
- 2 They made a booking for twenty people but it isn't a booking yet. CONFIRMATION
- 3 There are more guests than rooms. I'm afraid the hotel is BOOKING
- 4 I'm sorry, but there is no for the honeymoon suite for the period you require. AVAILABLE
- 5 The records must have accurate information so the staff should them regularly. DATE
- 6 The customer has been taken ill so we've had a of the booking. CANCEL
- 7 There's no one in room 507 at the moment and room 508 is also OCCUPY
- 8 Hotels often don't specific rooms to specific guests until they arrive. ALLOCATION
- 9 One of the first jobs to be done each day is to deal with the CORRESPOND
- 10 When filling in the reservations form, please make sure that the are written clearly. ENTER

6 Checking out

Fill in the missing words in the sentences below. Choose from the following. Use each verb once only and remember to put it into the correct form. (See example):

calculate	incur	liaise	settle
check out	issue	overcharge	sign for
dispute	itemize	return	vacate

- At the end of their stay guests *check out* at reception.
- 1 During their stay at a hotel, guests will charges for the services which they use in the hotel.
- 2 When a hotel guest eats in the hotel restaurant he/she will be asked to the meal before leaving.
- 3 Some hotels a luggage pass to show that payment has been received and the guest is free to leave.
- 4 Guests usually wish to see exactly what they are paying for, so the hotel should the bill to show each item separately.
- 5 Most hotels ask guests who are leaving to their rooms before lunchtime.
- 6 A computer also makes it much easier to any discount.
- 7 The receptionist will ask the guests to their bills before leaving the hotel.
- 8 The receptionist will any valuables which have been deposited for safe keeping.
- 9 Guests may a charge if they disagree with it.
- 10 In order to avoid problems the receptionist should with the other departments in the hotel.
- 11 Guests will be very unhappy if the hotel them and asks them to pay more.

7 Two-word nouns

Use the clues to fill in the missing letters in the two-word nouns below. There is one three-word noun!



- 1 e.g. Barclaycard, Visa or Access.
- 2 The number of German Marks for American Dollars varies because of this.
- 3 Notes and coins from another country.
- 4 You sign this when you pay by 1 above.
- 5 Tourists who book through an agent will use this as a form of payment.
- 6 Often 10% or 15% added to the restaurant bill.
- 7 These cheques are often used by overseas customers.
- 8 The most modern system for preparing customers' bills.
- 9 Customers who regularly use the hotel may pay this monthly.
- 10 The level of administrative charges for changing money made by the hotel or bank.
- 11 Paper money.

8 Hotel facilities

The following guests have different wishes. In which section of the room information sheet should they look? Write the number of each guest next to the correct section. (See example):

- 1 Mrs Braun would like to have her blouse cleaned.
- 2 Mr Murphy wants to know about buses to the airport.
- 3 The McNeills would like breakfast in their room.
- 4 Christine Moore is feeling unwell.
- 5 Bob Dixon needs clean shoes for the morning.
- 6 Mrs Peterson has to be sure she gets up early tomorrow morning.
- 7 Fiona Frelimo wants to call her friend in Barcelona.
- 8 Tom Moshi would like a soft drink in his room.
- 9 Tim Morrison would like tea in his room before going for breakfast.
- 10 Mary Redman wants to know where to leave her car.
- 11 Eric and Jack wonder what they can do this evening.
- 12 David Blande wants to know the prices for different rooms.

INFORMATION

Room service		Tariffs	
Telephone		Entertainment	
Mini-bar		Shoe-cleaning service	
Transport		Wake-up calls	
Laundry	1	Garaging	
Medical help		Early morning teas	

9 Hotel accommodation

A Match the plan on the left with its description on the right.

American Plan

Demi-pension

European Plan

Continental Plan

bed only

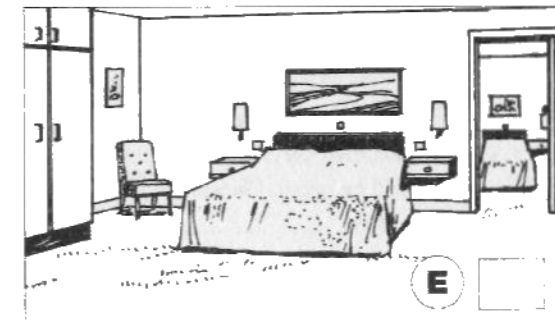
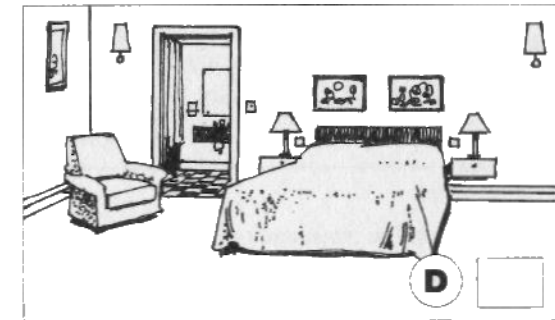
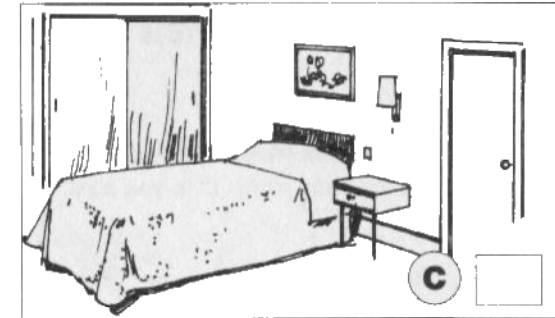
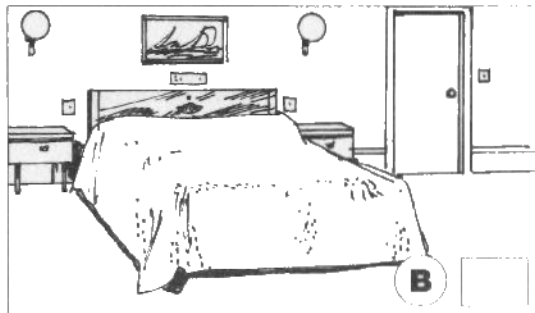
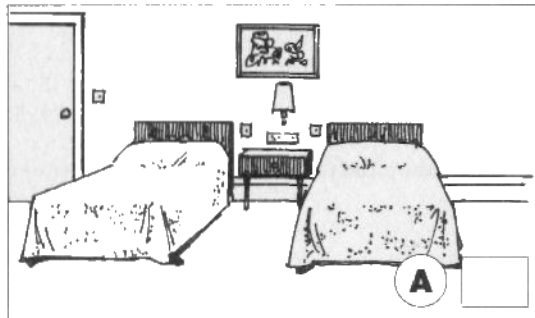
bed and breakfast

bed, breakfast and lunch or dinner

bed, breakfast, lunch and dinner

B Write the number of each room type on the correct picture.

1 single 2 double 3 twin 4 adjoining 5 double en suite



10 Out and about

Fill in the missing words in the sentences below. Choose from the following. Use each word once only, although there are more words than you need. Read the whole text first before trying to fill the gaps.

attractions	destination	festivals	nature
conveniences	displayed	galleries	resort
countryside	escorted	guides	ruins
courtesy	events	itinerary	scenery
cruise	excursions	locality	souvenirs
daily	ferries	museums	

Visitors arriving at the hotel will be interested to know what is on offer. Many hotels will arrange (1) tours by coach, or on foot to visit local (2) These may include historic (3), art (4) or (5) where objects from the past can be seen.

Many people prefer to spend time out of doors and like to travel into the (6), where they can enjoy and photograph the (7) The hotel can arrange half-day or full-day (8) and a detailed (9) will inform the guests of the exact route which will be taken. Guests are normally given some time to visit shops where they often buy (10) to remind them of their holiday when they return home. Alternatively, they may enjoy a (11) on a boat on a river or canal.

During the year there are many (12) taking place in the local area. Information about the time and place of these should be (13) in the hotel so that guests are aware of what is going on. The hotel can expect to be very busy when national or local (14) are taking place. Some of these are famous all over the world and attract many visitors.

11 Giving directions

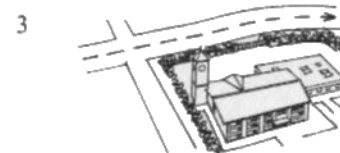
Fill in the missing words in the sentences. There are several possibilities for some of them.



Turn right the bridge.



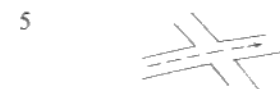
The newsagent is the bank.



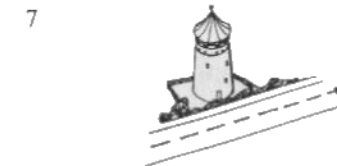
Follow the road the school.



The ticket office is the book shop.



Go straight at the crossroads.



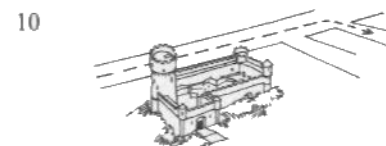
You will see the tower your left.



Turn left Cuthbert Road.
The Post Office is a little way the right.



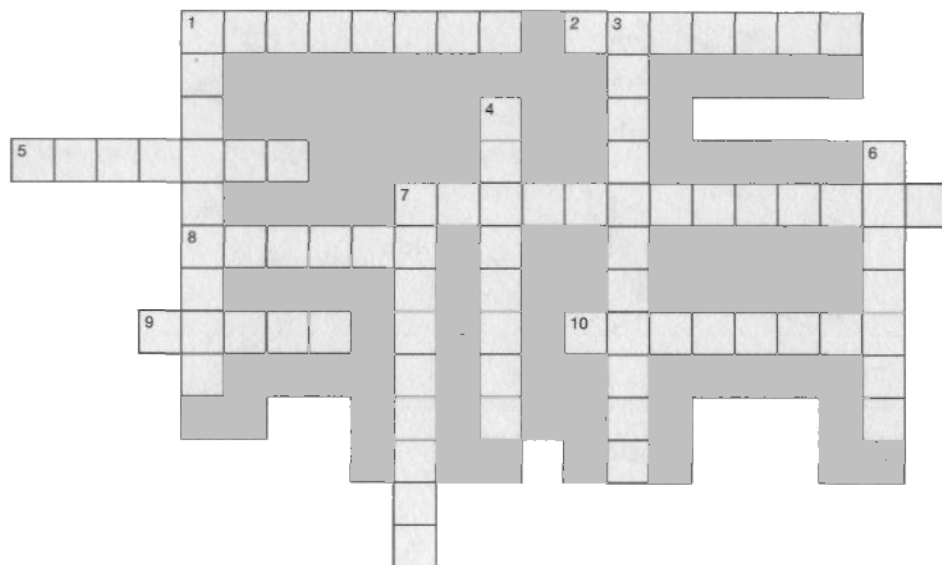
Go Blair Avenue you see the church.



Take the second the right
..... the castle.

12 Conferences 1

Fill in the following crossword.



Across

- 1 The number of days a conference will run.
- 2 The person who is invited to give a talk at a conference.
- 5 The person giving a talk is asked to the conference.
- 7 The document used by the hotel to list all the conference requirements. (8, 5)
- 8 It's held once a year.
- 9 The place where a conference is held.
- 10 If there are problems, it may be necessary to the conference to a later date.

Down

- 1 The people who come to a conference.
- 3 The dates have not been confirmed, they are only at the moment.
- 4 The week before the conference begins you have to all the arrangements with the conference organizers.

6



7

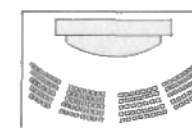
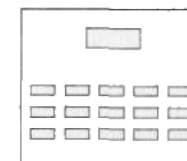
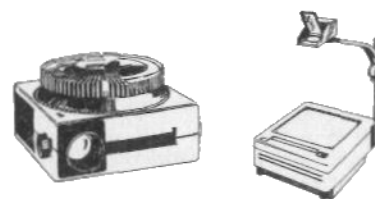


13 Conferences 2

Fill in the missing words in the sentences below. Choose from the following:

classroom	opening ceremonies	square metres
conference package	overhead projector	syndicate
conference programme	plenary	theatre
estimated attendance	seating capacity	
hospitality room	slide projector	

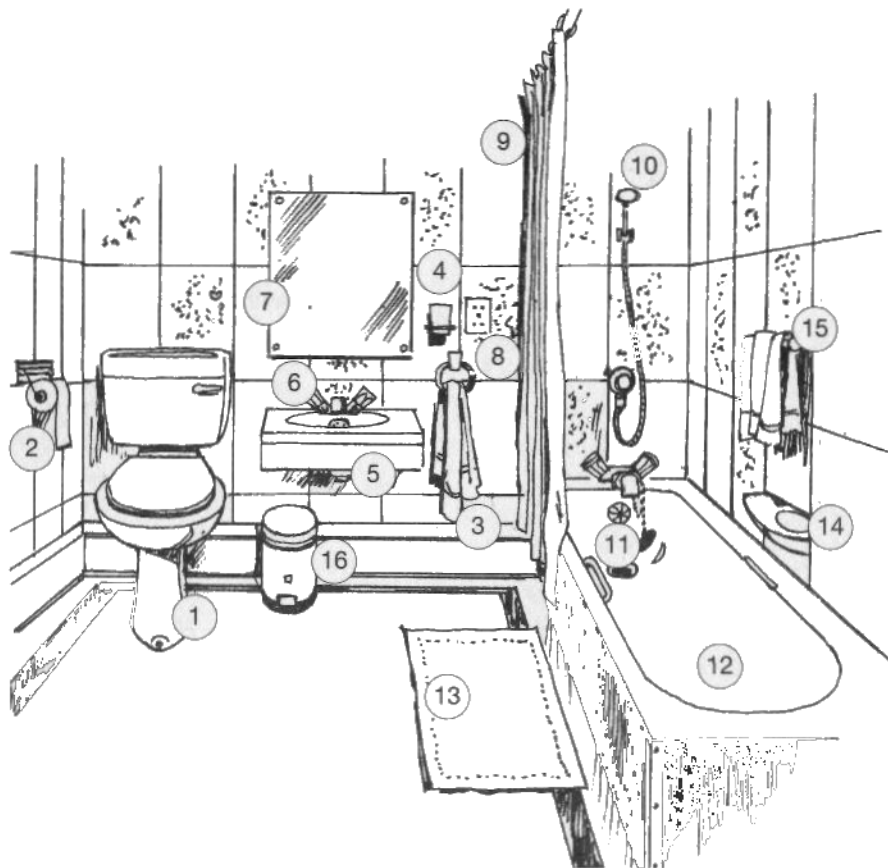
- 1 When describing the size of a room, the maximum number of people who can sit in the room is known as the
- 2 Organizers will probably require equipment for a conference; a to show photographs on the wall and an to show diagrams and text.
- 3 A conference hotel will probably calculate all the costs of the conference and offer the customer one total price called the
- 4 The size of rooms is given in
- 5 A conference begins with the
- 6 Guests are welcomed in the
- 7 The shows the guests what is happening where and when.
- 8 The expected number of guests is known as the
- 9 Conferences will require different room layouts. A room for all participants with only chairs is called style. If tables are also provided, it is referred to as style.
- 10 Smaller rooms for small groups of two to ten people may be needed too.
- 11 A session when all participants are present is known as a session.



16 The bathroom

Look at the picture below and write the numbers 1–16 next to the correct word or words.

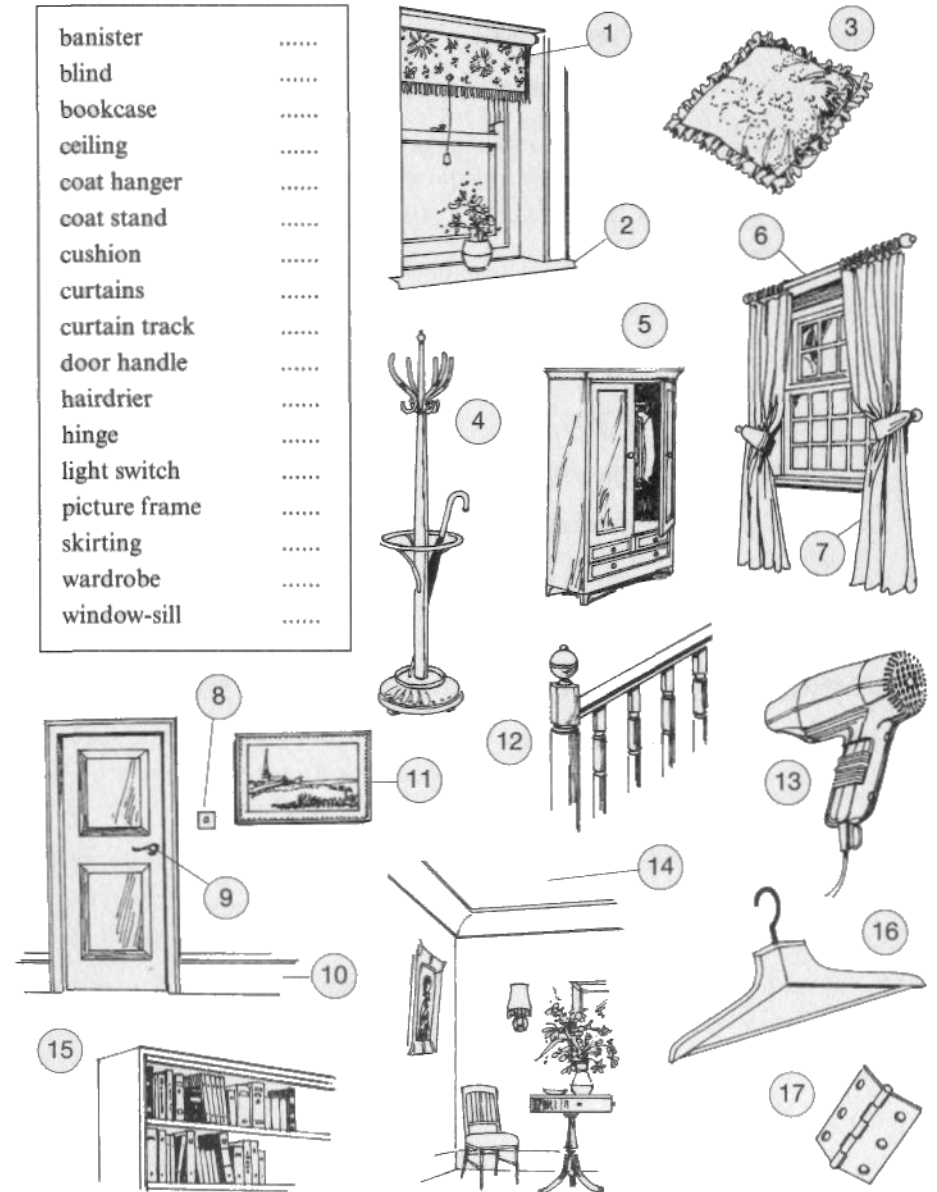
bath		pedal bin		tap	
bath mat		plug		toilet	
bath towel		shaver socket		toilet paper	
glass		shower		wash basin	
hand towel		shower curtain			
mirror		soap			



17 Furniture and fittings

Write the number of each drawing next to the correct word or words.

banister	
blind	
bookcase	
ceiling	
coat hanger	
coat stand	
cushion	
curtains	
curtain track	
door handle	
hairdrier	
hinge	
light switch	
picture frame	
skirting	
wardrobe	
window-sill	



18 Name the place

Use the clues to fill in the missing letters. They are all places in hotel and catering establishments. The first letter is given for each one.

- 1 The passageway between several rooms. c _ _ _ _ _
- 2 Guests can buy newspapers and magazines here. k _ _ _ _
- 3 Here you can sit outside your bedroom in the sun. b _ _ _ _ _
- 4 Bedding and clothes are cleaned here. l _ _ _ _ _
- 5 Another word for foyer. l _ _ _ _
- 6 Guests can enjoy a long drink here. c _ _ _ _ _ b _ _
- 7 A bedroom on a ship. c _ _ _ _
- 8 Guests can leave suitcases here. l _ _ _ l _ _ _ _ _
- 9 It's cool and dark where the wine is kept! c _ _ _ _ _
- 10 Guests can eat and drink outside here. t _ _ _ _ _
- 11 Guests can sit comfortably and relax here. l _ _ _ _
- 12 Climbing these to the sixth floor is tiring. s _ _ _ _ _
- 13 Guests attending functions hang their coats here. c _ _ _ _ _
- 14 A quick way to reach the sixth floor. l _ _ _ _
- 15 Food is cooked here. k _ _ _ _ _
- 16 The place for a wedding reception. b _ _ _ _ _ r _ _ _ _
- 17 Food is prepared here on board an aircraft. g _ _ _ _ _

19 The building

Choose the word which best completes each sentence.

- 1 The restaurant is closed for two months while it is being
a) renewed b) remade c) renovated d) reformed
- 2 There will be ten new bedrooms when the builders finish the
a) extension b) extent c) enlargement d) utility
- 3 The chalets have everything a guest could require: they are
a) self-catered b) self-formed c) self-made d) self-contained
- 4 The building has fallen into a state of and now it needs a lot of work doing on it.
a) despair b) dispersal c) disrepair d) distress
- 5 This room is very quiet as it's not at the front of the hotel. It is
a) back-looking b) rear-facing c) rear-looking d) back-facing
- 6 The building is very old and the management have spent a lot of money the original features.
a) restoring b) installing c) re-equipping d) servicing
- 7 We apologize for any inconvenience caused during the of the new swimming pool.
a) composition b) formation c) assembly d) construction
- 8 The new restaurant is to be built on the of the old factory which was pulled down three years ago.
a) site b) position c) ground d) basis
- 9 The present location of the restaurant is not good and now Mr Martin is looking for new
a) places b) premises c) estates d) resorts
- 10 The around the hotel are beautifully planted with flowers.
a) earth b) floors c) grounds d) lands

20 Cleaning

Match the definitions (1–14) with the verbs (a–n).

- | | |
|---|---------------|
| 1 Use a brush with a long handle to remove dry dirt from the floor. | a) dry clean |
| 2 Make the furniture and floors shine. | b) strip |
| 3 Clean the floor with water and a small brush. | c) sweep |
| 4 Clean the floor with water and a cloth on a long handle. | d) wet mop |
| 5 Remove the dust from the shelf with a wet cloth. | e) replenish |
| 6 Use water and soap powder to clean the linen. | f) launder |
| 7 Remove the soap with water. | g) vacuum |
| 8 Leave linen to stand in water for a few hours. | h) polish |
| 9 Clean the bed cover without water. | i) deep clean |
| 10 Clean the carpets, chairs and sofas with a machine. | j) rinse |
| 11 Take all the used linen off the bed. | k) dispose of |
| 12 Put new soap and towels in the room. | l) soak |
| 13 Take away the waste. | m) damp wipe |
| 14 Clean the carpets thoroughly. | n) scrub |

1	2	3	4	5	6	7	8	9	10	11	12	13	14

21 Mixed up letters

Rearrange the letters in brackets to form the correct words.

- If silver isn't cleaned it will (rashitn)
- Don't touch the glass window or you will leave (finpitsgrern)
- Be careful if there is water on the floor as it will be (erslyppi)
- Children having a bath often (shlaspl)
- Nasty smells in a room are known as (rsooud)
- Don't use these (rasabevi) cleaning agents because they will scratch the surface.
- Machines which make work quicker and easier are known as (loubar - avngsi) devices.
- In some areas of the country the water is hard and leaves (emil sleca) on baths.
- Sometimes white cotton becomes yellow or grey and you can use (blchae) to whiten it again.
- If red wine is spilt on the carpet, it will leave a (nsita)
- Some waste, e.g. paper and empty cans, can be sold and, therefore, has a (salgeav) value.
- Old pieces of metal may leave brownish (stur) marks on fabrics.
- (entssvol) are used to remove marks which will not come out in water.
- There will only be light (soageil) on carpets which are seldom used.
- A special leather, which is used for cleaning windows, is called a (amchios)

22 Hotel systems 1

Fill in the missing words in the texts below. Choose from the following:

drains	humidity	sewer	U-bend
extractor	insulated	tank	ventilation
filters	pipes	thermostat	
grill	radiator		

Air

In large building complexes, fresh air will be supplied to rooms through an air-conditioning system. This provides (1) in each room so that guests can breathe comfortably and also controls the (2) so that the air doesn't contain too much moisture. In each room the opening to the air-conditioning system is covered with a (3)

In kitchens, steam and smells are sucked out by an (4) which contains (5) to remove any harmful gases.

Central heating

Heating may be underfloor or a (6) may be fitted to the wall in each room. The temperature in the room can be controlled by means of a (7) which will maintain a constant temperature. An efficient system will be well (8) so that energy is not lost.

Water

Water required for a building may be stored in a (9) Water is supplied to each room through (10) Waste water is removed through (11) which enter a main (12) outside the building.

Under baths and basins a (13) stops smells entering the room.

23 Hotel systems 2

Fill in the missing words in the text below. Choose from the following:

appliances	flex	overloaded	socket
current	fuse	plug	wiring
electrician	kilowatt hours		

Electricity

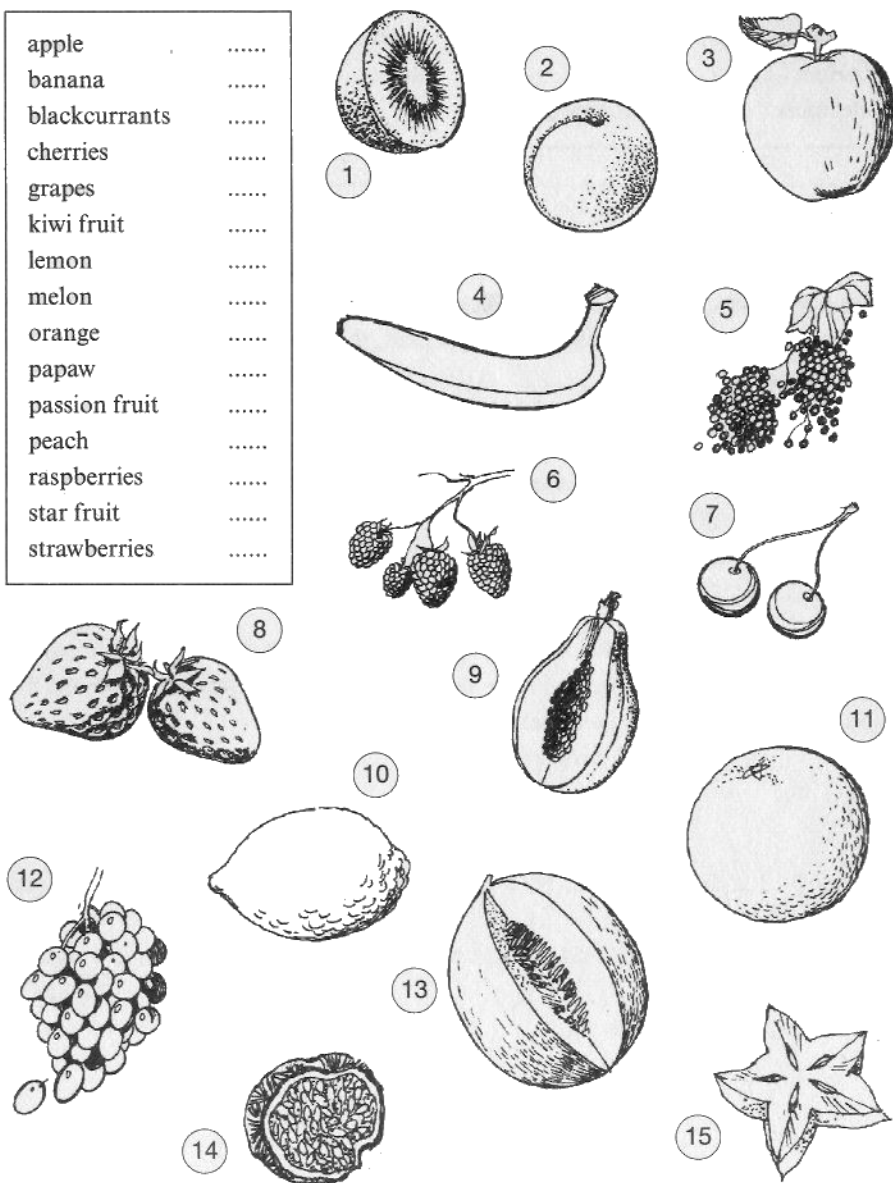
A hairdrier or an electric shaver are examples of electrical (1) They have a (2) with a (3) at the end which fits into a (4) in the wall. If there is a fault, the electricity supply will be cut by a (5)

The amount of electricity used is measured in (6) The electrical (7) in Britain is 240 volts, while in many European countries it is 220 volts. If too many pieces of equipment are connected to one supply, the system may be (8) and there is a danger of fire. When problems arise, a qualified (9) should be called to check the (10)

24 Fruit

Write the number of each picture next to the correct word or words.

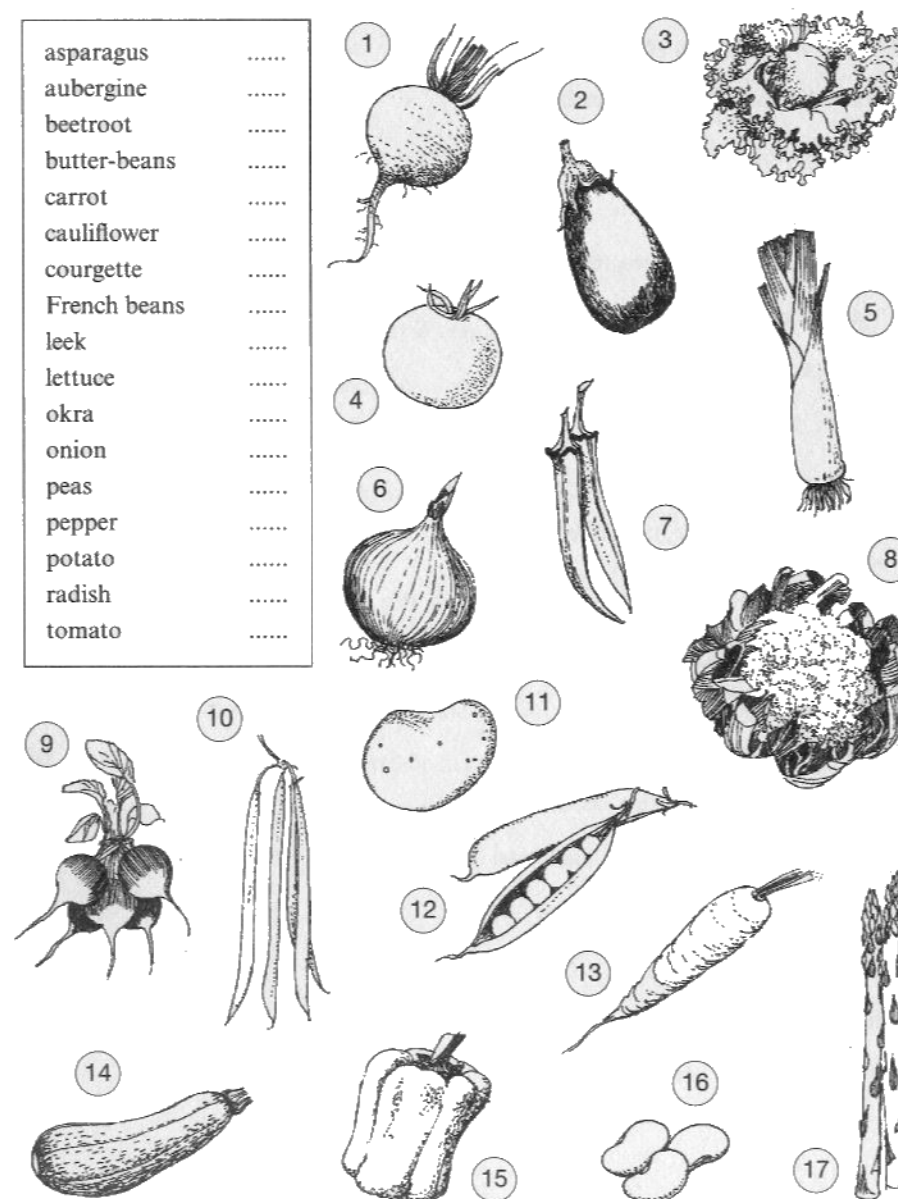
apple	
banana	
blackcurrants	
cherries	
grapes	
kiwi fruit	
lemon	
melon	
orange	
papaw	
passion fruit	
peach	
raspberries	
star fruit	
strawberries	



25 Vegetables

Write the number of each picture next to the correct word or words.

asparagus	
aubergine	
beetroot	
butter-beans	
carrot	
cauliflower	
courgette	
French beans	
leek	
lettuce	
okra	
onion	
peas	
pepper	
potato	
radish	
tomato	



26 Classifications

Write one name for each of the following groups. (See example):

- | | |
|--|---|
| 1 milk, cream, butter, yoghurt | d <u>a i r y</u> p <u>r o d u c t s</u> |
| 2 almond, brazil, pistachio, cashew | n _ _ _ |
| 3 haricot beans, lentils, chick-peas, soya beans | p _ _ _ _ |
| 4 sage, parsley, thyme, basil | h _ _ _ |
| 5 ginger, cinnamon, cloves, turmeric | s _ _ _ _ |
| 6 pork, lamb, beef, mutton | m _ _ _ |
| 7 sultanas, currants, raisins, prunes | d _ _ _ _ f _ _ _ _ |
| 8 choux, flaky, puff, short | p a _ _ _ _ _ |
| 9 royal, glacé, satin, butter | i _ _ _ _ |
| 10 spaghetti, tagliatelle, ravioli, lasagne | p _ _ _ _ |
| 11 cod, perch, trout, salmon | f _ _ _ |
| 12 tea, coffee, orange juice, cola | b _ _ _ _ _ _ _ |
| 13 claret, rioja, chianti, sekt | w _ _ _ _ |
| 14 pheasant, grouse, venison, rabbit | g _ _ _ |
| 15 consommé, cock-a-leekie, broth, chowder | s _ _ _ _ |
| 16 gouda, stilton, camembert, parmesan | c _ _ _ _ _ |
| 17 mussels, oysters, scallops, prawns | s _ _ _ _ _ |
| 18 gingerbread, gâteau, sponge, Swiss roll | c _ _ _ _ |
| 19 hollandaise, béchamel, mornay, Béarnaise | s _ _ _ _ _ |
| 20 wheat, rye, oats, barley | c e _ _ _ _ _ |

27 Taste

Fill in the missing words in the sentences below. Choose from the following:

bitter	delicious	hot	sour
bland	dry	rich	spicy
burnt	greasy	savoury	sweet

- The skin of an orange tastes quite
- Food cooked with chilli is
- Food cooked with a lot of cream is very
- Sugar and honey will make a dish
- Indian food is
- If you forget the salt and pepper the food will be
- Lemon juice is
- The main course cooked with salt and spices is
- Too much fat used in cooking can make the dish
- A dish without enough liquid is
- A dish cooked to perfection will be
- Toast cooked too long tastes

28 Cooking

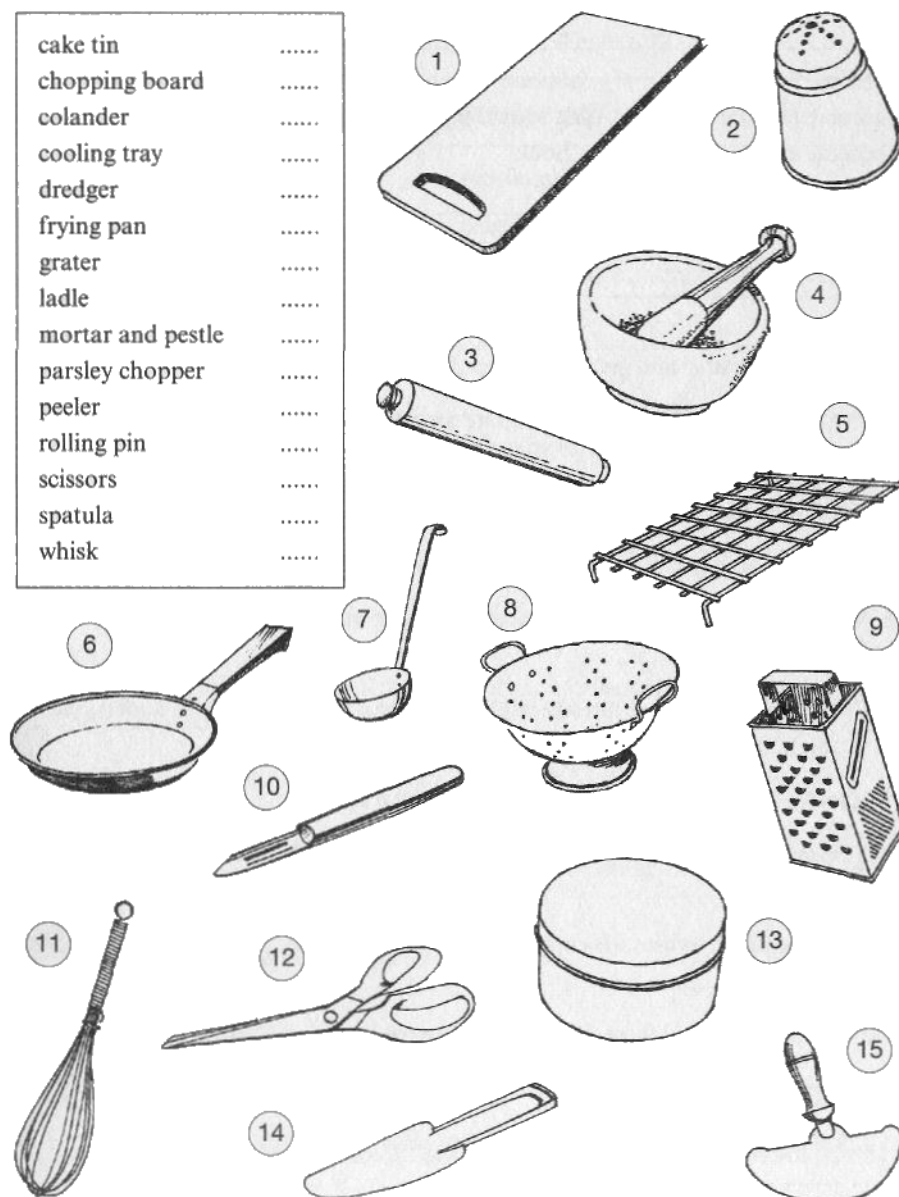
Replace the words in **bold type** in sentences 1–14 with a single word from the list a–n.
Write the letters in the grid below.

- | | |
|---|-------------|
| 1 The bread should be cooked in dry heat in the oven for about fifty minutes. | a) dice |
| 2 When roasting meat it should be covered with melted fat regularly to keep the meat moist . | b) minced |
| 3 Decorate the vegetables with some parsley. | c) deep fry |
| 4 Be very careful to cook slowly, just below boiling point . | d) season |
| 5 The meat for this recipe should be cut into very small pieces . | e) poached |
| 6 One method of cooking fish is to cook it in lots of very hot fat . | f) baked |
| 7 Could you remove the skin and bones from the fish before cooking it. | g) garnish |
| 8 When the potatoes are cooked you can crush them to a pulp . | h) flavour |
| 9 Remove the outside skin of the potatoes, please. | i) defrost |
| 10 Guests may like eggs which have been broken into boiling water and vinegar . | j) mash |
| 11 Increase the temperature completely before cooking the frozen chicken. | k) peel |
| 12 Cut the carrot into small squares . | l) fillet |
| 13 Add salt and pepper before serving the soup. | m) simmer |
| 14 You can improve the taste of the sauce with vanilla. | n) basted |

1	2	3	4	5	6	7	8	9	10	11	12	13	14

29 Utensils

Write the number of each drawing next to the word or words.



30 Phrasal verbs

Choose one definition from the box for each of the phrasal verbs in **bold** type in the sentences below.

become	continue	not have any left
become popular	find something in a	require
become rotten	book	take control
break a promise	learn	
cause (an object) to fall to the ground	look at again	

- 1 Stop wasting time and **get on with** your work
- 2 I've just been down to the store and we **are out of** flour.
.....
- 3 If this milk isn't put in the fridge it will **go off**
- 4 If you're not sure of the quantities to use, **look it up**
- 5 When I've prepared the sauce, you can **take over** and complete the dish.
.....
- 6 I've explained this once already but let's **go over** it to make sure you understand.
.....
- 7 It looks very complicated but you'll soon **pick it up**
- 8 This machine has broken down again. We **could really do with** a new one.
.....
- 9 If you continue to beat the cream, it will **turn into** butter.
.....
- 10 Don't put that bowl there. Someone will **knock it over**
- 11 You promised to cook tomorrow and you can't **back out of** it now
- 12 I don't think beer with raspberry will ever **catch on**! Do you?
.....

31 Hygiene

A Complete the table. (See example):

	Verb	Noun
1	to consume	<i>consumer/consumption</i>
2		cleanliness/cleaner
3	to poison	
4		infection
5	to disinfect	
6		sanitation/sanitizer
7		store/storage

B Now use words from the table to complete the following sentences.

- 1 Nowadays, it is necessary to knives, chopping boards and other pieces of catering equipment.
- 2 Kitchen staff are not allowed to alcohol while they are at work in the kitchen.
- 3 A can be added to water for cleaning the floor in order to remove germs.
- 4 The kitchen porter is responsible for hygiene and in the kitchen.
- 5 A cut on the finger must be cleaned very carefully to stop
- 6 A cool, dark, dry room is ideal to many dry food stuffs.
- 7 Frozen chickens must be defrosted completely before cooking to prevent food

32 A menu

Write each of the following dishes in the appropriate section of the menu.

Bavarian Apple Strudel	Herring and Apple Salad
Braised Leg of Lamb	Layered Vegetable Terrine
Broccoli with Hollandaise Sauce	Leaf Spinach with Diced Bacon
Cauliflower with Almonds	Okra and Courgettes in Lentil Sauce
Chef's Pâtés	Pear Hélène
Chicken Vichy	Potato Croquettes
Cold Chocolate Soufflé	Prawn and Orange Cocktail
Crème Caramel	Roast Pheasant en Croûte
Entrecôte Steak	Roast Potatoes
Escalope of Veal	Salad Marguery
French Onion Soup	Sweet Corn Chowder

THE WOODLAND

Menu

Appetisers

.....

.....

•••

Salad

.....

.....

•••

Entrées

.....

.....

.....

•••

Vegetarian Dishes

.....

.....

•••

Vegetables and Side Dishes

.....

.....

.....

•••

Desserts

.....

.....

•••

Coffee

.....

33 Service items

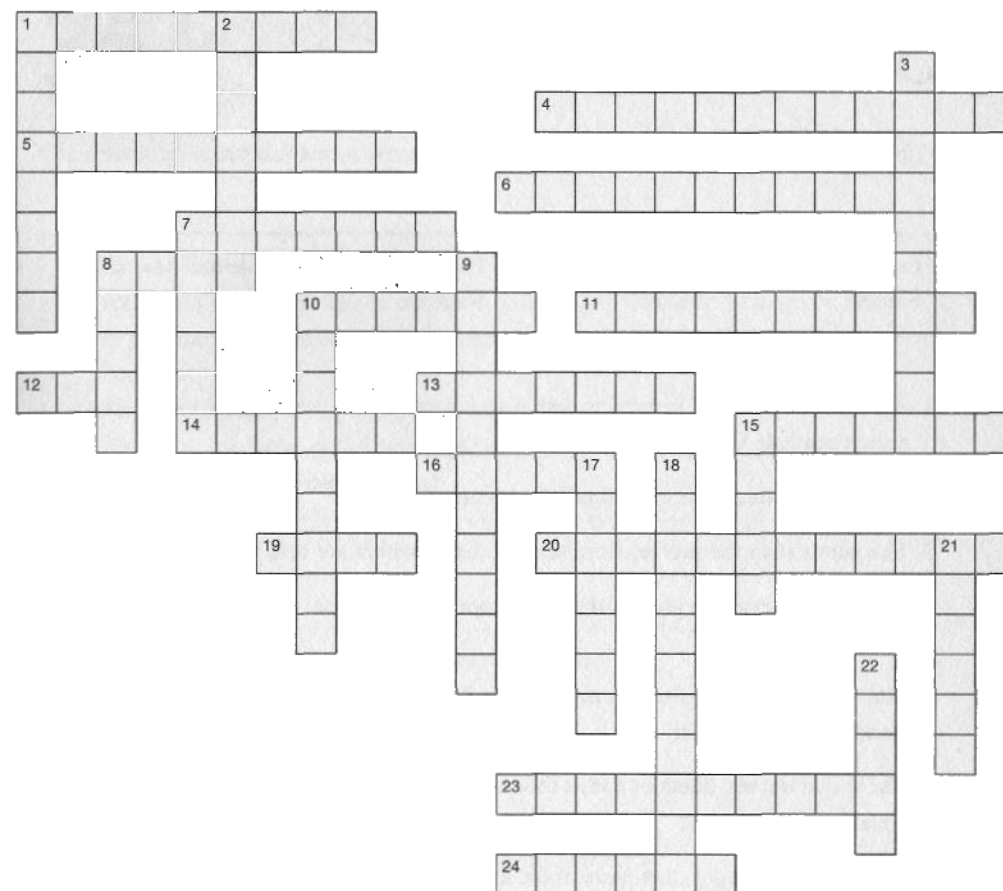
Fill in the following crossword. Each answer is an item found in the dining room.

Across

- 1 Used to open the wine bottle.
- 4 It hangs over the waiter's arm. (7, 5)
- 5 Fit the five candles in this.
- 6 Cheese is served on this. (6, 5)
- 7 The team of people working in the restaurant.
- 8 Carry the plates on this.
- 10 Carry the drinks on this.
- 11 White wine should be placed in this to reduce the temperature. (4, 6)
- 12 Put water or milk in this.
- 13 Cigarette smokers will need this.
- 14 Soup is served from this.
- 15 The fold marks in the tablecloth.
- 16 Salt and pepper set.
- 19 Serve the toast in a toast
- 20 Used to open a bottle of beer. (6, 6)
- 23 The guests use this to clean their fingers. (6, 4)
- 24 The best quality cloth for table linen.

Down

- 1 One word for plates, bowls, cups, etc.
- 2 One word for knives, forks, spoons, etc.
- 3 Another word for seasoning.
- 7 Bread is served in a bread
- 8 Used for lifting asparagus.
- 9 It stops the tea-leaves going into the cup. (3, 8)
- 10 It holds necessary items and provides a work surface for the waiters.
- 15 One place for one person at the table.
- 17 Sweets can be wheeled to the table on this.
- 18 Used to break the shells of nuts.
- 21 Serve a boiled egg in this. (3, 3)
- 22 Place this on the plate under the biscuits.



34 What type of service?

Write the number of each description next to the correct type of service.

Family		Gueridon		Plate		Silver	
French		Mixed		Russian			

- 1 All the food is served in serving dishes which are placed on the table so that the guests can help themselves.
- 2 The food is put on the individual plates in the kitchen.
- 3 The guests help themselves from serving dishes which are held by the waiter.
- 4 The waiter serves the food at the table from a serving dish, using a spoon and fork.
- 5 The waiter serves the food from a serving dish using a fork and a spoon, while standing at a side table.
- 6 The waiter carves, fillets or cooks food at a side table and then places the food on a plate.
- 7 The main food is put on a plate in the kitchen and the vegetables are put on the table in serving dishes so that the guests can help themselves.

35 Giving service

Complete the dialogues below. Choose from the following. Use each line once only.

- a) Ice and lemon with the gin, sir?
- b) And what would you like to drink?
- c) If you like fish, I can recommend the salmon steaks. The salmon is fresh from Scotland.
- d) Dry or medium?
- e) I'm sorry, but we're out of pineapple juice. We have orange or apple.
- f) Are you ready to order, madam?

In the restaurant

WAITER: (1)

GUEST: I'm still looking. What can you recommend?

WAITER: (2)

GUEST: I'll have the salmon, then.

At the bar

WAITER: Yes, sir?

GUEST: A gin and tonic and a campari orange, please.

WAITER: (3)

GUEST: Yes, please. And a glass of white wine, please.

WAITER: (4)

GUEST: Dry, please.

In the snack bar

WAITER: Hello. Are you ready to order?

GUEST: Yes, I think so. We'll have one cheeseburger and one hamburger.

WAITER: (5)

GUEST: I'll have a pineapple juice and a mineral water for my girlfriend.

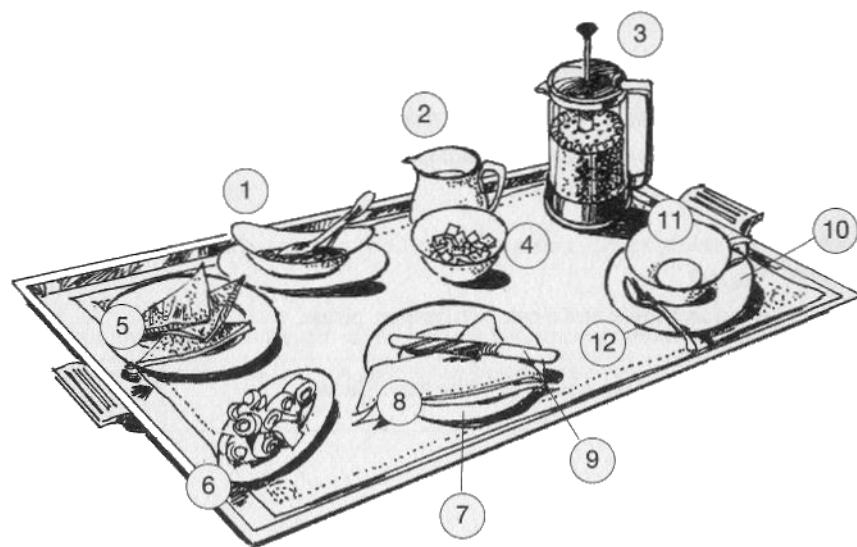
WAITER: (6)

GUEST: Orange, please.

36 A breakfast tray

Look at the picture below and write the numbers 1–12 next to the correct word or words.

butter dish		jam dish		small napkin	
coffee pot		milk jug		sugar bowl	
cup		saucer		teaspoon	
dessert plate		small knife		toast plate	



37 How to be polite

Read the direct phrases, then write them more politely. Choose from the following:

Could you	Please	Would you like me
Shall I	May I suggest	There's been a slight
I'm afraid	Would you mind	misunderstanding
Would you like	Actually	Just a moment

Direct

- Wait a minute!
- We haven't got any left.
- Sit down, please.
- You're wrong. I'm not the head waiter.
- Do you want some water?
- Move to another table!
- Confirm that tomorrow, please.
- Do you want a taxi?
- You've got the wrong date.
- Try this organic wine.
- Do you want my help?

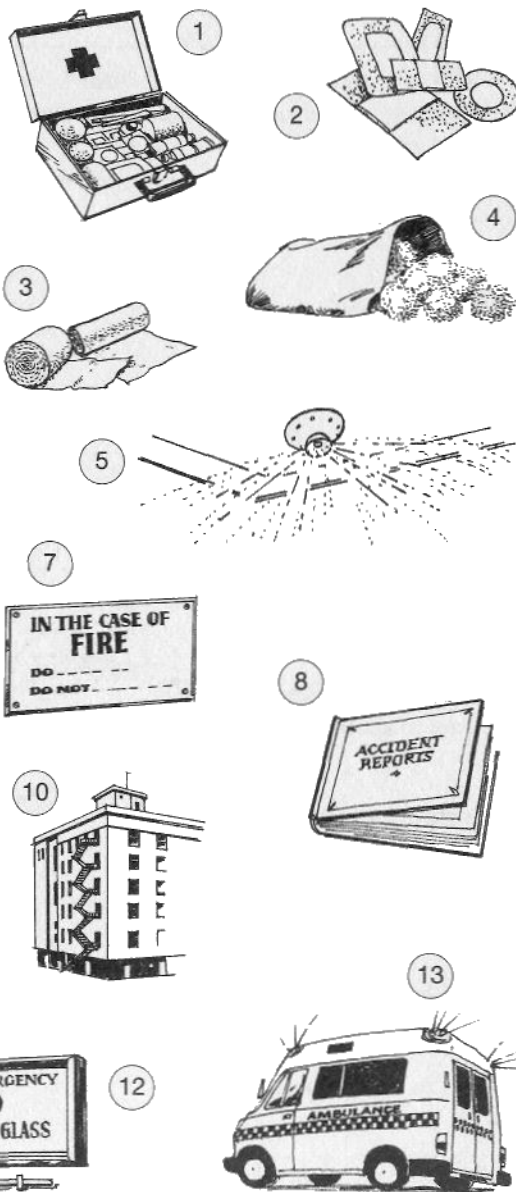
More polite

-, please.
- we haven't got any left.
-, take a seat.
-, I'm not the head waiter.
- some water?
- moving to another table?
- confirm that tomorrow, please?
- to get you a taxi?
- about the date.
- that you try this organic wine?
- help you?

38 Safety first

Write the number of each picture next to the correct word or words.

accident report book
 ambulance
 bandages
 cotton wool
 fire alarm
 fire bucket
 fire escape
 fire notice
 first aid box
 plasters
 smoke detector
 sprinkler
 warning sign



39 Fire procedures

Fill in the missing words in the fire notice for hotel employees. Choose from the following:

brigade	evacuate	lifts	smoke
drill	exit	raise	spread
doors	extinguish	safe	
enter	extinguisher		

- 1 Ask guests to check where the nearest fire is located as soon as they find their room.
- 2 There will be fire for everyone working in the hotel every six months.
- 3 All fire must be kept closed at all times as they will stop the of a fire.
- 4 If you see a small fire, you should try to it.
- 5 If it is an electrical fire, do not use a water fire
- 6 If it is a large fire, the alarm immediately.
- 7 Do not use the if there is a fire.
- 8 If there is a lot of, cover your mouth and nose with a handkerchief.
- 9 the building as quickly as possible.
- 10 Do not allow anyone to the building.
- 11 Check that everyone is
- 12 Phone for the fire

40 Unwelcome guests

Match the criminals (1–12) with the crimes (a–l). Write the letters in the grid below.

- | | |
|---|-----------------|
| 1 He stole a handbag in the foyer. | a) forger |
| 2 He said his name was Lord Pratt but after a three-week stay in the hotel he disappeared without paying. | b) drug pusher |
| 3 There was some money lying on the desk so she took it. | c) burglar |
| 4 He sexually attacked a woman. | d) drunk |
| 5 He was holding a gun as he told the cashier to give him all the money. | e) opportunist |
| 6 She sold heroin to someone in the hotel. | f) rapist |
| 7 He drank too much whisky and made a lot of noise. | g) mugger |
| 8 She made false copies of American dollars. | h) arsonist |
| 9 He set fire to the hotel because he was angry with the manager. | i) thief |
| 10 He attacked and robbed a lady in the corridor. | j) vandal |
| 11 He broke the toilet and basin and sprayed paint on the wall. | k) armed robber |
| 12 He broke a window at night and stole valuable items and money. | l) fraudster |

1	2	3	4	5	6	7	8	9	10	11	12

41 Word building 2

The word in capitals at the end of each sentence can be used to form a word that fits suitably in the blank space. Fill each blank in this way. (See example):

- The hotel asks guests not to leave valuable pieces of jewellery in the room. **VALUE**
- 1 This area of the hotel is only for personnel. **AUTHORITY**
- 2 The management must do all it can to the hotel guests. **PROTECTION**
- 3 Burglar alarms often work as a and stop burglars even thinking about breaking in. **DETER**
- 4 The receptionist called the police because there was a strange woman behaving very **SUSPICIOUS**
- 5 The management hope that computerized door locks will thieves from getting into hotel rooms. **PREVENTION**
- 6 It's always possible that the money has been stolen by a member of staff. **HONEST**
- 7 Valuable items should be marked with codes which the thief cannot see but which can be seen under UV light. **VISIBLE**
- 8 Every member of staff should be alert and if they anything strange they should report it immediately. **OBSERVATION**
- 9 Never accept a cheque without **IDENTIFICATION**
- 10 Before you leave the building you must make sure that all the doors are locked. **SECURE**
- 11 Members of staff who prove themselves to be will be given more responsibility. **TRUST**

42 Legal words

Use the clues on the left to fill in the missing letters in the legal words on the right.

- | | |
|--|--------------|
| 1 The laws which businesses must observe. | _EGISLATIO _ |
| 2 To be responsible if someone is injured in the restaurant. | _IABL _ |
| 3 To refuse to let someone come into the bar. | _XCLUD _ |
| 4 Someone who buys something. | _URCHASE _ |
| 5 Someone who sells something. | _ENDO _ |
| 6 An official agreement between two parties. | _ONTRAC _ |
| 7 The person who owns the hotel. | _ROPRIETO _ |
| 8 You pay this if you are caught breaking the law. | _IN _ |
| 9 You mustn't sell alcohol to someone under the age of 18 because it's ... | _ROHIBITE _ |
| 10 Official permission to sell alcohol. | _ICENC _ |
| 11 The person who has permission to sell alcohol. | _ICENSE _ |
| 12 Allow someone to enter a club. | _DMI _ |
| 13 To enter the private areas of the hotel without permission. | _RESPAS _ |
| 14 The length of time spent in prison. | _ENTENC _ |
| 15 Leaving dangerous chemicals where children could find them. | _EGLIGENC _ |
| 16 The police will do this to law breakers. | _ROSECUT _ |
| 17 You must report serious accidents. It's ... | _OMPULSOR _ |

43 What do they mean?

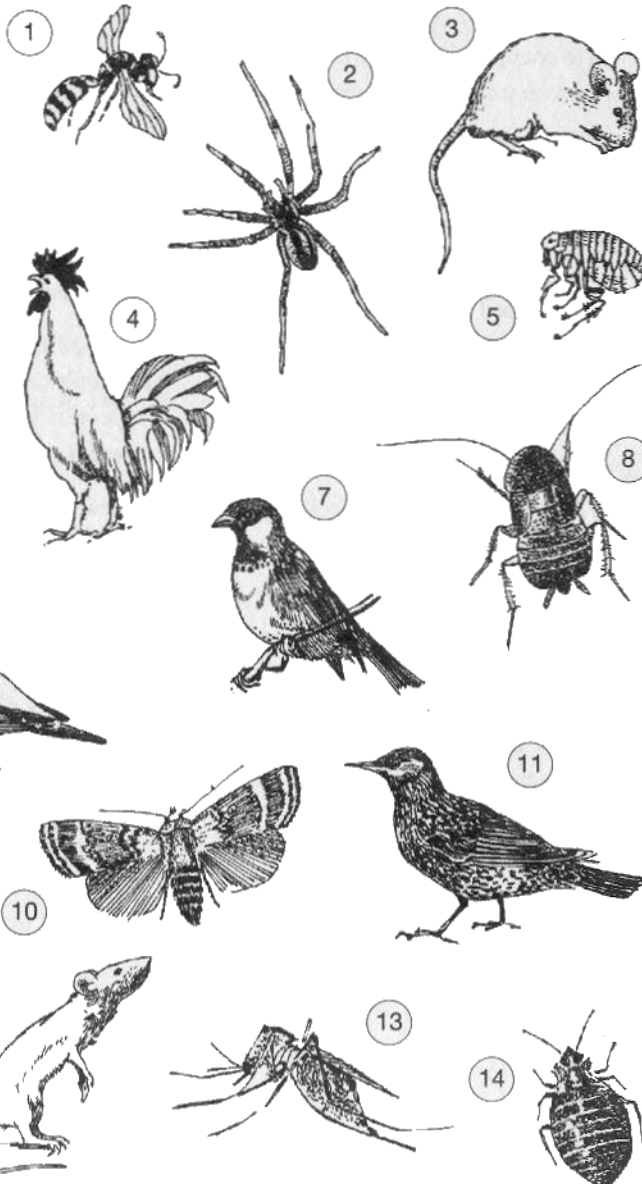
Choose the best meaning for each of the following phrases.

- | | |
|---|---|
| 1 to comply with the law
a) to do things as the law states
b) to change parts of the law
c) to complain about the law | 7 to make available for inspection
a) to find time to maintain the machines
b) to arrange to clean the machine
c) to let inspectors see what they wish |
| 2 unfit for human consumption
a) the food should not be eaten
b) the food is good for giving energy
c) the food is being prepared | 8 in the event of an accident
a) after an accident
b) if there is an accident
c) avoid accidents |
| 3 must be used solely for the purpose of
a) should not be used too often
b) should only be used for
c) must not be used | 9 persons frequenting the premises
a) people cleaning the hotel
b) people outside
c) people using the hotel |
| 4 intoxicating spirit
a) drinks which contain alcohol
b) drinks which have over 20% alcohol
c) drinks which have over 30% alcohol | 10 a breach of contract
a) an action which breaks a contract
b) an action which cancels a contract
c) an action which is included in a contract |
| 5 to be needlessly exposed to risk
a) some machines could be dangerous
b) you mustn't show problems
c) there are unnecessary dangers which could easily be removed | 11 to be legally obliged to do something
a) you must do it
b) it is allowed to do it
c) you shouldn't do it |
| 6 to sustain personal injury
a) to get an insurance policy
b) to be hurt
c) to get promotion | |

44 Carriers of disease

Write the number of each picture next to the correct word or words.

bedbug	
chicken	
cockroach	
flea	
fly	
mosquito	
moth	
mouse	
pigeon	
rat	
sparrow	
spider	
starling	
wasp	



45 Health and hygiene

A Match the verbs in the left-hand column with a word or phrase from the right-hand column. (See example):

harbour	infection
come	diseases
dispose	separate
transmit	into contact with
spread	pain
keep	germs
relieve	of waste
prevent	food
contaminate	accidents

B Fill in the missing words in the sentences below. Choose from the combinations in A.

Don't leave wet towels or cloths lying in a warm corner because this is how you will harbour germs.

- Don't spray fly killer in the kitchen or you could the
- If you are stung by a wasp, put this cream on to the
- To happening don't leave things lying on the floor.
- If you are handling dirty linen, wash your hands regularly so that you don't
- If you animal droppings, please wash your hands immediately.
- To safely, place it in these plastic bags and tie them securely.
- In the fridge please raw meat and cheese
- In tropical climates it is possible to some drinking water.

46 Employment

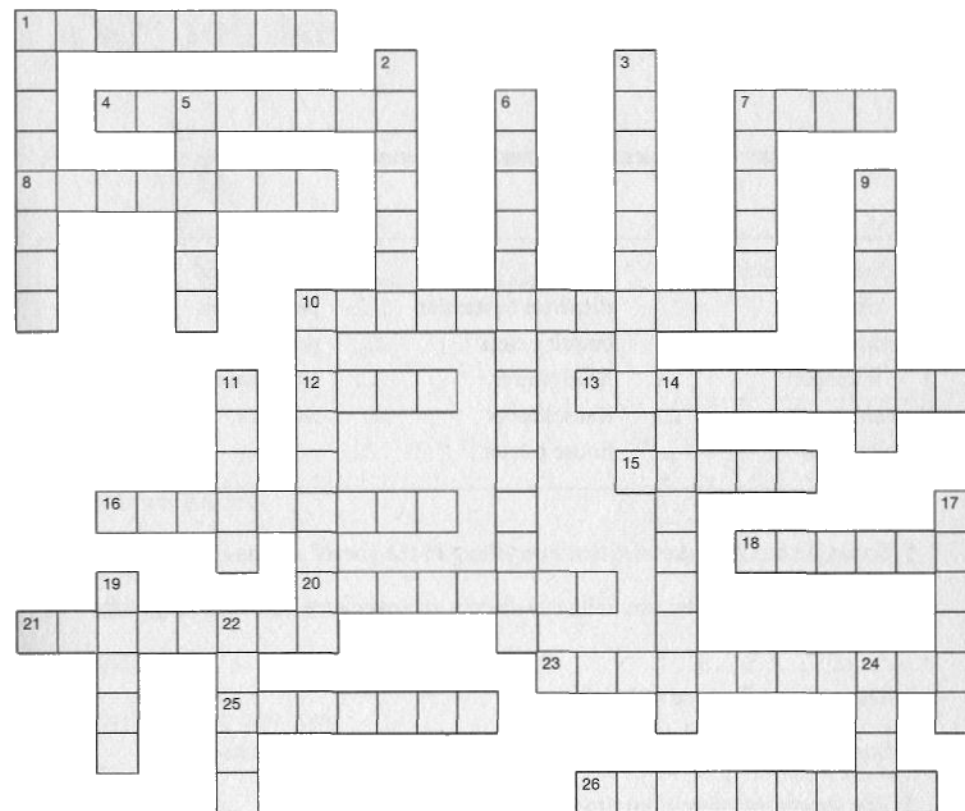
Fill in the crossword. Each answer is to do with employment.

Across

- 1 A person who is in employment.
- 4 This type of job is only for a few hours a week. (4, 4)
- 7 The extra money left by guests.
- 8 If you work extra hours you get paid this.
- 10 People who are happy at work have job . . .
- 12 The manager appointed him to the . . . of head waiter.
- 13 The more jobs you do and the longer you work, the more of this you get.
- 15 The extra money that workers get from the management as a special thank you.
- 16 The meeting when you discuss a possible new job.
- 18 If you decide to leave the job, you have to . . .
- 20 A hotel which is very busy in the summer will need . . . workers.
- 21 To get the best results from workers, the personnel manager must . . . them.
- 23 Before you go to discuss a new job you make an . . .
- 25 This money is paid to people who have reached the official age to stop working.
- 26 Someone who has written to ask for a job.

Down

- 1 The person or company who employs you.
- 2 To find suitable people and employ them is to . . .
- 3 This is a percentage of what you can earn which you pay to the State. (6, 3)
- 5 When people reach the official age to stop working they . . .
- 6 People have these if they have studied and passed professional exams.
- 7 Another way of saying 'to employ'. (4, 2)
- 9 When the manager has found a new chef, he will . . . him to the position.
- 10 The housekeeper has to . . . the work of the cleaning staff.
- 11 People who are paid weekly are paid . . .
- 14 When you move up to a more senior position, you get . . .
- 17 The time that you start work is the time you come . . . (2, 4)
- 19 A word for all the people who work in the hotel or restaurant.
- 22 Write a letter and . . . for the job if you are interested.
- 24 When you work, you . . . money.



47 Whose job is it?

Write the number of each description next to the correct person.

advance reservations	chef		pantry maid		
clerk		dispense bartender		pastry cook	
banqueting		enquiry clerk		personnel manager	
manager		head waiter		receptionist	
cashier		housekeeper		waitress	
cellarman		house porter			

- Someone has to make sure that everything in the guests' rooms is in order.
- Mr and Mrs Murphy would like to discuss arrangements for their daughter's wedding reception.
- The guests' bills need to be prepared.
- Someone has to make sure there is enough wine, beer and spirits.
- The sheets and towels have to be taken upstairs.
- Four guests have just entered the restaurant.
- The waiter wants wine and beer for his tables.
- A special cake should be made for the function.
- The busy summer season is approaching and more staff are required.
- Someone should plan the cooking times for dinner.
- This letter booking two rooms for next month needs a reply.
- Someone has to welcome guests and complete the registration form.
- Someone has to prepare early morning teas.
- Guests at table 8 are ready to order.
- A lady on the telephone wants to know if there is a room available at the weekend.

48 Job advertisements

Find words or phrases in the advertisements below which mean the following.

- only for important people
- an applicant's list of qualifications and experience
- equipped
- minimum of
- looking for
- not newly started
- chances of promotion
- extras to wages/salaries
- applicants
- able to develop new ideas
- at the start
- salary/wages higher than at other hotels

GREAT HOTEL

Receptionists

This exclusive hotel in the heart of the city is seeking candidates who are enthusiastic and innovative. We offer excellent benefits, great prospects and competitive pay. Candidates must have at least two years' experience. Please call Linda Bolam on 0192 13579

CHEF

Enthusiastic and energetic chef required to initially work with chef/proprietor and later take over established restaurant. The kitchens are fitted out to the highest standard. We are locally known for our fish specialities. Own flat available. Write enclosing C.V. to John Bloggs, The Woodlands, Wayside Road, Oakton MN13 9EJ

49 Positive thinking

Here are thirty words or phrases which are used to describe hotels and their facilities. Write each word or phrase in the appropriate column below. There are six words in each.

appetizing	grand	popular family
beachside	gourmet	romantic
beautifully decorated	highly recommended	spacious
bright	home cooked	tastefully furnished
central	hospitable	traditional
cheerful	ideally placed	tranquil
conveniently situated	majestic	welcoming
delicious	mouth watering	well appointed
elegant	peaceful	well located
nourishing	picturesque setting	well run

Rooms	Location	Food
.....		
.....		
.....		
.....		
.....		
.....		

Hotel	Atmosphere
.....	
.....	
.....	
.....	
.....	
.....	

50 Marketing

Choose the word which best completes each sentence.

- One way to find out about your customers, their needs and how much money they are willing to spend is to ask them to complete
a) an inquiry form b) a questionnaire c) a booking form.
- To be successful the outlet must the needs of the customer.
a) satisfy b) provide c) decide
- One way to tell the public that the outlet exists is by
an advertisement in the local newspaper.
a) giving b) advertising c) placing
- Some companies may decide to advertise all over the country in an advertising
a) campaign b) survey c) action
- When there isn't much business, the restaurant may advertise a special to increase sales.
a) order b) offer c) market
- If food is attractively displayed, customers will be to buy.
a) forced b) treated c) tempted
- It is up to the staff to create a good of the restaurant.
a) image b) side c) reflection
- Free badges, hats, T-shirts, and book matches are examples of material.
a) selling b) potential c) promotional
- A restaurant will lose sales if it gets bad in local newspapers after an accident.
a) publication b) public c) publicity
- On the other hand, a newspaper about the excellent food and service will increase sales.
a) story b) advice c) article
- In large towns you have to with other outlets.
a) compete b) competitor c) competition

51 Computer systems

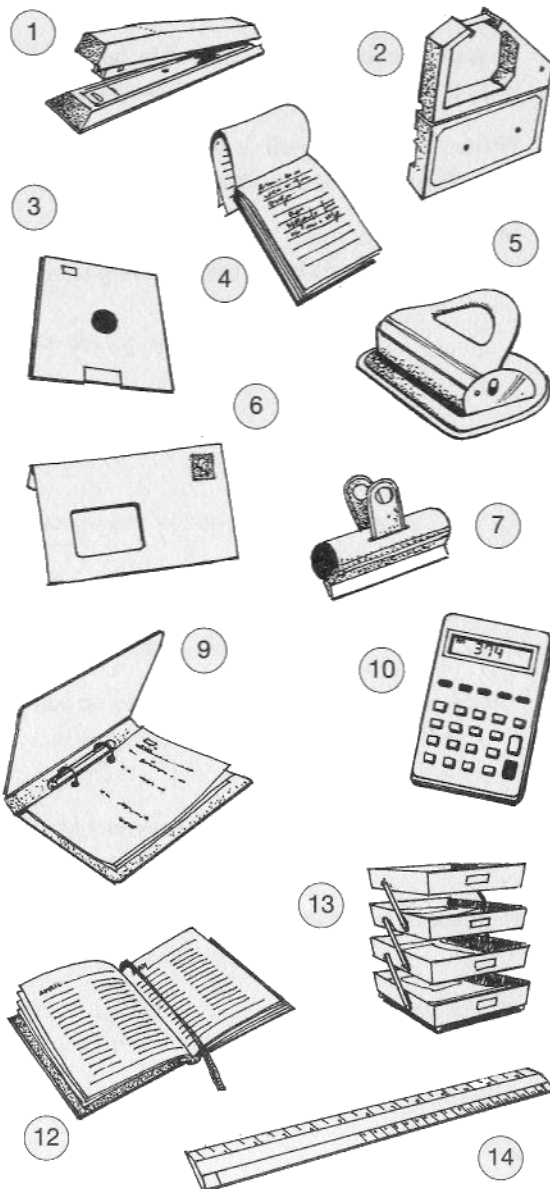
Rearrange the letters in brackets to form the correct words.

- 1 A computer is an ideal machine for (stngior) information about reservations.
- 2 Once the information about reservations has been entered, other (licappionsat) can be added.
- 3 In both the back office and at reception the information can be viewed through (DUVs)
- 4 The reservations clerk can type in information using a (yekdboard)
- 5 The reservations clerk can then see the information on a (enescr)
- 6 In order to speed up the process and simplify the system, the hotel will use (cesdo)
- 7 The necessary information for reservations will be shown in a (mune) display.
- 8 It is only sometimes necessary to have written information on paper in the form of a (proutint)
- 9 If information were lost it would be catastrophic so all information should be (edbake pu) at regular intervals and stored on (skid) or tape.
- 10 Some hotel groups have designed their computer systems to (infactere) with telex, airline networks and travel agents.
- 11 When a guest registers at the hotel, the information can be entered straight away and later (callreed) if requested.
- 12 A (ordw-pressingoc) - facility on a computer allows office staff to quickly produce letters.
- 13 Computers are also used in bars where exact amounts of spirits are dispensed by (opctis)
- 14 In the restaurant or bar, customers' bills can be calculated quickly and accurately at the electronic (pinto fo selas)
- 15 It is also possible for customers' orders to be keyed into the computer at the table through a hand-held (minalrte)
- 16 Linen control has been greatly improved with an identification system which uses (bra desco)
- 17 Messages can be sent and received by hotel staff and guests by using (elonictrec mali)
- 18 Written messages as well as drawings and diagrams can be sent through the telephone system using a (xfa)
- 19 Many hotels are trying to increase security by using a (kye ardc temssy) which records every time a lock is opened and by whom.

52 Office items

Write the number of each picture next to the correct word or words.

bulldog clip	
calculator	
desk diary	
diskette	
hole punch	
notepad	
planner	
printer ribbon	
ring binder	
ruler	
stapler	
suspension file	
trays	
window envelope	



53 At work in the office

Fill in the missing prepositions in the sentences. Choose from the following. Some of the prepositions are used more than once.

about for from of off on out to with

- 1 Could you take care the seating arrangements for the conference?
- 2 Mrs Brown has complained the food the manager.
- 3 The number of staff depends the season.
- 4 Something seems to have happened this plant. It's dead!
- 5 We still haven't heard those clients about what flowers they want.
- 6 I can't find the keys and I've looked them everywhere.
- 7 I'm relying you to sort this problem peacefully.
- 8 I'll think how to promote your idea of a Japanese night, and we'll discuss it later.
- 9 We should provide our cleaners new uniforms.
- 10 I'm glad you reminded me the meeting. I'd forgotten!
- 11 Any telephone costs will be added the bill.
- 12 Chef won't put up any nonsense in the kitchen.
- 13 These new computer key cards should cut down electricity costs as they turn the lights as soon as the guests go out.
- 14 The manager is very pleased this month's sales figures.
- 15 Our restaurant is famous its fish dishes.
- 16 It's been so cold that there's been no demand soft drinks.

54 Handling Stock

A Fill in the bin card headings. Choose from the following:

balance	item	price	suppliers
date	maximum	quantity	type
in	minimum	reference	unit

.....: Sherry		: 75 cl bottle		
.....: Amontillado		: £2.53		
.....			Out	
1st Oct	JB	24		24
2nd Oct	BP		6	18
4th Oct	JB		3	15
6th Oct	JB	24		39
7th Oct	BP		10	29
..... stock: 48		 stock: 8		
Re-order point: 24		: Classic Wine Importers		
Re-order: 24		Ltd		

B Update the card with the following information.

- On 8th October 8 bottles were issued by John Bridges.
- On 12th October 24 bottles were received from the suppliers by John Bridges.
- Barbara Palm took 10 bottles on 13th October.

55 Business documentation

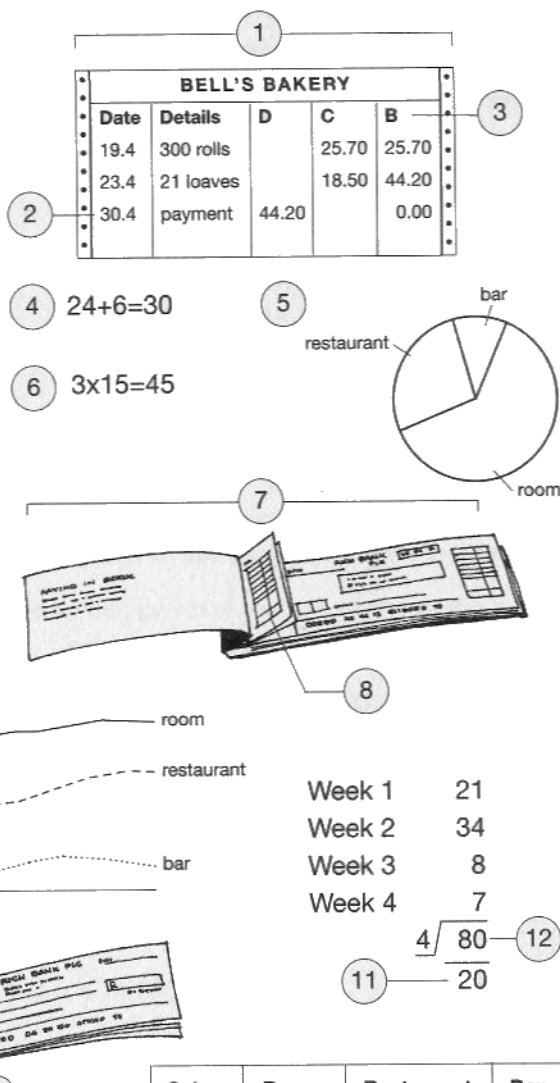
Use the clues on the left to fill in the missing letters in the words on the right.

- A member of staff writes this when goods are running short and are now required. **REQU_____**
- This information is then sent to an external supplier as an official . . . **OR ____**
- When the goods are delivered, this list of goods is often enclosed. **DE_____ N____**
- After delivery the supplier sends this list of goods giving quantity and price. **IN_____**
- If you pay within seven days, you can often get a . . . **C____ DI_____**
- If you buy regularly from the local baker he may allow you a . . . **TR____ DI_____**
- At the end of the month most suppliers send out this list of everything bought and all money paid. **ST_____**
- If goods have to be returned to the supplier he will send this to adjust the amount of money due. **C_____ N____**
- This will be sent if a customer doesn't pay his/her account. **R____ DER**

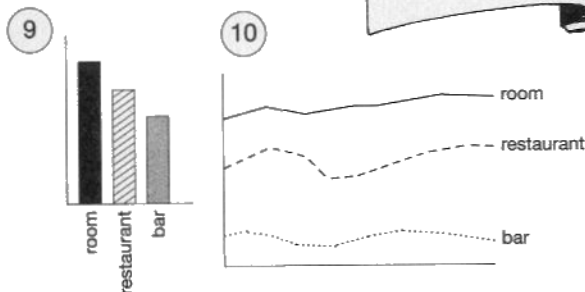
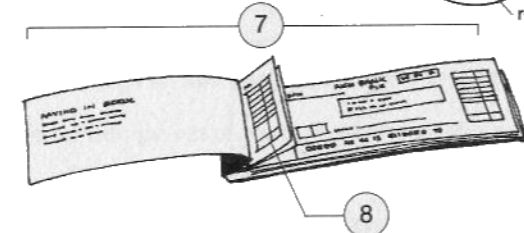
56 Facts and figures

Write the number of each picture next to the correct word or words.

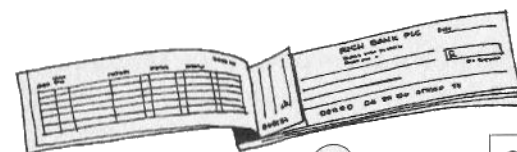
addition	
average	
balance	
bar graph	
cheque book	
counterfoil	
entry	
line graph	
multiplication	
paying-in book	
percentage	
pie chart	
purchase account	
table	
total	



BELL'S BAKERY				
Date	Details	D	C	B
19.4	300 rolls		25.70	25.70
23.4	21 loaves		18.50	44.20
30.4	payment	44.20		0.00



Week 1	21
Week 2	34
Week 3	8
Week 4	7



13 76%

15

Sales	Room	Restaurant	Bar
Jan	3964	2097	673
Feb	3840	2001	742
Mar	4004	1876	890
Apr	3504	1903	655
May	3372	2002	677

57 Accountancy terms

Fill in the missing words in the sentences below. Choose from the following:

cash float	debit	petty cash book
credit	debtors	posted
credit customer accounts	double entry	purchase ledger
creditors	payroll	visitors' paid-outs

- Most companies use a system of accounting known as
- This divides the page into two columns which are called and
- Suppliers who have not yet received payment for goods which they have already delivered are
- Customers who have not yet paid their bills are
- The accounts of suppliers to the hotel are kept in the
- The accounts of customers are known as
- When figures are moved from one account to another they are
- All the information needed to pay staff wages and salaries is on the
- Small amounts of cash which are paid out are recorded in the
- Small items of cash which are paid out on behalf of a guest are called
- At the start of each day the bar and restaurant staff are given a fixed amount of cash which is called a

58 Final accounts

Match the words (1–13) on the left with their definitions (a–m) on the right. Write the letters in the grid below.

- | | |
|---------------------------|--|
| 1 Profit and Loss Account | a) Includes cash in the safe and in the bank. |
| 2 Trading Account | b) Bills which will never be paid. |
| 3 Balance Sheet | c) When sales equal costs – no profit or loss. |
| 4 Fixed assets | d) Includes rent, telephone, gas, advertising. |
| 5 Current assets | e) Shows the gross profit at the end of the year. |
| 6 Long term liabilities | f) Furniture, kitchen equipment, crockery, etc. |
| 7 Current liabilities | g) Food, liquor, and tobacco still in store. |
| 8 Bad debts | h) A statement at the end of the year showing how the company is financed. |
| 9 Depreciation | i) Borrowed money which will be paid back over a long period of time. |
| 10 Budget | j) Money which will be paid to suppliers soon. |
| 11 Overheads | k) Reduction in value of machines and furniture over several years. |
| 12 Stock | l) Shows the net profit after electricity, rent, stationery, etc. has been deducted. |
| 13 Break-even point | m) Planned financial figures for the future. |

1	2	3	4	5	6	7	8	9	10	11	12	13

59 Nationalities and currencies

A Complete the table.

Country	People	Language	Currency
Canada		English/French	
Germany		German	
Italy			Lire (ITL)
	Japanese	Japanese	
	Australians		Dollar (AUD)
		Russian	Rouble (RUR)
Switzerland		German/French/ Italian	
United Kingdom	British	English	Pound (GBP)
United States of America	Americans		
Sweden	Swedes		Krona (SEK)
	French		Franc (FRF)

B Now use the words from the table to complete the following sentences.

- What is the exchange rate for American dollars into French
- You're from Italy! I'm afraid I don't speak
- These guests are from Germany and I can't speak
- The guests in room 147 are, from Japan.
- How many will I get for one pound when I go to Sweden?
- Our American guests from the want to pay in dollars.
- Can we accept from our Russian guests?
- Can you tell me the rate of the Swiss today?

British English and American English

British English

accommodation
alter
aubergine
barman
bill (for food)
biscuit
cheque
colour
courgette
cupboard, wardrobe
curtains
enquiry
fill in
form
fridge
hairdrier
holiday
interconnecting
labour
lager
licence
lift
luggage
main course
note (paper money)
page boy
post
provisional
pub
purse
reception
receptionist
rubbish
shop

American English

accommodations
change
egg-plant
bartender
check
cookie
check
color
zucchini
closet
drapes
inquiry
fill out
blank/form
icebox
hair dryer
vacation
adjoining
labor
beer
license
elevator
baggage/luggage
entrée
bill
bell boy, bell hop, page
mail
unconfirmed
saloon/bar
pocket book
front desk/front office
clerk, desk clerk
garbage/trash
store

spirit
starter
sunglasses
syndicate room
tap
taxi
toilet
traveller's cheques
venue
waiter
washbasin

liquor
appetiser
shades
conference room
faucet
cab
bathroom, restroom, washroom
travelers checks
locale
waiter/food server
sink

Answers

Section 1: THE FRONT OFFICE

TEST 1

binoculars	11
cap	5
carrier bag	1
compact	7
doll	6
glasses	14
glove	9
keys	10
lipstick	13
pocket diary	8
purse	4
ski stick	15
tie	12
toilet bag	2
umbrella	3

TEST 2

1 a 2 i 3 h 4 g 5 d 6 e 7 c 8 f
9 j 10 b

TEST 3

- 1 (b) foyer
- 2 (b) deal with
- 3 (c) regulars
- 4 (a) safe deposit
- 5 (c) clientele
- 6 (a) register
- 7 (c) arrivals
- 8 (c) pass
- 9 (a) pigeon hole
- 10 (b) chance
- 11 (d) no shows
- 12 (d) occupancy

TEST 4

Letter of reservation: 5, 3, 7, 8, 2, 1

Dear Sir/Madam

I would like to reserve four single rooms from 19th to 24th November 19-- for four of our managers.

The rooms should be booked in the names of John Brown, Mary Black, Bill Franks and Ann Jones.

Could you please inform me of your rates and whether you offer discounts for company bookings.

I look forward to receiving your confirmation.

Yours faithfully
Susan Peacock
Secretary

Letter of confirmation: 11, 6, 9, 4, 10

Dear Ms Peacock

Thank you for your letter of 16th September 19--. We are very pleased that you have chosen to use our hotel for your four managers who will be in Anyton from 19th to 24th November 19--.

I would like to confirm your reservation for four single rooms for these dates. We are happy to be able to offer you our corporate rates, which you will find in the enclosed leaflet.

We look forward to receiving our guests.

Yours sincerely

Peter Black

Reservations Clerk

TEST 5

- 1 provisional
- 2 confirmed
- 3 overbooked
- 4 availability
- 5 update
- 6 cancellation
- 7 unoccupied
- 8 allocate
- 9 correspondence
- 10 entries

TEST 6

- 1 incur
- 2 sign for
- 3 issue
- 4 itemize

- 5 vacate
- 6 calculate
- 7 settle
- 8 return
- 9 dispute
- 10 liaise
- 11 overcharges

TEST 7

- 1 credit card
- 2 exchange rate
- 3 foreign currency
- 4 sales voucher
- 5 travel agent's voucher
- 6 service charge
- 7 travellers cheques
- 8 computer billing
- 9 ledger account
- 10 commission rate
- 11 bank notes

Section 2: HOTEL SERVICES

TEST 8

- 1 Laundry
- 2 Transport
- 3 Room service
- 4 Medical help
- 5 Shoe cleaning service
- 6 Wake-up calls
- 7 Telephone
- 8 Mini-bar
- 9 Early morning teas
- 10 Garaging
- 11 Entertainment
- 12 Tariffs

TEST 9

(A)

American Plan – bed, breakfast, lunch and dinner
Demi-pension – bed, breakfast and lunch or dinner
European Plan – bed only
Continental Plan – bed and breakfast

(B)

A 3 B 2 C 1 D 5 E 4

TEST 10

- 1 escorted
- 2 attractions
- 3 ruins
- 4 galleries
- 5 museums
- 6 countryside
- 7 scenery
- 8 excursions
- 9 itinerary
- 10 souvenirs
- 11 cruise
- 12 events
- 13 displayed
- 14 festivals

TEST 11

- 1 at / before
- 2 opposite
- 3 past
- 4 beside / next to
- 5 on/ahead
- 6 across
- 7 on
- 8 into, along / down / up, on
- 9 along / down / up, until / till
- 10 on, after

TEST 12**Across**

- 1 duration
- 2 speaker
- 5 address
- 7 function sheet
- 8 annual
- 9 venue
- 10 postpone

Down

- 1 delegates
- 3 provisional
- 4 finalize
- 6 lecturer
- 7 flipchart

TEST 13

- 1 seating capacity
- 2 slide projector, overhead projector
- 3 conference package
- 4 square metres
- 5 opening ceremonies
- 6 hospitality room
- 7 conference programme
- 8 estimated attendance
- 9 theatre, classroom

- 10 syndicate
- 11 plenary

TEST 14

Letter of complaint: 6, 3, 7, 1, 9, 5

Dear Sir/Madam

I am writing to complain about the service I recently received in your restaurant while on a business trip.

I had invited four clients to join me for lunch in your restaurant, where I had expected to receive the best service. Unfortunately, I have a number of complaints.

When one of my guests arrived the waiter sat her at the wrong table. Later, the same waiter spilt a few drops of red wine on another guest's trousers. The final embarrassment was when the waiter presented the bill to one of my guests instead of me.

This is not the professional service which I expect from a top restaurant and I know that you will wish to ensure that it does not happen again.

Yours faithfully
Raymond Strang
Sales Manager

Letter of reply: 10, 11, 8, 2, 4

Dear Mr Strang

I was very sorry to read of the problems which you experienced in our restaurant on your recent visit.

I am afraid that we were experiencing staffing problems during this period and had an inexperienced waiter working in the restaurant. He has since left and we are happy to say that we now have only fully qualified waiters serving our customers.

As a token of our regret I enclose a voucher for an evening meal for two people and hope to

welcome you personally in the near future.
Yours sincerely
Pierre Lancel
Restaurant Manager

TEST 15

1 e 2 g 3 k 4 f 5 a 6 m 7 h 8 l
9 c 10 d 11 n 12 i 13 b 14 j

Section 3:**HOUSEKEEPING****TEST 16**

- | | |
|----------------|----|
| bath | 12 |
| bath mat | 13 |
| bath towel | 15 |
| glass | 4 |
| hand towel | 3 |
| mirror | 7 |
| pedal bin | 16 |
| plug | 11 |
| shaver socket | 8 |
| shower | 10 |
| shower curtain | 9 |
| soap | 14 |
| tap | 6 |
| toilet | 1 |
| toilet paper | 2 |
| wash basin | 5 |

TEST 17

- | | |
|---------------|----|
| banister | 12 |
| blind | 1 |
| bookcase | 15 |
| ceiling | 14 |
| coat hanger | 16 |
| coat stand | 4 |
| cushion | 3 |
| curtains | 7 |
| curtain track | 6 |
| door handle | 9 |
| hairdrier | 13 |
| hinge | 17 |
| light switch | 8 |
| picture frame | 11 |
| skirting | 10 |
| wardrobe | 5 |
| window-sill | 2 |

TEST 18

- 1 corridor
- 2 kiosk
- 3 balcony
- 4 laundry
- 5 lobby

- 6 cocktail bar
- 7 cabin
- 8 left luggage
- 9 cellar
- 10 terrace
- 11 lounge
- 12 stairs
- 13 cloakroom
- 14 lift
- 15 kitchen
- 16 banqueting room
- 17 galley

TEST 19

- 1 (c) renovated
- 2 (a) extension
- 3 (d) self-contained
- 4 (c) disrepair
- 5 (b) rear-facing
- 6 (a) restoring
- 7 (d) construction
- 8 (a) site
- 9 (b) premises
- 10 (c) grounds

TEST 20

1 c 2 h 3 n 4 d 5 m 6 f 7 j 8 l
9 a 10 g 11 b 12 e 13 k 14 i

TEST 21

- 1 tarnish
- 2 fingerprints
- 3 slippery
- 4 splash
- 5 odours
- 6 abrasive
- 7 labour-saving
- 8 lime scale
- 9 bleach
- 10 stain
- 11 salvage
- 12 rust
- 13 solvents
- 14 soilage
- 15 chamois

TEST 22

- 1 ventilation
- 2 humidity
- 3 grill
- 4 extractor
- 5 filters
- 6 radiator
- 7 thermostat
- 8 insulated
- 9 tank

- 10 pipes
- 11 drains
- 12 sewer
- 13 U-bend

TEST 23

- 1 appliances
- 2 flex
- 3 plug
- 4 socket
- 5 fuse
- 6 kilowatt hours
- 7 current
- 8 overloaded
- 9 electrician
- 10 wiring

Section 4:**FOOD AND DRINK****TEST 24**

- | | |
|---------------|----|
| apple | 3 |
| banana | 4 |
| blackcurrants | 5 |
| cherries | 7 |
| grapes | 12 |
| kiwi fruit | 1 |
| lemon | 10 |
| melon | 13 |
| orange | 11 |
| papaw | 9 |
| passion fruit | 14 |
| peach | 2 |
| raspberries | 6 |
| star fruit | 15 |
| strawberries | 8 |

TEST 25

- | | |
|--------------|----|
| asparagus | 17 |
| aubergine | 2 |
| beetroot | 1 |
| butter beans | 16 |
| carrot | 13 |
| cauliflower | 8 |
| courgette | 14 |
| French beans | 10 |
| leek | 5 |
| lettuce | 3 |
| okra | 7 |
| onion | 6 |
| peas | 12 |
| pepper | 15 |
| potato | 11 |
| radish | 9 |
| tomato | 4 |

TEST 26

- 1 dairy products
- 2 nuts
- 3 pulses
- 4 herbs
- 5 spices
- 6 meat
- 7 dried fruit
- 8 pastries
- 9 icings
- 10 pasta
- 11 fish
- 12 beverages
- 13 wines
- 14 game
- 15 soups
- 16 cheeses
- 17 seafood
- 18 cakes
- 19 sauces
- 20 cereals

TEST 27

- 1 bitter
- 2 hot
- 3 rich
- 4 sweet
- 5 spicy
- 6 bland
- 7 sour
- 8 savoury
- 9 greasy
- 10 dry
- 11 delicious
- 12 burnt

TEST 28

1 f 2 n 3 g 4 m 5 b 6 c 7 l 8 j
9 k 10 e 11 i 12 a 13 d 14 h

TEST 29

- | | |
|-------------------|----|
| cake tin | 13 |
| chopping board | 1 |
| colander | 8 |
| cooling tray | 5 |
| dredger | 2 |
| frying pan | 6 |
| grater | 9 |
| ladle | 7 |
| mortar and pestle | 4 |
| parsley chopper | 15 |
| peeler | 10 |
| rolling pin | 3 |
| scissors | 12 |
| spatula | 14 |
| whisk | 11 |

TEST 30

- 1 continue
- 2 not to have any left
- 3 become rotten
- 4 find something in a book
- 5 take control
- 6 look at again
- 7 learn
- 8 require
- 9 become
- 10 cause an object to fall to the ground
- 1 break a promise
- 12 become popular

TEST 31

- (A)
- | verb | noun |
|----------------|----------------------|
| 1 to consume | consumer/consumption |
| 2 to clean | cleanliness/cleaner |
| 3 to poison | poison/poisoning |
| 4 to infect | infection |
| 5 to disinfect | disinfectant |
| 6 to sanitize | sanitation/sanitizer |
| 7 to store | store/storage |

(B)

- 1 sanitize
- 2 consume
- 3 disinfectant
- 4 cleanliness
- 5 infection
- 6 store
- 7 poisoning

Section 5:**FOOD SERVICE****TEST 32***Appetisers***Chef's Pâtés****French Onion Soup****Prawn and Orange Cocktail****Sweet Corn Chowder***Salads***Herring and Apple Salad****Salad Marguery****Tomato Salad***Entrees***Braised leg of Lamb****Chicken Vichy****Entrecôte Steak****Escalope of Veal****Roast Pheasant en Croûte***Vegetarian dishes***Layered Vegetable Terrine****Okra and Courgettes in Lentil****Sauce***Vegetables and Side Dishes***Broccoli with Hollandaise Sauce****Cauliflower with Almonds****Leaf Spinach with Diced Bacon****Potato Croquettes****Roast Potatoes***Desserts***Bavarian Apple Strudel****Cold Chocolate Soufflé****Crème Caramel****Pear Hélène****TEST 33***Across*

- 1 corkscrew
- 4 service cloth
- 5 candelabra
- 6 cheese board
- 7 brigade
- 8 tray
- 10 salver
- 11 wine cooler
- 12 jug
- 13 ashtray
- 14 tureen
- 15 creases
- 16 cruet
- 19 rack
- 20 bottle opener
- 23 finger bowl
- 24 damask

Down

- 1 crockery
- 2 cutlery
- 3 condiments
- 7 basket
- 8 tongs
- 9 tea strainer
- 10 sideboard
- 15 cover
- 17 trolley
- 18 nutcrackers
- 21 egg cup

22 doily**Test 34**

- 1 Family
- 2 Plate
- 3 French
- 4 Silver
- 5 Russian
- 6 Gueridon
- 7 Mixed

TEST 35

1 f 2 c 3 a 4 d 5 b 6 e

TEST 36

- | | |
|---------------|----|
| butter dish | 6 |
| coffee pot | 3 |
| cup | 11 |
| dessert plate | 7 |
| jam dish | 1 |
| milk jug | 2 |
| saucer | 10 |
| small knife | 9 |
| small napkin | 8 |
| sugar bowl | 4 |
| teaspoon | 12 |
| toast plate | 5 |

TEST 37

- 1 Just a moment
- 2 I'm afraid
- 3 Please
- 4 Actually
- 5 Would you like
- 6 Would you mind
- 7 Could you
- 8 Would you like me
- 9 There's been a slight misunderstanding
- 10 May I suggest
- 11 Shall I

Section 6:**RESPONSIBILITIES****TEST 38**

- | | |
|----------------------|----|
| accident report book | 8 |
| ambulance | 13 |
| bandages | 3 |
| cotton wool | 4 |
| fire alarm | 12 |
| fire bucket | 9 |
| fire escape | 10 |
| fire notice | 7 |
| first aid box | 1 |
| plasters | 2 |

- | | |
|----------------|----|
| smoke detector | 6 |
| sprinkler | 5 |
| warning sign | 11 |

TEST 39

- 1 exit
- 2 drill
- 3 doors, spread
- 4 extinguish
- 5 extinguisher
- 6 raise
- 7 lifts
- 8 smoke
- 9 Evacuate
- 10 enter
- 11 safe
- 12 brigade

TEST 401 i 2 l 3 e 4 f 5 k 6 b 7 d 8 a
9 h 10 g 11 j 12 c**TEST 41**

- 1 authorized
- 2 protect
- 3 deterrent
- 4 suspiciously
- 5 prevent
- 6 dishonest
- 7 invisible
- 8 observe
- 9 identification
- 10 securely
- 11 trustworthy

TEST 42

- 1 legislation
- 2 liable
- 3 exclude
- 4 purchaser
- 5 vendor
- 6 contract
- 7 proprietor
- 8 fine
- 9 prohibited
- 10 licence
- 11 licensee
- 12 admit
- 13 trespass
- 14 sentence
- 15 negligence
- 16 prosecute
- 17 compulsory

TEST 431 a 2 a 3 b 4 a 5 c 6 b 7 c 8 b
9 c 10 a 11 a**TEST 44**

- | | |
|-----------|----|
| bedbug | 14 |
| chicken | 4 |
| cockroach | 8 |
| flea | 5 |
| fly | 9 |
| mosquito | 13 |
| moth | 10 |
| mouse | 3 |
| pigeon | 6 |
| rat | 12 |
| sparrow | 7 |
| spider | 2 |
| starling | 11 |
| wasp | 1 |

TEST 45

(A)

- harbour germs
come into contact with
dispose of waste
transmit diseases
spread infection
keep separate
relieve pain
prevent accidents
contaminate food

(B)

- 1 contaminate food
- 2 relieve pain
- 3 prevent accidents
- 4 spread infection
- 5 come into contact with
- 6 dispose of waste
- 7 keep separate
- 8 transmit diseases

Section 7:**MANAGEMENT****TEST 46***Across*

- 1 employee
- 4 part-time
- 7 tips
- 8 overtime
- 10 satisfaction
- 12 post
- 13 experience
- 15 bonus
- 16 interview
- 18 resign
- 20 seasonal
- 21 motivate
- 23 appointment

25 pension**26 applicant***Down*

- 1 employer
- 2 recruit
- 3 income tax
- 5 retire
- 6 qualifications
- 7 take on
- 9 appoint
- 10 supervise
- 11 wages
- 14 promotion
- 17 on duty
- 19 staff
- 22 apply
- 24 earn

TEST 47

- 1 housekeeper
- 2 banqueting manager
- 3 cashier
- 4 cellarman
- 5 house porter
- 6 head waiter
- 7 dispense bartender
- 8 pastry cook
- 9 personnel manager
- 10 chef
- 11 advance reservations clerk
- 12 receptionist
- 13 pantry maid
- 14 waitress
- 15 enquiry clerk

TEST 48

- 1 exclusive
- 2 C.V.
- 3 fitted out
- 4 at least
- 5 seeking
- 6 established
- 7 prospects
- 8 benefits
- 9 candidates
- 10 innovative
- 11 initially
- 12 competitive pay

TEST 49*Rooms*

- beautifully decorated
bright
elegant
spacious

tastefully furnished
well appointed

Location
beachside
central
conveniently situated
ideally placed
picturesque setting
well located

Food
appetising
delicious
nourishing
gourmet
home-cooked
mouth watering

Hotel
grand
highly recommended
majestic
popular family
traditional
well run

Atmosphere
cheerful
hospitable
peaceful
romantic
tranquil
welcoming

- 9 backed up, disk
- 10 interface
- 11 recalled
- 12 word-processing
- 13 optics
- 14 point of sales
- 15 terminal
- 16 bar codes
- 17 electronic mail
- 18 fax
- 19 key card system

Section 8: FINANCIAL AFFAIRS

TEST 52

- | | |
|-----------------|----|
| bulldog clip | 7 |
| calculator | 10 |
| desk diary | 12 |
| diskette | 3 |
| hole punch | 5 |
| notepad | 4 |
| planner | 11 |
| printer ribbon | 2 |
| ring binder | 9 |
| ruler | 14 |
| stapler | 1 |
| suspension file | 8 |
| trays | 13 |
| window envelope | 6 |

TEST 53

- 1 of
- 2 about, to
- 3 on
- 4 to
- 5 from
- 6 for
- 7 on, out
- 8 about
- 9 with
- 10 about
- 11 to
- 12 with
- 13 on, off
- 14 with
- 15 for
- 16 for

TEST 54

Item: Sherry		Unit: 75 cl bottle		
Type: Amontillado		Price: £2.53		
Date	Reference	In	Out	Balance
1st Oct	JB	24		24
2nd Oct	BP		6	18
4th Oct	JB		3	15
6th Oct	JB	24		39
7th Oct	BP		10	29
8th Oct	JB		8	21
12th Oct	JB	24		45
13th Oct	BP		10	35
Maximum stock: 48		Minimum stock: 8		
Re-order point: 24		Suppliers: Classic Wine Importers Ltd		
Re-order quantity				

TEST 55

- 1 requisition
- 2 order
- 3 delivery note
- 4 invoice
- 5 cash discount
- 6 trade discount
- 7 statement
- 8 credit note
- 9 reminder

TEST 56

- | | |
|----------------|----|
| addition | 4 |
| average | 11 |
| balance | 3 |
| bar graph | 9 |
| cheque book | 14 |
| counterfoil | 8 |
| entry | 2 |
| line graph | 10 |
| multiplication | 6 |
| paying-in book | 7 |
| percentage | 13 |

TEST 59

(A)

Country	People	Language	Currency
Canada	Canadians	English/French	Dollar (CAD)
Germany	Germans	German	Deutsche mark (DEM)
Italy	Italians	Italian	Lire (ITL)
Japan	Japanese	Japanese	Yen (JPY)
Australia	Australians	English	Dollar (AUD)
Russia	Russians	Russian	Rouble (RUR)
Switzerland	Swiss	German/French/ Italian	Franc (CHF)
United Kingdom	British	English	Pound (GBP)
United States of America	Americans	English	Dollar (USD)
Sweden	Swedes	Swedish	Krona (SEK)
France	French	French	Franc (FRF)

(B)

- 1 Francs
- 2 Italian
- 3 German
- 4 Japanese
- 5 Krona
- 6 United States of America/USA
- 7 Roubles
- 8 Franc

- | | |
|------------------|----|
| pie chart | 5 |
| purchase account | 1 |
| table | 15 |
| total | 12 |

TEST 57

- 1 double entry
- 2 debit, credit
- 3 creditors
- 4 debtors
- 5 purchase ledger
- 6 credit customer accounts
- 7 posted
- 8 payroll
- 9 petty cash book
- 10 visitors' paid outs
- 11 cash float

TEST 58

- 11 2 e 3 h 4 f 5 a 6 i 7 j 8 b
9 k 10 m 11 d 12 g 13 c