

**Flash on English for COOKING,
CATERING & RECEPTION –
Answer Key and Transcripts**

Unit 1, pp. 4-7

1

1 T 2 F 3 F

3

A buffet car
C fast food outlet
D service station
E waiter service
F self-service

4

1 welfare catering	7 cafés
2 transport catering	8 fast food outlets
3 hotels	9 schools
4 restaurants	10 prisons
5 pubs	11 eat-in
6 bars	12 waiter service

5

2 reception
3 bar
4 café
5 beverages
6 takeaway
7 profit
8 subsidised
9 provision

6 🎧 1

Conversation 1

Waiter Are you ready to order, Sir?
Customer Yes, I'll have prawn cocktail as a starter, please.
Waiter And for your main course?
Customer I'd like the lamb, please.
Waiter Certainly Sir.

Conversation 2

Server Next!
Customer Two cheeseburgers, please.
Server Do you want fries with those?
Customer Yes please.
Server Any drinks?
Customer Two cokes please.
Server That's four pounds fifty.

Conversation 3

Colleague 1 Hi John. Did you have a good weekend?
Colleague 2 Great, thanks! It's really hard going back to work on Monday!
Colleague 1 I agree! I'm taking my lunch break now...
Colleague 2 Me too. I wonder what they have on the menu today. I fancy a nice salad.
Colleague 1 I'm really hungry, I think I'll have a cooked meal.
Colleague 2 If you're lucky they'll have some pasta. They had some really tasty lasagna last week.

Conversation 4

Cabin staff Would you like a complimentary in flight drink, Sir?
Passenger Can I have an orange juice, please?
Cabin staff Do you want ice with that?
Passenger Yes, please.
Cabin staff Here you are Sir.

	Venue	Relationship
Conversation 1	<i>restaurant</i>	customer and waiter
Conversation 2	fast food outlet	<i>customer and waiter</i>
Conversation 3	workplace canteen	colleagues
Conversation 4	on an aeroplane	cabin staff and passenger

7 🎧 2

Waiter Are you (1) *ready to order*?
Customer Yes. (2) **Can you tell me** what today's specials are, please?
Waiter (3) **We have two options**, a vegetarian pasta bake and a warm bacon and tomato salad.
Customer Mmm! (4) **I'll have** the warm bacon and tomato salad, please.
Waiter (5) **Would you like** some bread with that?
Customer (6) **Could I have** some garlic bread, please?

Waiter	(7) Yes, of course! What would you like to drink with your meal?
Customer	(8) Just water, please.
Waiter	(9) Still or sparkling?
Customer	(10) I'd like sparkling water, please.

8

Personal answers

9

- 2 Recommendations from important food critics and organisations.
- 3 Table d'hôte has a fixed price menu and a limit of choices and items are ready at the same time. À la carte is made to order and items are individually priced.
- 4 Steak, seafood or vegetarian food.
- 5 Italian, Indian and Chinese.
- 6 Because they have unified menus, service, ambiance and cost.
- 7 They prepare food which is served and eaten quickly.
- 8 During the day.
- 9 Pub food is usually home-made and tradition and bar food tends to be European-style.

10

Personal answers

11

Personal answer

Unit 2, pp. 8-11

1

- 1 chef de cuisine
- 2 sous chef
- 3 chef de partie
- 4 commis chef

2

The food and beverage manager

3

- 1 C 2 D 3 B 4 A

4

Commis chef

- takes care of **meal** preparation
- organises basic **ingredients**
- carries out **simple** activities
- checks **quality** and **quantity** of food
- checks correct functioning of **equipment**

Chef de **partie**

- checks **maintenance** and **hygiene** of equipment and premises
- assigns **tasks**, coordinates **subordinates**
- manages **orders** and **deliveries** from suppliers
- promotes new dishes and **techniques**
- promotes new **equipment**

Sous chef

- **supports** the chef de cuisine and substitutes him/her when **absent**
- preserves and stores **goods**
- checks **communication** between the different kitchen **sectors**

Chef de **cuisine**

- manages the **kitchen**
- gives **directions** on **dish** preparation
- takes **decisions** about **portions** and service to the **public**
- does the most **difficult** processes
- checks **materials**, preparation **times** and methods
- plans staff **tasks** and **hours**
- is responsible for **apprentices**, planning **menus** and buying **raw** materials
- supervises **communication** of orders and **deliveries** to the **kitchen** and restaurant

5

Personal answer

6

- 2 T 3 T 4 F 5 F 6 T 7 F 8 T
9 T 10 F

7  3

Conversation 1

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

Man and woman Good evening.

Hostess Have you (2) **booked a table?**

Man Yes, we booked a table (3) **for two**.
Hostess (4) **What's your name, Sir?**
Man Mr Kilburn.
Hostess (5) **Would you like to have** a drink at the bar and (6) **I'll call you** when your table is ready?
Man and woman Thank you.

Conversation 2

Bartender Good evening. Would you like to order (7) **some drinks?**
Woman Yes, please. I'll have (8) **a glass of dry white** wine, please.
Man And (9) **I'll have** a pint of lager, please.
Bartender Please (10) **take a seat** and I'll bring your drinks over.
Man and woman Thank you.
Bartender (11) **You're welcome.**

Conversation 3

Woman What would you (12) **recommend?**
Wine waiter Well, if you are having (13) **the fish** I recommend a white wine like Sauvignon Blanc.
Man No, I think we're both having (14) **meat dishes**.
Wine waiter In that case, (15) **there is a very good** Merlot or a Shiraz.
Woman (16) **We'd prefer** the Merlot, please.

Conversation 4

Hostess (17) **Your table is ready**. Would you like to follow me?
Man and woman Thank you.
Hostess (18) **Here are the menus**. The waiter will be here (19) **to take your orders** as soon as you are ready.

8

Personal answers

Unit 3, pp. 12-15

1

2 T 3 T 4 F

3

B triangle
 C double-breasted jacket
 D bandana
 E apron
 F trousers
 G shoes

4

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

5

2 clean
 3 Cover
 4 hair
 5 triangle
 6 neck
 7 jacket
 8 emergency
 9 apron
 10 waist
 11 top
 12 ankles
 13 pick up
 14 move
 15 Wear
 16 materials
 17 Don't
 18 trousers
 19 burns
 20 accidents
 21 shoes

6  4

Head chef Where's your toque?
Commis chef I haven't got one chef, but I've got a bandana.
Head chef OK. Wear it then! That jacket should be double-breasted.
Commis chef I know, chef. Sorry, chef!
Head chef What are the buttons made of?
Commis chef They're plastic, chef.
Head chef Hmm! Have you got a triangle?
Commis chef No chef, but I've got a long apron.
Head chef Good! Tie it carefully around your waist and fold the top over.

Commis chef	Like this chef?
Head chef	That's right, but you need to tie your torchon to your apron.
Commis chef	Yes, chef!
Head chef	Let me look at your trousers... Good, they're non-flammable and there's no hem.
Commis chef	No, chef!
Head chef	But you need to buy new shoes. Those have anti-slip soles, but they don't have a protective steel cap.
Commis chef	No, chef! Sorry, chef! I'll buy some new ones tomorrow.
Head chef	One more thing... Put your clothes away in a locker. You can't leave them out like that. There may be germs on them.
Commis chef	Right away chef!
Head chef	At least your uniform is clean, which is something!

[√] bandana [X] jacket [√] buttons
[X] triangle [√] apron [X] torchon
[√] trousers [X] shoes

7

- 1 double-breasted
- 2 buttons
- 3 waist
- 4 non-flammable
- 5 hem
- 6 anti-slip soles
- 7 protective steel
- 8 germs

8

2 F 3 C 4 A 5 B 6 E

9

1 B 2 A 3 A 4 D 5 B 6 B 7 B
8 C 9 C 10 C

11

Personal answer

Unit 4, pp. 16-19

1

2 f 3 d 4 a 5 e 6 b

3

- 1 The location, the type of customer, the number of covers, the menu, the service and the number of staff.
- 2 Efficiency.
- 3 Contamination.
- 4 Between the storage areas and the restaurant.
- 5 To avoid wasting space and to ensure the regular supply of raw materials.
- 6 Near the cold storage rooms.
- 7 In the storeroom.
- 8 In the dishwashing area.

4

1 b 2 d 3 e 4 c 5 a

5  5

Manager	What ideas (1) have you got for the kitchen design, chef?
Head chef	Well, the new menu isn't too big or complicated, so (2) I suggest a simple linear design.
Manager	Where (3) do you think the storage areas should be?
Head chef	The cold storage (4) can go next to the storeroom at the back of the kitchen with external access for deliveries and internal access to the cold preparation section.
Manager	OK, but (5) they need to be quite small, because there isn't a lot of space back there.
Head chef	That's fine. (6) I don't like to have too many goods in storage.
Manager	(7) What about the main kitchen and the dishwashing area?
Head chef	Well, the main kitchen (8) should be directly in front of the cold preparation area, which should be behind the service area so we get hot dishes out quickly to the serving staff.
	(9) Do you agree?
Manager	Yes, (10) I do!
Head chef	And the dishwashing area (11) could be either to the left or the right side of the main kitchen so that dirty dishes can come back into the kitchen without

getting in the way of the preparation area.
Manager Yes, that (12) **all sounds good** to me!

6
Personal answers

- 7**
B 5 mincer
C 3 food blender
D 2 weighing scales
E 4 food mixer

- 8** **6**
A is a meat slicer, to cut cold and cooked meat.
B is a mincer, to chop meat finely to make sausages, stuffing or sauces.
C is a food blender, to mix, blend and purée ingredients.
D are weighing scales, to measure quantities.
E is a food mixer, to beat, whip and mix ingredients together in a bowl.

- 9**
2 good: safer from fire risk; easier to operate than a gas oven
bad: expensive
3 good: cooking is faster and easier as well as more energy-efficient
4 good: can cook and drain the food; can run on gas or electricity; food is crispy
bad: food can be fatty
5 good: can run on gas or electricity; cooking quality is excellent
bad: only one or two dishes can cook at a time
6 good: heats quickly and evenly so many dishes can cook simultaneously
7 good: good for reheating or defrosting food or quickly cooking products with a high water content
bad: some worries about the health risks

10 **7**
A casserole dish is cylinder-shaped with one or two (1) **handles** and a lid. It is wide and low and can be (2) **made** of aluminium, cast iron, iron, earthenware or stainless steel. It is used to and boil (3) **rice**, pasta, pulses and

prepare soups, sauces, stocks and creams. A frying pan is (4) **round** or oval-shaped with a rounded edge. It has one long handle and has (5) **low** sides. It can be made of aluminium, steel or cast iron. It is used for frying, sautéing or roasting. A stockpot is a wide and high, cylinder-shaped pan with one or two (6) **handles** and a lid. It is usually made of aluminium or stainless steel and is used for boiling (7) **water** for pasta or making stocks. A sauteuse is a low casserole (8) **dish**, generally made of stainless steel with one handle and outward curving edges, used to sauté and prepare (9) **sauces**. A braising pan has high sides and is long and (10) **wide**, usually rectangular in shape. It is made of stainless steel, has a lid and is used to braise or stew big (11) **pieces** of meat. A fish kettle has (12) **high** sides and is a long oval or rectangular shape, usually made of aluminium. It has a lid and a pierced, double (13) **bottom** you can lift up to drain a fish after boiling or steaming it. A roasting pan is a wide, but low (14) **rectangle** usually made of aluminium, steel or heat-resistant earthenware. It has two handles and is used to roast meat, etc. in the (15) **oven**.

1 A 2 E 3 D 4 B 5 G 6 C 7 F

Unit 5, pp. 20-23

- 1**
A bread, other cereals and potatoes
B meat, fish, eggs, etc.
C foods and drinks high in fat and/or sugar
D milk and dairy foods
E fruit and vegetables

3

Calcium	Carbohydrates	Fats & Sugars	Protein	Vitamins & Minerals
<i>milk, cheese, yoghurt</i>	<i>potatoes, bread, rice, pasta, grains</i>	<i>cakes, biscuits, butter, oil, chocolate, cream, crème fraîche, soft drinks</i>	<i>beef, lamb, fish, eggs, beans, chicken, turkey, sausages, burgers, lentils, peas</i>	<i>apple, kiwi, strawberries, melon, spinach, green beans, carrots, peas, sweetcorn, tomato</i>

4

- 2 calories
- 3 energy
- 4 bones
- 5 Saturated
- 6 Red meats
- 7 Pulses
- 8 Unsaturated
- 9 obesity

5

Personal answers

6

Personal answers

7

- B 3 grilling
- C 9 poaching
- D 7 roasting
- E 6 baking
- F 5 steaming
- G 2 boiling
- H 10 sautéing
- I 8 barbecuing
- J 4 microwaving

8  8

The preparation time for Fish Pie is 45 minutes.

The cooking time is 30 minutes.

The ingredients are: 400 g of skinless white fish; 400 g of skinless smoked fish; 600 ml of full-fat milk; 1 small onion, (1) **cut** into four; herbs; 4 eggs; (2) **chopped** parsley; 100 g of butter; 50 g of plain flour; 1 kg of potatoes, peeled and evenly (3) **sliced**; 50 g of (4) **grated** cheese.

The preparation method is:

(5) **Poach** the fish in 500 ml of milk, together with the onion and the herbs for 8 minutes. When ready, remove the fish, (6) **drain** the milk, allowing it to cool and flake the fish into large pieces in the baking dish. (7) **Boil** the eggs in water for 8 minutes. When ready, drain the eggs and let them cool in cold water. Then peel, slice and put them on top of the fish. (8) **Add** the chopped parsley. To make the sauce, melt half the butter in a pan, (9) **stir** in the flour and cook for 1 minute over

moderate heat. Remove the pan from the heat, (10) **pour** in a little of the cold poaching milk, then stir until blended. Continue to add the milk gradually, mixing well until you have a smooth sauce. Return it to the heat, bring to the boil and cook for 5 minutes, stirring continuously. Remove from the heat, (11) **season** with salt, pepper and then pour over the fish. (12) **Heat** the oven to 200°C/fan 180°C/gas mark 6. Boil the potatoes for 20 minutes. Drain, season and mash them with the remaining butter and milk. Put them on top of the pie, arranging them with a fork. Add the cheese and then (13) **bake** for 30 minutes.

9  9

Wash four large flat mushrooms, cut off the stems and chop them finely. Blend together the mushroom stems, bread, herbs, garlic, salt and pepper. Brush the top of the mushroom with olive oil and butter and grill for 4 minutes. Remove from the grill, stuff with the blended mixture and grated cheese. Return to the grill and cook for an additional 4 minutes. Serve on a bed of fresh rocket with a vinaigrette dressing.

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

10

bread, herbs, garlic, salt and pepper, olive oil, butter, grated cheese, rocket, vinaigrette dressing

11

- 2 salt
- 3 lemon
- 4 crumble
- 5 caster sugar

12

Personal answer

13

Personal answers

Unit 6, pp. 24-27

1

2 T 3 F 4 T 5 F 6 T 7 F 8 T

3

- 1 d The job of a menu
- 2 c The importance of doing your research
- 3 a Checking the menu is accessible to customer
- 4 b Helping customers order

4

- A starters
- B main courses
- C side orders
- D desserts
- E beverages

5  10

Waiter Good evening. Would you like anything to drink?
Man I'd like some sparkling mineral water, please.
Woman I'll have a glass of house red wine, please.
Waiter Are you ready to order food?
Man Yes, I think we are, thank you.
Waiter Would you like any starters?
Woman I'd like the prawn cocktail, please.
Man ...and I'll have the pâté de foie gras with crunchy bread.
Waiter ...and for your main course?
Woman I'll have the barbecue pork, done medium rare, please.
Man I'll have the same please, but well-done.
Waiter Do you want any side orders apart from the salad that comes with the pork?
Woman Maybe French fries to share, please.

The order is: 8, 2, 11, 5, 9, 4, 12, 1, 6, 3, 7, 10, 13

6

Personal answers

7

1 A 2 B

8

1 A, B 2 A 3 A, B 4 B 5 A 6 A

9

- 2 dips
- 3 French fries
- 4 flame grilled
- 5 vegetarian option
- 6 savoury

10

Personal answers

11

Personal answer

12

Personal answers

Unit 7, pp. 28-31

1

Personal answers

2

- 1 flaky pastry and 'rough puff'
- 2 puff pastry
- 3 choux pastry
- 4 pâte sucrée
- 5 shortcrust pastry
- 6 filo pastry

3  11

There is an old cooks' saying that people with cold hands are good at making pastry. It is true that shortcrust, puff pastry and similar pastry need to be kept cool for best results. So you must chill the ingredients and the utensils before making the pastry, and work on a cool surface – marble is ideal. The tradition is that you make pastry first thing in the morning, before the kitchen gets hot in the heat of the sun or the ovens. Similarly, you need to mix pastry quickly. This helps keep it cool but also minimises development of the flour's gluten content, otherwise the pastry may become too elastic, difficult to roll, inclined to shrink, and tough in texture. Too much handling can also make the fat soft and the pastry greasy. When making shortcrust, a food processor can be an advantage as it minimises handling. However it is important not to let the machine overwork the pastry. Take it out as soon as it forms a lump. Once

the dough is formed, chilling it for 30 minutes or so helps relax the gluten and set the fat, making the dough manageable and less likely to shrink. Chilling the dough between each stage of making puff pastry is vital. You can keep raw shortcrust, puff and flaky pastries in cling film in the fridge for two or three days before rolling and baking. You can also freeze them for up to three months. It's very easy to make simple vegan sweet shortcrust pastry by substituting the butter with soya margarine.

1 T 2 F 3 F 4 T 5 T 6 F 7 T
8 F

4
Personal answers

5
1 b 2 c 3 a

6
1 C 2 A 3 B 4 A 5 B 6 C

7  12

Recipe 1

To make bread and butter pudding, mix eggs, sugar, milk and vanilla in a large bowl. Slice white bread, toast and butter it and arrange in overlapping slices in the bottom of an ovenproof dish. Scatter the raisins soaked in Marsala wine over the top and then pour in the egg mixture. Bake for 30 minutes in the preheated oven and serve warm with cream or custard.

Recipe 2

For prawns with garlic butter you will need to heat a large pan with olive oil and butter. Add prawns and garlic and stir well until the prawns are pink. Season with salt and freshly ground black pepper and scatter the chopped parsley over. Serve at once.

Recipe 3

For a herb marinade, combine olive oil, wine vinegar, lemon juice, garlic and chopped parsley, basil, thyme and sage. Season with ground pepper and cover the meat, fish or vegetables. Leave in a cool place and add salt just before starting cooking.

Recipe 4

To make poached fillet of beef on red peppers, place a wooden skewer through the string of the beef and suspend over a casserole dish with 850 ml stock in, so that the beef doesn't touch the dish. Cover with foil and cook for about 25 minutes, depending on your taste, in a moderate oven. Melt the butter and sauté the shallots, celery and crushed garlic in the melted butter until the shallot is soft. Add the pepper and the rest of the stock. Simmer for 10-15 minutes until soft and then season. Whizz in a food processor. Cut the beef in half and serve on a bed of red pepper sauce.

1 bread and butter pudding: butter
2 prawns with garlic butter: butter & olive oil
3 herb marinade: olive oil
4 poached fillet of beef: butter

8
Personal answer

9
Personal answer

Unit 8, pp. 32-37

1
1 self-regulatory
2 food processing
3 strict health and safety conditions
4 foreign bodies
5 cleaning fluids
6 predetermined checks

2
1 food safety hazards
2 1st January 2006
3 preparation, serving
4 public well-being
5 biological, physical, chemical
6 Critical control points
7 cooking time
8 CAM, computer-aided manufacturing

3
1 B 2 I 3 C 4 E 5 L 6 G 7 K
8 F 9 H 10 D 11 J 12 A

4

Biological hazard	Physical hazard	Chemical hazard
<i>a dog eating, somebody sneezing, dripping blood, mould on bread</i>	<i>knife on the table, glass on the floor, an earring in food, a flame up too high</i>	<i>rat poison, insecticide left out, bleach in a bucket, food left in a tin</i>

5

1 T 2 T 3 F 4 T 5 F 6 T 7 F
8 F

3 There are seven principles in an HACCP plan.

5 The third principle sets critical limits for each CCP. The identification of CCPs is the second principle.

7 The HACCP helps to resolve problems in food safety.

6  13

When the temperature is too low, the corrective measure is warming. If the temperature of a food product is too high, then the solution is cooling. With incomplete cooking the product must undergo further cooking. If there is a fridge blockage, then the food needs to be moved to a different fridge. In the case of traces of rats or other vermin, immediate intensification of the disinfecting is required. In the case of product defects, they must be returned as soon as possible; whereas, if they've expired, the answer is elimination. If there are traces of grease, you should undertake further cleaning before use. And for incorrect procedures, the operator involved needs to be reprimanded immediately.

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

7  14

If you look at this restaurant flowchart, it starts with the delivery of goods. Then it moves to the storage of food in the appropriate place (freezer, fridge or dry storage). Each of these processes leads to preparation and then cooking; which in turn can lead to cooling, serving and preserving. Cooling and preserving also lead to serving.

2 storing

3 freezing
4 refrigerating
5 dry storage
6 preparation
7 cooking
8 cooling
9 serving
10 preserving

8

Personal answers

9

1 c 2 a 3 b

10

1 On their weight and shape.

2 To keep weight as low as possible, by starving themselves or exercising too much.

3 To control weight by binge eating and deliberately being sick or using laxatives.

4 Sexual or emotional abuse or the death of someone special.

11  15

Spotting a friend or a family member who has an eating disorder can be very difficult, but there are some warning signs to look out for. These include: missing meals; complaining of being fat, even though they have a normal weight or are underweight; repeatedly weighing themselves and looking at themselves in the mirror; making repeated claims that they have already eaten, or they will shortly be going out to eat somewhere else; cooking big or complicated meals for other people, but eating little or none of the food themselves; only eating certain low-calorie foods in your presence, like lettuce or celery; feeling embarrassed or refusing to eat in public places, like restaurants or visiting pro-anorexia websites. If you are concerned about a friend or family member, it can be difficult to know what to do. It is common for someone with an eating disorder to be secretive and defensive about their eating and their weight, and they are likely to deny being unwell. Read more information about approaching and supporting someone with an eating disorder. You can also talk in confidence to an adviser from eating disorders

charity by calling their helpline. More women than men are affected by eating disorders. Around 1 in 250 women and 1 in 2,000 men will experience anorexia nervosa at some point. The condition usually develops around the age of 16 or 17. Bulimia is around five times more common than anorexia nervosa and 90% of people with bulimia are female. It usually develops around the age of 18 or 19. Binge eating usually affects males and females equally and usually appears later in life, between the ages of 30 and 40. Due to the difficulty of precisely defining binge eating, it is not clear how widespread the condition is. If eating disorders are not treated, they can have a negative impact on someone's job or schoolwork, and can disrupt relationships with family members and friends. The physical effects of an eating disorder can sometimes be fatal. Treatment for eating disorders is available, although recovering from an eating disorder can take a long time. It is important for the person affected to want to get better, and the support of family and friends is invaluable. Treatment usually involves monitoring a person's physical health while helping them to deal with the underlying psychological causes.

1 B 2 C 3 C 4 B 5 A

12

Personal answers

13

Personal answers

14

- 1 Too much saturated fat, sugar and salt, but not enough starchy carbohydrates and fibre.
- 2 Citrus fruits, green leafy vegetables, eggs or raw tomatoes.
- 3 Vitamin A, magnesium, zinc, potassium, iron and calcium.
- 4 Energy for growth.
- 5 Bread, rice, pasta, cereals, couscous and potatoes.
- 6 Two to three portions of dairy products, from milk, yoghurt, fromage frais and pasteurised cheeses.
- 7 Six to eight glasses of fluid a day.

8 It is important for overall fitness and cardiovascular health, as well as bone development.

Unit 9, pp. 38-41

1

Personal answer

3

Service technique	Advantages	Disadvantages
English or Silver	guest receives a lot of personal attention; fast and efficient	requires a lot of silverware and platters
Pre-plated or Italian	very fast, economical and efficient	guests can't decide their portion sizes
Family	efficient because orders limited, easier to take and food is fast to prepare and serve; cheaper because requires less staff and less ingredients	too informal and similar to eating at home
Gueridon	formal and elegant; guests love the show	takes a lot of time, skill and space; can require two servers
Russian	a lot of personal attention; only one server needed; fast and efficient	requires a lot of silverware and platters
Buffet	free to choose; more time to serve	service is less personal

4

- 2 gueridon
- 3 flambéed
- 4 tray
- 5 silverware
- 6 laid
- 7 crockery
- 8 cutlery

5

Personal answer

6, 7  16

- 1 **Put** an undercover on the table.
- 2 **Lay** the tablecloth on the undercover.
- 3 **Check** the tablecloth is clean and tidy and ironed.
- 4 **Fold** the napkins and place them on the left of the service plates.
- 5 **Set** the knives to the right and the forks to the left, with space for a plate in between.
- 6 **Order** the cutlery from the outside to the inside according to when it will be used.

7 Position the water glass to the right of the cover and the wine glass to the right of that.
8 Place salt and pepper mills, flowers and candles at the centre of the table.

8, 9 17

Welcome the customer.
Show the customer to a table.
Take a menu to the customer.
Take the customer's order.
Take the order to the kitchen.
Collect the food from the kitchen.
Take the food to the customer.
Clear the table.
Bring the bill to the customer.
Say goodbye to the customer.

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

10

1 A 2 B 3 C 4 C 5 B 6 A 7 A
8 A 9 B 10 A

12

Things to eat with	Things to eat from	Things to drink from
cutlery, silver, forks, spoons, knives	plate, dish, bowl	cup, glass

13 18

You should never keep a (1) **customer** waiting for the (2) **bill**, but either present it to them straight after the last (3) **course** is served, or as soon as customers finish (4) **eating**. You should always take the bill to the (5) **table** in a bill cover and place it to the (6) **right** of the host or at the (7) **centre** of the table if you don't know who the (8) **host** is. Always ask if customers need anything else. Never show you expect a (9) **tip**, nor look disappointed if you don't get one. Always thank the (10) **diners** for their custom. As they are leaving, offer to get their (11) **coats**, wish them a pleasant (12) **evening** and tell them you look forward to seeing them again. Try to change the way in which you say (13) **goodbye** to each customer to make it seem more (14) **personal**.

14 19

Waiter (1) *Here's your bill, Sir.*
Customer Thank you.
Waiter (2) **Would you like anything else?**
Customer No, thank you.
Waiter (3) **How would you like to pay?**
Customer By card, please.
Waiter (4) **Certainly. Please check the amount and enter your pin number, please.**
Customer Here you are. [*Giving the machine back to waiter*]
Waiter (5) **This is your copy of the receipt and your card.**
Customer Thank you.
Waiter (6) **I'll get your coat. Here it is.**
Customer Thank you.
Waiter (7) **Goodbye now. I hope you have a pleasant evening and we see you again soon.**
Customer Goodbye.

15

Personal answers

Unit 10, pp. 42-45

1

A rice and curry
B sweet and sour pork
C enchiladas
D meze

3

Personal answers

4

Factfile on Indian food
Typical meal: rice and curry meat, fish or vegetables cooked in a spicy sauce served with rice and bread.
Spices/Sauces/Dips: chilli, cumin, turmeric, ginger, coriander and garlic; mango chutney, lime pickle and raita.
Traditional cooking technique/pot: tandoori clay oven.
Habits and customs: *often vegetarian; eat by hand.*
Typical dishes: tandoori chicken.
Typical drinks: masala chai, lassi.

Factfile on Chinese food

Typical meal: several dishes of meat, fish, tofu with vegetables and served with rice or noodles.
Spices/Sauces: *ginger, garlic, cloves and peppers; soy, oyster, yellow bean sauce.*
Traditional cooking technique/pot: stir-frying in a wok.
Habits and customs: yin and yang; eat with chopsticks.
Typical dishes: sweet and sour pork.
Typical drinks: *green tea.*

Factfile on Mexican food

Typical meal: tortilla with meat, fish, vegetables, beans and cheese.
Spices/Sauces/Dips: chilli, garlic, oregano; salsa, sour cream, guacamole.
Traditional cooking technique/pot: *barbacoa.*
Habits and customs: they love to eat together.
Typical dishes: *enchilada.*
Typical drink: beer and fresh fruit juice.

Factfile on Greek food

Typical meal: *meze, dips, bread and a main course.*
Spices/Sauces/Dips: oregano, mint, garlic, onion, dill and bay leaves; taramosalata and tzatziki.
Traditional cooking technique/pot: *skewered meat grilled on an open fire.*
Habits and customs: Mediterranean.
Typical dishes: meze, moussaka, souvlaki.
Typical drinks: red wine.

5  20

Spices are very important in Moroccan food, particularly cinnamon, cumin, turmeric, ginger, paprika, mint and saffron. Moroccans like to add fruit and nuts to their savoury dishes for an exotic flavour. Lunch is the main meal of the day, which usually consists of hot or cold salads followed by a *tagine*, a stew of spiced meat or fish with vegetables slowly cooked in a *tagine*, a low earthenware cooking dish with a tall cone-shaped lid. This is often served with couscous, a kind of grain, and always with bread. Moroccans are usually Muslims, so don't drink alcohol, but prefer to accompany their meals with sweet mint tea. They also avoid eating pork and eat *halal* meat, prepared according to Islamic law. Another typical dish is *harira*, a soup made of meat, lentils and chickpeas.

- 2 mint
- 3 hot or cold salads
- 4 couscous and bread
- 5 tagine
- 6 do not eat pork
- 7 mint tea
- 8 tagine
- 9 harira

6
Personal answer

7
A 1 B 3 C 2

8

Fruit	Vegetables	Meat/ Fish	Dairy products	Seasoning and condiments	Sweet ingredients
<i>lime, lemon</i>	<i>potatoes, cabbage, carrots, beetroot, onion, peppers</i>	<i>minced beef, salmon</i>	<i>butter, double cream, milk, crème fraîche</i>	<i>soy sauce, chilli, garlic, ginger, coriander, sesame oil, salt and black pepper, nutmeg, vegetable oil, tomato purée, dill</i>	<i>maple syrup</i>

9
b 2 c 1, 2 d 1 e 1, 3 f 1 g 3 h 3

10
Personal answers

Unit 11, pp. 46-49

1
pub, coffee bar, cocktail bar

Flash on English for COOKING, CATERING & RECEPTION
Answer Key and Transcripts

3

Types of bar	Alcohol	Food	Night	Day	Expensive	Atmosphere	Speciality	Other characteristics
pub	✓	✓	✓	✓	DS	informal	beer	pool rooms, jukeboxes special nights
cocktail	✓	DS	✓	✓	✓	sophisticated	cocktails	happy hour
coffee	✗	✓	✗	✓	✗	friendly	coffee	small restaurant
snack	✗	✓	✗	✓	✗	informal restaurant	snacks	
lounge	✓	DS	✓	✓	✓	luxurious	DS	public room in a hotel or restaurant
wine	✓	✓	✓	✓	✓	sophisticated	wine	
nightclub	✓	DS	✓	✗	✓	exciting		dance, watch entertainment like live music

4

- 2 happy hour
- 3 refreshments
- 4 luxurious
- 5 nightclub
- 6 pool
- 7 jukebox
- 8 quiz
- 9 live

5  21

Conversation 1

Server What would you like?
Customer Can I have three bottles of lager?
Server Four bottles of lager?
Customer No, I said three.
Server Sorry. I couldn't hear you over the music! Do you want some glasses?
Customer No, thanks.

Conversation 2

Server Who's next please?
Customer Can I have two coffees and two pieces of chocolate cake?
Server What kind of coffees would you like?
Customer One cappuccino and one americano.
Server That's seven pounds fifty, please.

Conversation 3

Server Hi! What can I get you, ladies?
 All our cocktails are half price!
Customer 1 I'll have a Bellini, please.
Customer 2 ...and I'll have a Pina Colada.
Server Coming right up!

Conversation 4

Customer What white wine would you recommend?
Server We have a nice Italian Pinot Grigio and a good Australian Chardonnay.
Customer I'll try the Pinot please.
Server Certainly.

Conversation 2: coffee bar
 Conversation 3: cocktail bar
 Conversation 4: wine bar

6

- 2 Do you want some glasses
- 3 Who's next please
- 4 One cappuccino and one americano
- 5 What can I get you, ladies
- 6 Coming right up
- 7 would you recommend
- 8 I'll try

7

Personal answers

8

B highball glass

Flash on English for COOKING, CATERING & RECEPTION
Answer Key and Transcripts

- C goblet
- D ice bucket
- E cocktail shaker
- F cocktail glass
- G champagne flute
- H old-fashioned glass
- I long bar spoon
- J paring knife

10

- 2 bottle opener
- 3 cork
- 4 gadget
- 5 stem
- 6 garnish

11 🔄 **22**

- A** OK let's start with spirits. Gin?
B We've got three bottles.
A That's enough. What about vodka?
B We've only got one bottle in stock.
A OK. Let's order two bottles. Rum?
B We've got two bottles of dark rum and no bottles of light rum.
A So let's order just two of light rum.
B We're OK for whisky and bourbon. We've got three bottles of each, and we don't need brandy. We've got two bottles in stock.
A How about wine?
B Well, we need five bottles of dry white, because we've only got two in stock. I don't think we need sweet white or sweet red. We've got two bottles of each and nobody drinks them. But we need four bottles of dry red, as we've only got four left, and rosé is fine. We've got three bottles.
A Champagne is fine too. We had a delivery of six bottles yesterday
B We need five cases of bottled beer. We've only got two in stock.
A. Let's go on to liqueurs then.
B Let me see. We've got a bottle of crème de cacao, crème de menthe, cointreau, amaretto and... no, the sambuca is finished, so we need one bottle.
A We've almost finished. How is the hot drink situation?
B Well, we've got five packets of coffee, three of tea, but only one of chocolate.

- A** Let's order one of chocolate, then.
B OK.
A Great! Last thing... How about mixers and soft drinks? Fruit juices?
B I think we're OK. We've got three cartons of orange, two of pineapple and one of tomato.
A ...maybe just one carton of tomato juice then.
B We don't need any lemonade, cola, soda or tonic water. We've got four cases of each, but we need three cases of mineral water. We haven't got any left.

Item	Quantity in stock	Number to order
Spirits		
bottles of gin	3	0
bottles of vodka	1	2
bottles of dark rum	2	0
bottles of light rum	0	2
bottles of whisky	3	0
bottles of bourbon	3	0
bottles of brandy	2	0
Wine		
bottles of dry white	2	5
bottles of sweet white	2	0
bottles of dry red	3	4
bottles of sweet red	2	0
bottles of rosé	3	0
bottles of champagne	6	0
Beer		
cases of bottled beer	2	5
Liqueurs		
bottles of crème de cacao	1	0
bottles of crème de menthe	1	0
bottles of cointreau	1	0
bottles of amaretto	1	0
bottles of sambuca	0	1
Hot drinks		
packets of tea	3	0
packets of coffee	5	0
packets of hot chocolate	1	1
Soft drinks/Mixers		
cartons of fruit juice:		
orange	3	0
pineapple	2	0
tomato	1	1
bottles of lemonade	4	0
bottles of cola	4	0
bottles of soda	4	0
bottles of tonic	4	0
bottles of mineral water	0	3

12

Personal answer

Unit 12, pp. 50-53

1

2 ✓ 3 ✓ 4 ✓ 5 ✓ 6 ✓ 7 ✓ 8 ✓

3

- 2 Providing
- 3 Taking, passing
- 4 Giving
- 5 Dealing
- 6 Carrying out
- 7 Keeping
- 8 Doubling up

4

- 1 Within 24 to 48 hours.
- 2 +39.
- 3 a one small b one big c two small d three small
- 4 a B&B b half board c full board
- 5 En suite bathroom.

5

Personal answers

6

Personal answer

7

2 E 3 C 4 A 5 B 6 D

8

1 ✓ 2 ✓ 3 ✓ 4 ✓ 5 ✓ 6 X

9

- 1 Multiple small meeting rooms, multiple conference/meeting rooms, banquet facilities, computer rental, audio-visual equipment, secretarial services.
- 2 Two.
- 3 In-room childcare, pets staying.
- 4 Surf the Internet, study, iron, sew, have a shower or have a bath, put your makeup on or shave, watch TV.

10  23

Receptionist Hello, reception. Can I help you?
Customer Yes please. Could you tell me where the fitness facilities are located?
Receptionist They're on the 3rd floor, Madam.
Customer Thank you. Oh, and the swimming pool?
Receptionist That's next door to the fitness facilities on the third floor. Is there anything else I can help you with?
Customer Yes, I'd like to eat something.
Receptionist Well, room service is available 24/7, or you could have a sandwich in the coffee bar on the ground floor near reception or a bar snack in the terrace bar, which is on the 7th floor. Otherwise the two restaurants will be open in an hour. The buffet service restaurant is on the 1st floor and the à la carte restaurant is on the 3rd floor.
Customer Thank you. That's very helpful.
Receptionist If you just want to drink, you can go to the lounge bar behind the à la carte restaurant on the 3rd floor.
Customer Thank you.

- 2 3rd floor
- 3 ground floor
- 4 7th floor
- 5 1st floor
- 6 3rd floor
- 7 3rd floor

11

Personal answers

12  24

Customer (1) *Hi! I'd like to check out, please.*
Receptionist Just a moment and I'll get your bill. Here you are, Sir. Please check it.

Customer Yes, that seems OK. (2) **Can I pay by debit card?**
Receptionist Yes, of course.
Customer (3) **I'd like a receipt, please.**
Receptionist Certainly. Here it is. Is there anything else I can help you with?
Customer (4) **Could you book me a taxi to the station, please?**
Receptionist Your taxi is here, Sir. Have a pleasant trip.
Customer (5) **Thank you very much.** Goodbye.
Receptionist Goodbye Sir. We hope to see you here again soon.

Unit 13, pp. 54-57

1

1 D 2 B 3 E 4 A 5 C

3

- 2 Go to the kitchen and check how long the food will be and tell the customer.
- 3 Apologise to the customer and correct the order as soon as possible.
- 4 Carefully check all orders before they leave the kitchen.
- 5 Offer the customer additional food.
- 6 Check the bill immediately and correct it.

4

Personal answers

5 🔄 25

Conversation 1

Customer Excuse me!
Server Yes, Sir?
Customer Can you take my order please? I'm in a hurry.
Server No problem. I'll take your order immediately.

Conversation 2

Server Is everything OK with your meal Sir?
Customer Not really. You brought me the wrong side order. I wanted a salad with my steak, but you brought me chips.

Server I'm terribly sorry, Sir. I'll change it for you.

Conversation 3

Server Can I help you Sir?
Customer Do you have a table for two?
Server Do you have a reservation, Sir?
Customer No, I'm afraid I didn't book.
Server If you take a seat at the bar, I'll find you a table as soon as possible.
Customer Thank you very much.
Server You're welcome.

Conversation 4

Server Is there a problem with the bill, Madam?
Customer You didn't give me the right change.
Server I do apologise, Madam. I'll check the bill straight away.
Customer Thank you.
Server Not at all.

Conversation 5

Customer Excuse me, there's something in my drink!
Server I'm very sorry. I'll get you a fresh one!
Customer Thank you.
Server Don't mention it.

2 a 3 b 4 e 5 c

6

Personal answers

7

- 2 Always
- 3 isn't
- 4 positive, better
- 5 immediately
- 6 away from
- 7 don't want
- 8 Ask
- 9 Listen
- 10 Stay

9

Personal answers

10

Personal answers

11

Personal answer

Recipes, pp. 58-63

**Bubba Gump Shrimp Mac and Cheese
Recipe, p. 58**

1

1 F 2 T 3 F 4 T 5 F 6 T 7 F
8 F

- 1 It takes 15 minutes to prepare the dish.
3 You need macaroni pasta for this recipe.
5 There are shrimps in this recipe.
7 You can substitute the Monterey Jack
cheese for another mild semi-hard cow's
milk cheese.
8 You need a teaspoon of parsley in this
recipe.

2

1 oven 6 whisk
2 cook 7 smooth
3 butter 8 Stir
4 heat 9 Top
5 sauté 10 browned

Porridge: origins and recipe, p. 59

1

1 litre 5 Reduce
2 tablespoon 6 heat
3 pinch 7 sprinkle
4 whisk 8 add

2

1 T 2 F 3 F 4 F

3

Personal answer

Mixed cooking technique recipes, p. 60

1

1 c 2 d 3 b 4 a

2

1 Sardinian Style Octopus

Ingredients: oil, garlic, onions, octopus,
lemon juice, bay leaves, thyme,
peppercorns, wild fennel

Techniques: frying, casseroles

2 Chicken Chasseur

Ingredients: chicken legs, salt, pepper, oil,
onions, mushrooms, tomato purée, white
wine, chicken stock, tinned tomatoes, herbs
Techniques: sautéing, pan-frying, braising

3 Honeyed Carrots

Ingredients: carrots, honey, butter,
seasoning

Techniques: boiling, grazing

4 Spiced Pears

Ingredients: lemons, pears, sugar, vanilla,
cinnamon sticks, ground cinnamon,
almonds; cream to serve

Techniques: blending, stewing

3

Personal answer

4

Personal answers

Vegetarian and macrobiotic recipes, p. 61

1

√ bulgur wheat
√ cheese
√ curry paste
√ kebab skewers
√ lard
√ olive oil
√ mayonnaise
√ mushrooms
√ tofu

2

bulgur wheat, curry paste, garlic, ginger,
kebab skewers, mango chutney, mayonnaise,
mushrooms, mustard, olive oil, parsley,
peppers, shallots, tofu, tomatoes, vegetable oil

3  26

Place 1/2 kg peeled and deveined prawns in a
bowl. Add 2 crushed garlic cloves, 1 tbsp
extra virgin olive oil, 2 tbsp chopped parsley,
1/2 tsp ground coriander, the grated zest of 1

lemon, 1/2 tsp brown rice syrup and toss to mix well. Marinate for 30 minutes in the refrigerator. Meanwhile, preheat the oven to 190°C. Season the prawns with salt and pepper and coat them evenly with 1 cup of whole wheat breadcrumbs. Place the prawns on a foil lined baking pan that has been greased. Bake until the crumbs are golden brown and the prawns are opaque, for about 8 minutes. Transfer them to a platter and serve hot with lemon wedges.

- | | |
|-----------|-----------|
| 1 peeled | 6 Season |
| 2 crushed | 7 greased |
| 3 chopped | 8 golden |
| 4 toss | 9 platter |
| 5 preheat | |

Finger food, p. 62

1

- 1 mango, prawn, lime, ginger, garlic, chilli, coriander
- 2 new potatoes, olive oil, crème fraîche, caviar
- 3 butternut squash, soy sauce, sesame oil, honey, sesame seeds
- 4 flatbread, Manchego cheese, chorizo, chilli
- 5 goat's cheese, shallots, sourdough bread, chilli jam, chives

2

- a 3 and 4 b 2 c 4 and 5 d 1 e 5 f 3
g 2 h 1

Alcohol-free cocktails, p. 63

1

- 1 d 2 a 3 b 4 c

2

- 1 The cocktail is mixed in a food processor **cocktail shaker**.
- 2 The cocktail contains crushed ice **cubes**.
- 3 There is only fresh **and frozen** fruit in the smoothie.
- 4 The smoothie recipe adds sugar **maple syrup** for sweetness.
- 5 The lassi contains half **full-fat** milk, double single cream and **unsweetened** yoghurt.
- 6 The lassi is not served with ice.

7 The milkshake contains whole **chopped** hazelnuts.

8 The milkshake is prepared in a cocktail shaker **food processor**.

3

Personal answers

4

Personal answer