



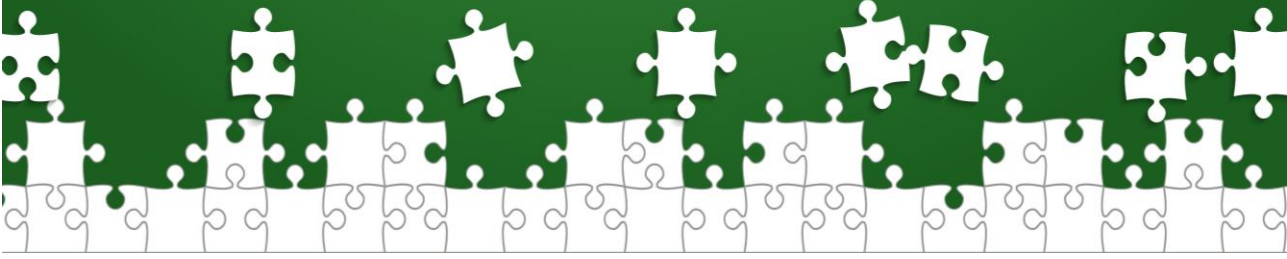
ENGLISH FOR HOTELS AND RESTAURANTS 1 (A2/B1)

FIRST ENCOUNTERS AND POLITE EXCHANGES

This booklet belongs to

Full name

Class



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I. POLITE LANGUAGE

1. Greeting



Hello, Goodbye

By The Beatles

https://www.youtube.com/watch?v=rblYSKz_VnI

Listen to the song and complete the lyrics

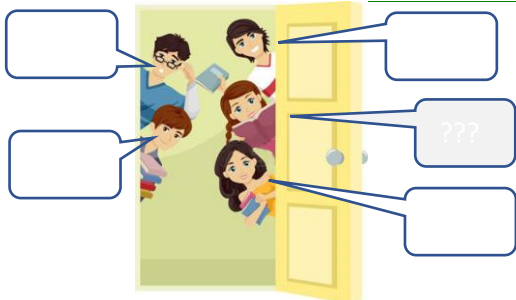
You say (1) _____, I say no
You say (2) _____ and I say go, go, go, oh no
You say (3) _____ and I say hello hello hello
I don't know why you say (4) _____, I say hello hello hello
I don't know why you say (5) _____, I say hello

I say (6) _____, you say low
You say (7) _____ and I say I don't know, o no
You say (8) _____ and I say hello (hello goodbye hello goodbye) hello hello
(Hello goodbye) I don't know why you say (9) _____, I say hello (Hello goodbye hello
goodbye) hello hello
(Hello goodbye) I don't know why you say (10) _____, (Hello goodbye) I say hello/
goodbye
Why why why why why do you say goodbye goodbye, oh no?

BEGINNING OF THE LESSON

Hi!

Good _____



END OF THE LESSON

Bye!

Good _____



Remember

Informal	Neutral	Formal
HI	HELLO	GOOD MORNING GOOD AFTERNOON GOOD EVENING
BYE BYE-BYE	GOODBYE	
THANKS	THANK YOU	THANK YOU VERY MUCH

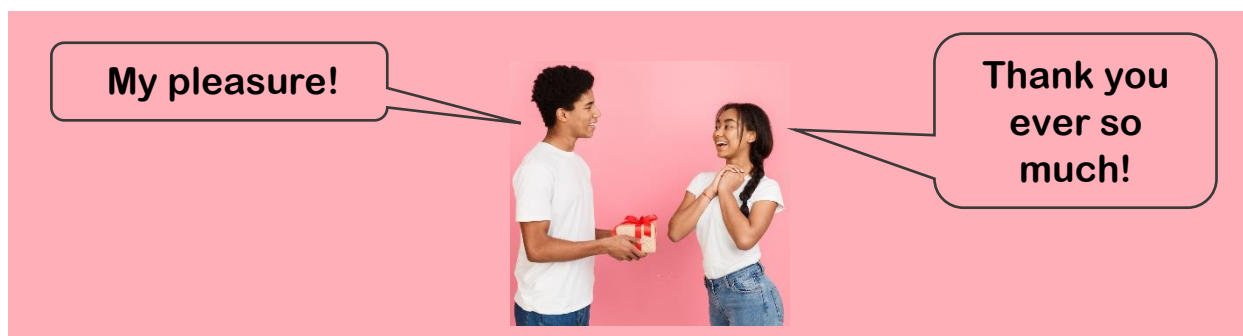
Watch the video on *English Greetings and Introductions by Spoken English (11:23)*:

<https://www.youtube.com/watch?v=sp3xU5WvRjA>

Do the task on greetings as you watch:

<https://moviesegmentstoassessgrammarggoals.blogspot.com/search/label/greetings>

2. Thanking



3. Please

Listen to a lady talking about the use of 'please' and 'thank you'. Then answer the questions below.

<https://www.teachingenglish.org.uk/teaching-resources/teaching-adults/activities/intermediate-b1/rants-and-raves-please-and-thank-you>



1. What does she say about using please in her language?

2. What is said more frequently 'please' or 'thank you'?

3. When does she say you should use 'please'?

4. Why does she think it's important to say 'please' and 'thank you'?

4. Asking for attention, apologising, asking for repetition

EXCUSE ME ≈ _____	SORRY ≈ _____	PARDON ≈ _____
		

For more information on the above, go to

<https://uclnet.com/excuse-me-pardon-me-sorry/>

Apologizing

<https://moviesegmentstoassessgrammargoes.blogspot.com/search/label/apologizing>

Sorry, excuse me or pardon me (4:30)

<https://www.youtube.com/watch?v=JHAUVHUYaW4>

Tracy Chapman - Sorry (VOSE) [with English and French soft subtitling]

<https://www.youtube.com/watch?v=vE-CiAQ5yHU>

5. Asking for the toilets

At the restaurant:

Can you tell me where the toilets are, please?

At school:

Excuse me, Ms Schmit. May I go to the toilet, please?



Note

All-gender public toilets (also referred to as gender-inclusive, gender-neutral, mixed-sex or unisex) are public toilets that are not separated by gender or sex.

There are all gender toilets on the first floor at ENAD.

II. MEETING PEOPLE FOR THE FIRST TIME

1. Titles and names

Teacher: *My name is **first name** | **surname**.*
 You say: *I am your **English teacher**.*
job

	TITLE	NAME	ADDITIONAL INFORMATION	NO NAME
For a man	Mr	Bertemes		Sir
	Ms	Schmit		
For a woman	Mrs	Schmit	married	Madam
	Miss	Schmit	single	
For both if the gender distinctions are not supposed to be applied	Mx	Brown	(say 'Mix Brown')	

You say: **Mr** BERTEMES or SIR **Ms** SCHMIT or MADAM
title title

Teacher: *My name is Romy Schmit. And you? What is your name?*

You say: *I am ...*
My name is...

Reaction: *Pleased to meet you.*
Nice to meet you.

Remember

What is your name? – My name is ...

Note

More and more people reject certain binary ways of organising society (man / woman, single / married). Therefore, they refuse to be spoken about or to be addressed with the traditional titles and pronouns. In Luxembourg and a lot of other countries, it is considered common courtesy to respect their sensitivities.

2. Pronunciation and spelling

In English the pronunciation and the spelling of words need to be memorized separately as there is no systematic connection between the two of them. The way a word is pronounced cannot be deduced from its spelling and vice versa.

The combination "ough" provides an excellent example:

- tough - pronounced - /taf/ (the 'u' sounding as in 'cup')
- through - pronounced - /thruuu/
- dough - pronounced - /doe/
- bought - pronounced - /boot/

Further examples:

Some three-syllable words are pronounced as two-syllable words:

- different - pronounced - /diffrent/
- every - pronounced - /evry/

Some four-syllable words are pronounced as three-syllable words:

- vegetable - pronounced - /vedgtable/

Some words sound even if the spelling differs:

- two, to, too - pronounced - /tuu/
- read (past simple), red - /red/

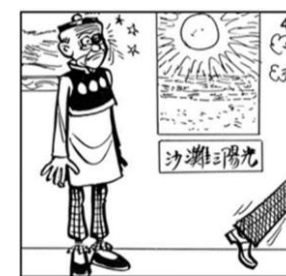
In other cases, the spelling is the same but the pronunciation differs:

- read (infinitive), read (past simple), read (past participle)
- /riid, red, red/

Finally, there are a lot of words with silent letters.

- Caught, bought, sought, thought
- Could, should, would

BAD PRONUNCIATION



www.oldmasterq.com

Read out aloud the words in the boxes.

"h" is mostly pronounced	"j" is pronounced "dj"	"u" is often pronounced "ju"	"u" is pronounced "a"
H&M hand hotel	Japan Jamaica John F. Kennedy	uniform union USA	uncle under unhappy
		but	
"k" is silent in "kn"	"p" is silent in "ps"	"ch" is pronounced "tsch"	"ch" is pronounced "k"
knead knight know	psychiatry psychology	cheap church watch	architect hierarchy technology
		but	

It is not only important to know how words are spelt but also how names, postal addresses, email addresses and website links are spelt. It is therefore important to know how the alphabet is pronounced in English. Acronyms are a good way of practicing saying the alphabet.

Read out aloud the following acronyms and find out what they stand for

- | | | | |
|-----|-----------------------|-----|-------|
| 1. | e.g | a. | _____ |
| 2. | i.e. | b. | _____ |
| 3. | BTW | c. | _____ |
| 4. | 24/7 | d. | _____ |
| 5. | AD / CE | e. | _____ |
| 6. | BC / BCE | f. | _____ |
| 7. | am / AM / a.m. / A.M. | g. | _____ |
| 8. | pm / PM / p.m. / P.M. | h. | _____ |
| 9. | CD | i. | _____ |
| 10. | DVD | j. | _____ |
| 11. | MMS | k. | _____ |
| 12. | SMS | l. | _____ |
| 13. | TV | m. | _____ |
| 14. | AKA | n. | _____ |
| 15. | ASAP | o. | _____ |
| 16. | B&B | p. | _____ |
| 17. | ID | q. | _____ |
| 18. | IQ | r. | _____ |
| 19. | FAQs | s. | _____ |
| 20. | MCQ | t. | _____ |
| 21. | FYI | u. | _____ |
| 22. | NOYB | v. | _____ |
| 23. | OMG | w. | _____ |
| 24. | UFO | x. | _____ |
| 25. | VIP | y. | _____ |
| 26. | BYOB | z. | _____ |
| 27. | DIY | aa. | _____ |
| 28. | KISS | ab. | _____ |
| 29. | RSVP | ac. | _____ |
| 30. | SOS | ad. | _____ |
| 31. | TTYL | ae. | _____ |

Jokes based on the alphabet

1. When does 'B' come after 'U'?

When you disturb its hive

2. What letter of the alphabet has got lots of water?"

The C

3. How did the geography student drown?

His grades were below C-level

4. What has four eyes but cannot see?

Mississippi

5. What letter of the alphabet is always waiting in order?

The Q

6. What's the difference between here and there?

The letter T

7. What begins with T, ends with T and has T in it?

A teapot

8. Can you spell eighty in two letters?

AT

9. Can you spell a pretty girl with two letters?

QT

10. How can you spell too much with two letters?

SX

11.



If you leave alphabet soup on the stove and go out, it could spell disaster.

3. Jobs and functions in hotels and restaurants

Match the definitions (1-12) with the words (a-l) from the box.

1. An _____ (prentapice) is a young person who works for an employer for a fixed period of time in order to learn the particular skills needed in their job.
2. An _____ (astibra) is a person works in a coffee bar, making and serving coffee.
3. A _____ (barderten) is a person who works in a bar serving drinks.
4. A _____ (mamaberchid) is a woman whose job is to clean bedrooms, usually in a hotel.
5. A _____ (ecocinerg) is a person who takes care of a building containing flats and checks people entering and leaving the building.
6. An _____ (ternin) is a student or new graduate who is getting practical experience in a job, sometimes without pay, for example during the summer holiday.
7. A _____ (angerma) is a person who is responsible for running a place.
8. An _____ (nower) is the person who the place belongs to.
9. A (terrop) is a person whose job is carrying people's bags and other loads.
10. A _____ (conreptitier) is a person whose job is to deal with people arriving at or phoning a hotel, an office building, a doctor's surgery.
11. A _____ (melisomer) is a person who works in a restaurant serving wine and helping customers to decide which wine to choose.
12. A _____ (risetucy radug) is a person who is employed to protect a building against intruders or damage.
13. A _____ (tressiwa) is a woman whose job is to serve customers at their tables in a restaurant.

The people in the picture below work at the ELT-hotel. Who are they? How do you know?



4. Introducing yourself and other people

Introductions are about finding out who is who. The following type of information is of interest:

- Name
- Job / occupation

Introducing oneself

Hello. My name is Emily Brown.
I am currently doing an internship here.



Useful phrases

May I introduce myself?

My name is ...

I am ...

Note

Don't forget to greet first.

Introducing other people

Tom, I would like you to meet, Vitali, our new intern.

Hello, Vitali.
I am Tom. I am the
IT specialist.
Nice to meet you.



Hello, I'm Tom.
Pleased to meet
you.

Useful phrases

For the person who introduces

Let me introduce ... to you.

Let me introduce you to ...

... I would like you to meet ...

..., this is ...

How do you do?

For the people who are introduced

Please to meet you.

Nice to meet you.

How do you do?

III. MAKING RESERVATIONS

1. Cardinal numbers

Listen to the songs about counting

Numbers Help me Count to 100

https://www.youtube.com/watch?v=IB4JYto_c-l

Numbers words rap

<https://www.youtube.com/watch?v=SzfFzJGwwZQ>

Time for another joke



Why was 6 afraid of 7?

Because 7, 8, 9.

Big numbers

- Numbers are usually written in singular.

200€ two hundred Euros

several thousand light years

The plural is only used with dozen, hundred, thousand, million, billion, if they are not modified by another number or expression (e.g. a few / several).

hundreds of Euros

thousands of light years

- 'and' is used to break up numbers bigger than one hundred

101 one hundred and one

1001 one thousand and one

1101 one thousand, one hundred and one.

Phone numbers

- When you tell someone a phone number in English, you usually say each number separately.

e.g. My mobile number is 621 31 81 48.

You say 'My mobile number is six-two-one-three-one-eight-one-four-eight.'

- If a number occurs several times in a row, you can say 'double' or 'triple'.

e.g. My mobile number is 621 33 45 55.

You can say 'My mobile number is six-two-one-double three-four-triple five.'

- Phone numbers can have different parts:

the number for the line / user.

the area code for the geographic areas of the service territory. The "0" at the beginning of an area code is left away when there is a country code

the country code which is necessary when calling telephone numbers in other countries: e.g. "0"

for many countries, "1" in USA and Canada, "352" for Luxembourg. By convention, international telephone numbers are indicated by prefixing the country code with a plus sign (+).

And



How do you make seven even¹?

Remove the 's'

The number 0

There are different names for the number 0 in English. The most common ones are:

- nought - in general (British English), in decimals
- zero - in general (American English)
- in measurements of temperature (British and American English)
- in countdowns (British and American English)
- score in team games, e.g. football (American English)
- oh - when each figure is said separately (e.g. in phone numbers, numbers etc.)
- nil - score in team games, e.g. football (British English)
- love - in tennis and similar games derived from the French word 'oeuf' (the egg) as the figure 0 is egg-shaped

One more joke



And why is 10 afraid of 7?

Because 7, 8, 9, and 10 is next...

Decimal point or comma

In English-speaking countries "." (point), not "," (comma) is used as a decimal separator, e.g. $1\frac{1}{2} = 1.5$ in the UK, $1\frac{1}{2} = 1,5$ in Luxembourg

For online information, go to

https://en.wikipedia.org/wiki/Decimal_separator

For details on cardinal and ordinal numbers as well as decimals and fractions, go to

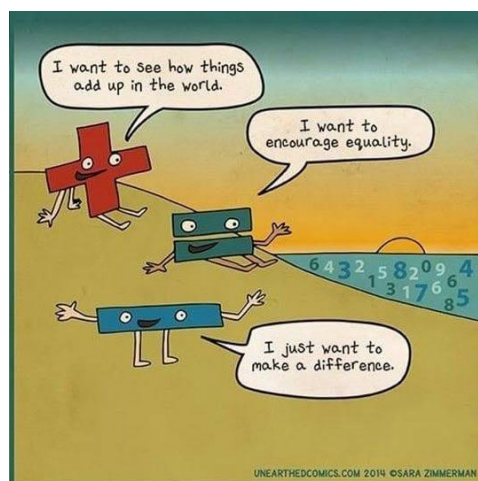
<https://www.ef.com/wwen/english-resources/english-grammar/numbers-english/>

<https://www.vocabulary.cl/Basic/Numbers.htm>

<https://www.vocabulary.cl/Basic/Numbers.htm>

For online exercises on numbers, go to

<https://www.englishclub.com/kids/numbers-game.htm>



¹ Even numbers – 2, 4, 6, 8, 10, 12...

Odd numbers – 1, 3, 5, 7, 9, 11...

2. Dates and time

Writing dates

There are several different ways to write the date in English. They vary from formal (longer versions) to informal, and there are differences between British and American English. Whereas in British English the day comes before the month, in American English the month comes before the day. The months start with a capital letter.

The following tables show some typical formats.

UK	
1.	15 th January 2020
2.	15 March 2020
3.	15/3/2020
4.	15/3/20
5.	15/03/20

US	
1.	January 15 th , 2020
2.	March 15, 2020
3.	3/15/2020
4.	3/15/20
5.	03/15/20

The numerical formats may use a full stop (.) or hyphen (-) instead of a slash (/), e.g. 14.3.2020 or 03-14-20.

When filling in forms, you are often told which format to use

e.g. UK (dd/mm/yyyy) or US (mm/dd/yyyy).

When you have a form with boxes to fill in, write **one** number in each box.

If the date consists of single numbers, you have to put a 0 first to fill all the boxes.

Example	5th January 2023																
	<table border="1"><tr><td>0</td><td>5</td><td>0</td><td>1</td><td>2</td><td>0</td><td>2</td><td>3</td></tr><tr><td>0</td><td>5</td><td>0</td><td>1</td><td>2</td><td>3</td><td></td><td></td></tr></table>	0	5	0	1	2	0	2	3	0	5	0	1	2	3		
0	5	0	1	2	0	2	3										
0	5	0	1	2	3												

Saying dates

If you want to ask what day of the week it is, say:

<p><i>What day is it today? or What's the day today?</i> <i>What day is it tomorrow? or What's the day tomorrow?</i></p>
--

To answer these questions you can say,

<p><i>It's Monday today. or Today is Monday.</i> <i>It's Tuesday tomorrow. or Tomorrow is Tuesday.</i></p>
--

If you want to ask what the date is, say:

*What's the date today? or What's today's date?
What's the date tomorrow? or What's tomorrow's date?*

To answer these questions you can say,

*It's 1st January. / Today is 1st January.
Tomorrow is 2nd January.*

In English ordinal numbers are used to refer to the days in dates, even if they are not written. Moreover the words 'the' and 'of' are added.

e.g. *The New Year begins on 1 January. Is said /The New Year begins on **the first of January.**' /*

The way you say the year depends on the year:

Year	You say	Example
up to 1000	the number you see	
from 1000 to 2000	the year as two numbers	1066 – ten sixty six 1985 – nineteen eighty-five
from 2000 to 2010	the word 'thousand'	2000 – two thousand 2002 – two thousand two
from 2010	the year as two numbers or the word 'thousand'	2023 – twenty twenty-three or 2023 – two thousand twenty-three
Note		
1400 – fourteen hundred, 1800 – eighteen hundred For the first years of previous centuries, we add '0' is added, e.g. 1801 – eighteen o one		

Centuries and decades

Ordinal numbers are used to refer to centuries whereas cardinal numbers are used to refer to decades.

Centuries are periods of one hundred years.

e.g. 0-99 = the first century, 1800-1899 = the nineteenth century, 1900-1999 = the twentieth century

Decades are periods of ten years.

1920-1929 = the twenties / the 20s, 1960-1969 = the sixties / the 60s

Historical dates

When you talk about a year in the distant past, you can use

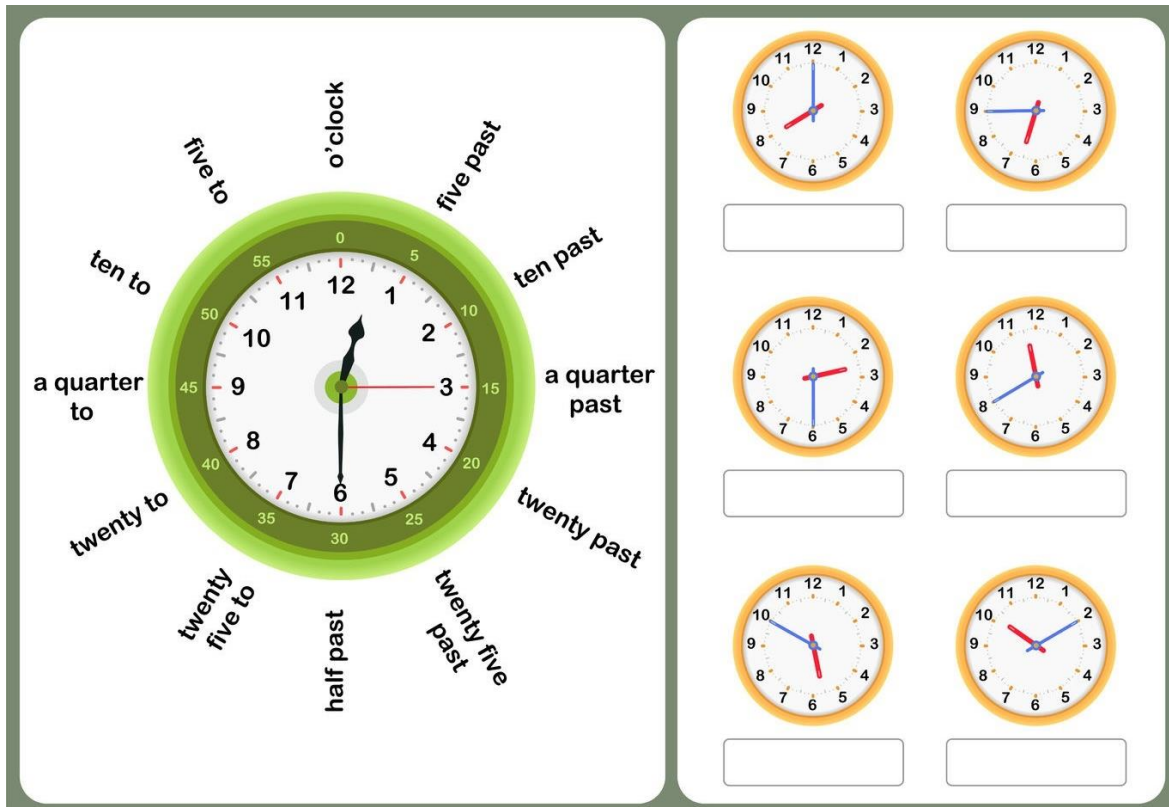
- B.C. for 'before Christ', e.g. *The first Olympic Games were in 776 B.C.*
- A.D. for 'Anno Domini' – the year of the Lord, marking the birth of Christ

However, it's only necessary to add A.D. when it is unclear which time period is being referred to, e.g. *Romulus Augustulus was the last Roman Emperor from 475-476 A.D.*

Telling the time

If you want to ask what time it is, say:

What is the time? or What time is it?



There are a number of ways to tell time in English. For example, 12:30 can be expressed as:

half past twelve

twelve thirty

Look at the rules for telling time in English.

Use "past" to say times after the hour until half past, or 30 minutes past the hour.

Use "to" to say times before the hour from 31 minutes until the full hour.

Use "o'clock" only at the full hour e.g. It's eight o'clock

To avoid using "past" and "to", say the time by hour and then minutes, e.g. It's seven twenty-five.

When speaking about the different times of the day use in the morning, in the afternoon, in the evening.

Write AM/am and PM/pm

Be careful! Use at night NOT in the night.

Example: My Day

I get up at a quarter past seven - that's seven fifteen in the morning. I have breakfast at eight o'clock and then take the bus to work at half past eight. I usually arrive at work at a quarter to nine. Sometimes, the bus is late and I arrive at about nine. My mornings are pretty busy and I like taking a coffee break at twenty to eleven if possible. I then work until lunchtime. In the afternoon, I usually have another break at three fifteen. I usually finish work at a quarter to five and arrive home around six in the evening. At night, I usually go to bed at eleven o'clock.

Practice

What time is it? or What's the time? Match the digital clocks (1-7) with the analogue clocks (a-g).

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

Write your answers here

1	2	3	4	5	6	7
d						



What dog keeps time best?

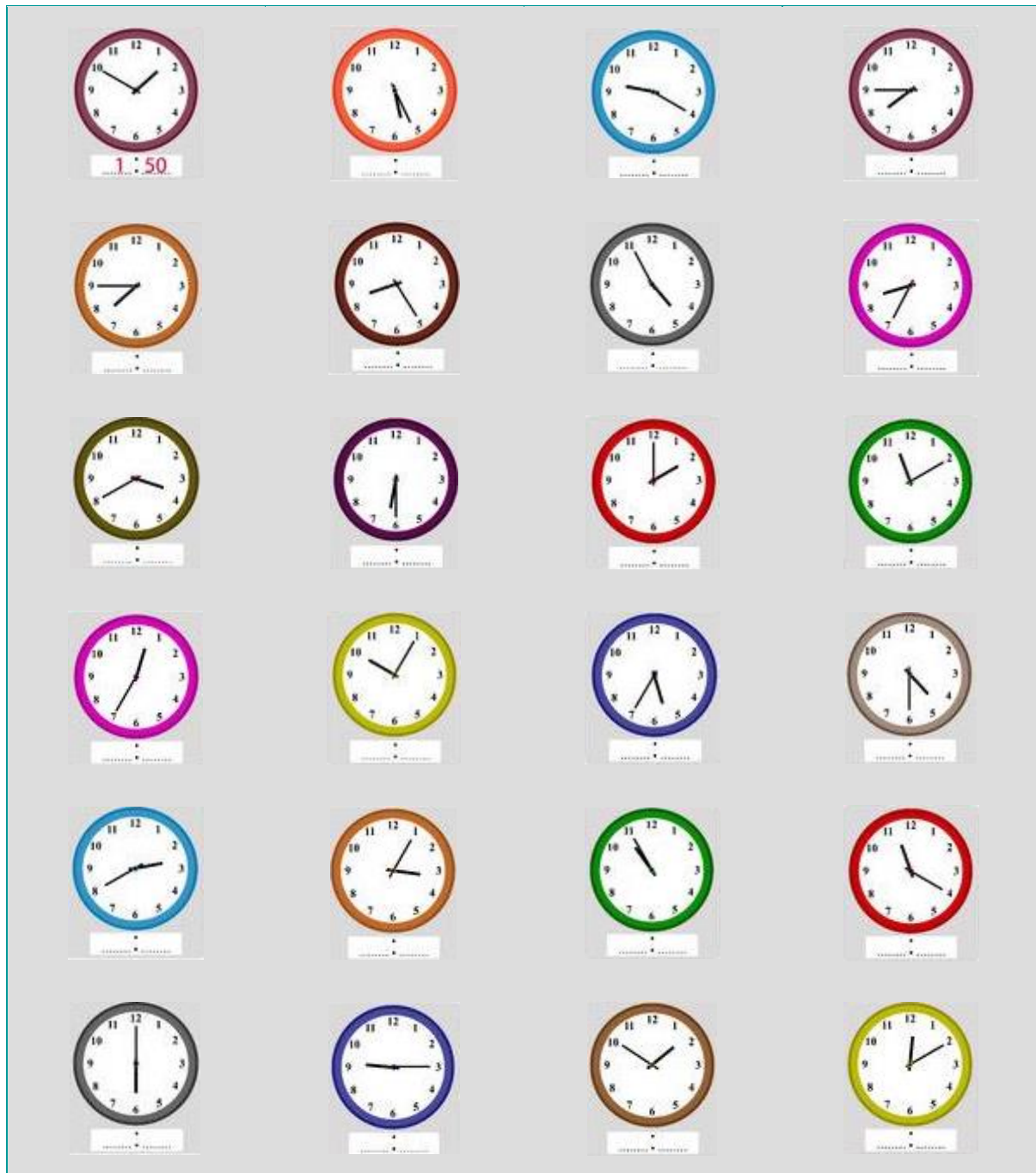
A watchdog.



Why did the student throw his watch out of the school window?

He wanted to see time fly

What time is it? or What's the time?



For online practice, go to the

<https://www.visnos.com/demos/clock>

Match the time expressions (1-20) with the alternatives or explanations (a-u). There is an example (0).

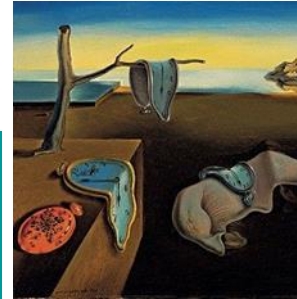


TIME EXPRESSION		ALTERNATIVE OR EXPLANATION	
0.	afternoon	a.	a period of 24 hours
1.	autumn / fall	b.	a period of seven days, either from Monday to Sunday or from Sunday to Saturday
2.	century	c.	a period of 10 years
3.	day	d.	a period of 100 years
4.	decade	e.	a period of 1000 years
5.	evening	f.	any day except Saturday and Sunday
6.	millennium	g.	any of the four main periods of the year
7.	month	h.	any of the twelve periods of time into which the year is divided
8.	morning	i.	any of the three periods that for example the school year is divided into
9.	night	j.	any of the two periods that for example the school year is divided into
10.	season	k.	Saturday and Sunday
11.	semester	l.	season of the year when the leaves change colour and the weather becomes colder
12.	spring	m.	the coldest season of the year
13.	summer	n.	the part of the day when there is no light
14.	term	o.	the part of the day from noon to evening
15.	week	p.	the part of the day when most people have time to relax and socialise
16.	weekday	q.	the part of the day when most people start being active
17.	weekend	r.	the period from 1 January to 31 December, that is 365 / 366 days
18.	winter	s.	twenty-four hours a day, seven days a week (used to mean 'all the time')
19.	year	t.	the season when the plants begin to grow
20.	24/7	u.	the warmest season of the year

Write your answers here

0	1	2	3	4	5	6	7	8	9	0	11	12	13	14	15	16	17	18	19	20

Match the time expressions (1-18) with the alternatives or explanations (a-s). There is an example (0).



TIME EXPRESSION		ALTERNATIVE OR EXPLANATION	
0.	alarm clock	a.	12 o'clock at night
1.	am/a.m./AM/A.M.	b.	12 o'clock in the middle of the day
2.	analogue	c.	a strip of material (e.g. leather) that is used to keep something in place (e.g. the watch on the wrist)
3.	clock	d.	a type of small clock that you wear on your wrist or carry in your pocket
4.	digital	e.	a clock that you can set to ring a bell at a particular time and wake you up
5.	day	f.	a period of 24 hours
6.	face	g.	a watch that you can stop and start by pressing buttons, in order to time a race accurately
7.	hands of the clock	h.	after 12 o'clock noon
8.	hour	i.	an instrument for measuring and showing time in a room, on the wall or on a computer screen
9.	midday / noon	j.	between midnight and midday
10.	midnight	k.	each of the 60 parts of an hour that are equal to 60 seconds
11.	minute	l.	one of the 24 parts that a day is divided into
12.	pm/p.m./PM/P.M.	m.	part of the clock or watch that points to the numbers (hour hand, minute hand, second hand)
13.	second	n.	showing the time by using figures
14.	stopwatch	o.	showing the time using hands that point to numbers
15.	strap or band	p.	the front of a clock or watch that has the numbers or marks that show what time it is
16.	watch	q.	unit for measuring time, there are sixty seconds in one minute
17.	water-resistant	r.	which does not let water through easily
18.	waterproof	s.	which does not let water through

Write your answers here

0	1	2	3	4	5	6	7	8	9	0	11	12	13	14	15	16	17	18
e																		

Read the following article and decide if the sentences (1-8) are true or false. If there is not enough information in the text, tick '?' for doesn't say. There is an example at the beginning (0).



Clock switch to summer time

Hour advance on Sunday morning Spring has sprung now clocks go forward²

Published on Saturday, 25 March 2017 at 08:46

Spring officially began last Monday with the days becoming longer and the nights shorter. This means an annual time change is due and on Sunday, March 26, clocks go forward one hour.

The 60-minute time change across Europe officially happens at 2am when the clock hands should be advanced to 3am.

It won't be until October this year that the return to winter time will occur, a preferred time change for many, as we gain an extra hour in bed.

There are actually three time zones across the continent with Ireland, the United Kingdom and Portugal sharing Greenwich Mean Time (GMT) while most of Europe is on Central European Time (CET), also known as "Berlin Meridian" or GMT+1. Finland and eastern European countries are an hour ahead of CET and enjoy Eastern European Time (EET).

The time changes are in fact a European directive which states that all countries across the continent must begin summer time on the last Sunday of March and winter time on the last Sunday of October regardless of which time zone they are in.

	True	False	?
0. According to the article, the clocks are changed when spring begins.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1. Spring always begins on Monday.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The change is a 60-minute time change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. In Europe people get up at 2 am to change their clocks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. According to the article, this year winter begins in October.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. In Europe there are three time zones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. In autumn people are allowed to sleep longer thanks to the time change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. GMT stands for General Mean Time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. All the European countries change time every year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

² Article adapted from: <http://www.wort.lu/en/lifestyle/hour-advance-on-sunday-morning-spring-has-sprung-now-clocks-go-forward-58d620e1a5e74263e13ac897>

3. Possessive adjectives and possessive 's'

Fill the gaps in the text on Léa Linster with possessive adjectives.

Interview with Chef Léa Linster – Gold medal winner of the Bocuse d'Or³

Acclaimed chef Léa Linster won a Michelin star in 1987 and owns three restaurants in Luxembourg: Restaurant Léa Linster, Au Quai de la Gare and Kaschthaus. She became a gold medal winner of the 1989 Bocuse d'Or, which made (1) _____ the first and to date only woman to ever accomplish this. (2) _____ co-founder, Mecca Ibrahim, was lucky enough to speak to Mrs Linster about (3) _____ inspirations and how she put Luxembourgian cuisine on a global map with (4) _____ achievements.



What are the biggest highlights of your career?

I took over (5) _____ father's restaurant in Frisange in southern Luxembourg when I was about 25/ 26 in 1982. I had said when I was young I would bring a Michelin star to the village and within five years, we had a Michelin star in 1987.

Winning Bocuse d'Or was a true highlight of (6) _____ career, as it meant global recognition. But the inspiration for the Bocuse d'Or was easy for me as I made everything that I loved. (7) _____ standards of quality are very high. As a child we travelled a lot for food, and always for the best ingredients.

Now I have passed on that love of food and passion for quality ingredients to (8) _____ son Louis who has taken over the family restaurant and runs it with dynamism, talent and great pride.



Who are some of the chefs that have inspired you the most?

Joel Robuchon, who I used to work with and there is no one quite like him. I also admire the French chefs and restaurateur brothers Pierre and Jean Troisgros, Swiss chef Frédy Girardet and, of course, Paul Bocuse.



Tell us about your new book My Life, My Recipes / Mein Leben, Meine Rezepte?

It has old favourite recipes, and ones that are important to me and many that have never been published before. It is a collection of recipes that have brought me to where I am today. This results in a very personal cookbook, so to speak, and is (9) _____ life in recipes. I'd like to

³ [Interview with Chef Léa Linster - Gold medal winner of the Bocuse d'Or - Women In The Food Industry](#)

dedicate it to Paul Bocuse, but also to all (10) _____ critics, role models and, of course, guests who have accompanied me on my journey so far.

What are some of (11) _____ favourite dishes?

I love potatoes. Good potatoes with good butter and some sea salt can be one of the best dishes for me. In Luxembourg we have some of the best butter in the world. Also “Saddle of *Lamb Bocuse d’Or*” is (12) _____ signature dish. I have a saying: “First I made (13) _____ lamb and then (14) _____ lamb made me.”



What advice do you have for today’s chefs?

Follow (18) _____ heart and follow your palate. You should always love what you do and follow (19) _____ feelings and (20) _____ instincts. (21) _____ favourite dish is probably one that you will make the most famous.

Do you have any particular advice for fellow female chefs?

Women need to have a warrior mentality and have confidence. Also be yourself and don’t let either success or failure torment you.



You can follow Léa Linster’s restaurants on Instagram at [@restaurantlealinster](#) and on Facebook at [@RestaurantLeaLinster](#)

Comprehension

Reas the text and answer the following questions as briefly as possible. If the answer is not in the text, find out on the internet.

1. What is Léa Linster’s job? _____
2. What makes Léa Linster special? _____
3. What do you know about her family? _____
4. Where is her business located? _____
5. How old is Léa Linster? _____
6. What did Léa Linster study? _____

Find out from the internet if the answer is not in the text!

4. Countries, languages and nationality words

Heaven is

Where the Police are British

The Chefs French

The Mechanics German

The Lovers Italian &

All is organized by the Swiss

Hell is

Where the Chefs are British

The Mechanics French

The Lovers Swiss

The Police German &

All is organized by the Italians

Note

In English nationality words begin with a capital letter.

5. Asking questions

Yes / no questions



A yes / no questions is a question that can be answered with 'yes' or 'no'.

However, a simple 'yes' or 'no' would not be considered as a polite answer which is why 'yes' or 'no' tend to be followed by a subject and an auxiliary.

Examples

Are you John Burns?	–	No, I'm not. I am James Harrison.
Do you speak Chinese?	–	Yes, I do.
Can you give me a hand?	–	No, of course.

Questions normally have a special word order: there is a verb before the subject.

Affirmative	You <i>subject</i>	are <i>verb</i>	from Luxembourg. <i>(rest of sentence)</i>
Interrogative	Are <i>verb</i>	you <i>subject</i>	from Luxembourg? <i>(rest of sentence)</i>

When the verb is put before the subject, we call it **inversion**. Most questions are formed by inversion.

Wh-questions or questions with question word

Questions with question word ask for more ample information.

Question word	Information on	Example
Who	a person	Who is the reservation for?
What	an object	What does a continental breakfast consist of?
Where	a place	Where exactly is the hotel in relation to the city centre?
When	time	When will you be arriving?
Why	a reason	Why is the hotel called ELT hotel?
Whose	possession	Whose idea was the art exhibition in the hotel lounge?
Which	a selection	Which would you prefer – a room with a view of the park or a room with a view of the city?
How	manner	How do you spell that?

Note

⇒ Most wh-questions are formed by a wh-word + inversion.

Affirmative	My favourite cuisine <i>subject</i>	is <i>verb</i>	the Lebanese cuisine. <i>(rest of sentence)</i>
Interrogative	Which	is <i>verb</i>	your favourite cuisine? <i>subject</i> <i>(rest of sentence)</i>

⇒ Certain English questions are formed by adding a noun to 'what' or an adjective to 'how'.

What + noun

Example

What type of	What type of room would you like?
What date	What date will you be arriving?

How + adjective

Example

How far	How far is the hotel from the city centre?
How often	How long will you be staying?
How much	How much is a standard double room?
How many	How many people is the booking for?

Practice

Look at the sentences below and ask questions about the words which are underlined.

1. My name is Romy Schmit.

2. S-C-H-M-I-T

3. I am from Dalheim in the southeast of Luxembourg.

4. Dalheim is 14 km away from Luxembourg city.

5. It is a moocow village.

6. You need a car because there are not even shops.

7. I have only one child.

8. My daughter's name is Malaika.

9. She is currently studying at the university of Stirling in Scotland.

10. I ring her every day.

11. We have a cat called Lily. In fact, Lily is Malaika's cat, but she stays with me in Luxembourg.

12. Lily is black with a white spot on her chest.

13. She is 11 years old.

14. Yes, I do. Lots of them.

any hobbies?

15. I like cooking, travelling, listening to music and crafting.

hobbies

16. I love Asian and Middle Eastern cuisine.

kind

17. I have a lot of favourite dishes, especially fish, duck and lamb dishes.

18. I would like to visit Sweden, India and Cuba.

19. Yes, I hate country and western music.

20. After retiring, I would like to leave Luxembourg, move to an English speaking country, live by the sea and go back to university.

Complete the sentences below with question words



Dr Oetker pudding powder or Dr Oetker custard power

Jamie (1) _____ is this?

Melanie A custard mix from Germany by Dr Oetker.

Jamie (2) _____ is a custard mix?

Melanie A mix of powders to make custard – a cheap, simple and light dessert, which is delicious.

Jamie (3) _____ is your favourite flavour – vanilla or chocolate?

Melanie Chocolate, of course, but there is a lot you can do with the vanilla mix apart from a delicious vanilla custard – vanilla sauce, cake topping and so on.

Jamie (4) _____ do you make it?

Melanie You just add sugar to the powder and dilute it with a bit of cold milk. You boil the rest of the milk and mix it with the diluted powder. You stir and you obtain a delicious dessert.

Jamie (5) _____ can you get the mix?

Melanie In every supermarket.

Jamie (6) _____ does it have to be this particular mix?

Melanie Well, I have grown up with it, so I guess there is a bit of nostalgia. What is more, there is no sugar in the mix and you can decide yourself how sweet you want your pudding to be. Finally, there is a lot of milk in it, and for me it is a nice way of consuming milk.

Jamie (7) _____ sugar do you add, then?

Melanie I add about 4 tablespoons, and Mum uses sweetener because she suffers from diabetes.

Jamie (8) _____ milk do you add?

Melanie 750 ml all in all.

Jamie Would you say it is a healthy dessert?

Melanie Well, there is quite a bit of sugar in it, but there is also a lot of milk in it, too. I guess it is a good compromise for sweet-toothed people. Plus, you can serve it with fresh fruit...



6. Personal details

Romy's card

Identify the elements 1-16 on the card. Use the words and expressions from the box.

address	job	
country code	mobile phone number (teacher)	surname
email address (school)	name of the school	town / location
email address (teacher)	phone number (school)	website link (teacher)
first name	postal code	website link (school)
house number	street	

Romy¹ Schmit²
EFL teacher³

Mobile (352)⁴ 621 31 81 48⁵
Email romaine.schmit@education.lu⁶
Website romyswebsite.org⁷

8

ENAD ECOLE NATIONALE POUR ADULTES

17⁹, rue Marguerite de Brabant¹⁰
L-1254 11 Luxembourg¹²

Phone (352) 26 65 03 50-1¹³ Email info@enad.lu¹⁴ Website www.enad.lu¹⁵

- | | |
|-----------------|------------------|
| 1. _____ | 9. _____ |
| 2. _____ | 10. _____ |
| 3. _____ | 11. _____ |
| 4. country code | 12. _____ |
| 5. _____ | 13. _____ |
| 6. _____ | 14. _____ |
| 7. _____ | 15. _____ |
| 8. _____ | 16. [9+10+11+12] |

Work in pairs. Ask and answer questions about the personal details of one another.

7. MODAL AUXILIARIES FOR POLITE EXCHANGES

Modal auxiliaries are verbs that indicate a modality such as a likelihood, ability, permission, request, capacity, suggestion, order, obligation, necessity, possibility or advice.

Modal auxiliaries are used for polite exchanges, which makes them important in the context of gastronomy and catering.

Modal auxiliaries generally accompany the infinitive of another verb.

Structure

Basic structure for modal auxiliaries in positive, negative and question sentences:

Affirmative	subject	auxiliary		infinitive	rest of sentence
Negative	subject	auxiliary	not	infinitive	rest of sentence
Interrogative	auxiliary	subject		infinitive	rest of sentence

The modal auxiliaries commonly used in English are can, could, may, might, must, shall, should, will, would, ought to, used to and dare. They are invariable.

Can or could

The modal auxiliaries can and could are used to

- make offers;
- make requests;
- ask for permission.

Could is more polite than can.

Note:

The auxiliary verbs 'can' and 'could' are invariable.

The negative form of can is cannot.

Examples

Good afternoon. How can I help you?

What can I do for you?

Can I take your credit card number, please?

I could send you a taxi to the airport.

May

The modal auxiliary may is used to

- ask for permission.

Examples

May I open the window?

May I take your credit card number?

Shall

The modal auxiliary shall is considered to be rather formal. It is used to

- make offers and suggestions

Examples

Shall I make you a cup of tea?

Shall I open the window?

Will

The modal auxiliary will is used to

- make offers.

Examples

I will do this for you if you like.

I will give you a lift to the airport.

Will you help me with this work?

Would

The modal auxiliary would is used to

- express desires (would like, would enjoy, would prefer);
- make offers;
- requests.

Note

Would is invariable, i.e. there is only one form of the verb, namely would.

Examples

Would for desire or inclination

I would like another drink.

Would you like some coffee?

Would you prefer a table inside or on the terrace?

Would for polite requests and questions

Would you abstain from smoking in here please?

Would you open the door, please? (more polite than: Open the door, please.)

Responding to offers

You should accept or reject offers politely. You should be particularly sensitive when rejecting an offer.

<i>Can I help you?</i>	<i>Yes please. I'd like to know what time the train leaves.</i> <i>No thanks, I'm just looking." (In a shop.)</i>
<i>Would you like another coffee?</i>	<i>No thanks.</i> <i>Yes please, that would be lovely.</i> <i>Yes please, I'd love one.</i>
<i>Would you like me to answer the phone?</i>	<i>If you wouldn't mind. (not Yes I would.)</i> <i>If you could.</i>
<i>I'll do the photocopying, if you like.</i> <i>Shall I open the window for you?</i>	<i>"It's OK, I can do it." Or, "Don't worry, I'll do it.</i> <i>Thank you, that would be great."</i> <i>Yes please. That would be very kind of you.</i>

Watch the following video to see how auxiliaries are used for invitations, offers requests and permission.

<https://learnenglishteens.britishcouncil.org/grammar/b1-b2-grammar/can-could-would-invitations-offers-requests-permission>

For exercises on modal auxiliaries for polite offers, invitations, requests, desires and inclinations, go to

<https://learnenglish.britishcouncil.org/grammar/english-grammar-reference/requests-offers-invitations>

<https://english-at-home.com/would-like-polite-phrases/>

https://oneminuteenglish.org/en/would-like/?expand_article=1#google_vignette

Time for a laugh - Dilemma

"I'm in love with two girls. One is very beautiful but has no money, the other is ugly and has lots of money. Who should I marry?"

"Well, I'm sure that you must really love the beautiful one, so I think you should marry her."

"OK, thank you very much for your advice."

"Don't mention it. By the way, I wonder if you could give me the name and telephone number of the other girl?"



8. BOOKING A TABLE AT A RESTAURANT

Useful phrases

Customer



Reason

I would like to make a reservation for this evening.

I'd like to make a reservation for this evening.

I would like to book a table for this evening.

I'd like to book a table for this evening.

Do you have any tables available this evening?

Number of people

I need a table for five people for 6 pm.

Position of the table

Can I have a table by the window?

Can I have a table on the terrace?

We would like to be seated inside?

Occasion

It is my daughter's birthday. Can we have a birthday cake?

Employee of the restaurant



Greeting

Good evening. ELT restaurant how can I help you?

Date / time

When would you like to come?

Number of people

How many people will be coming?

Location

Would you like a table inside or outside?

Offer

I have a table on the terrace for five available at 6.15 pm.

Would that suit you?

Refusal

I am sorry. We don't have anything available at 6 o'clock. Would 7.30 be OK?

I am afraid we have no more tables available tonight.

I am afraid we are booked out tonight.

Booking

Could I have your name, please?

How do you spell that?

Role play 'Booking a table at a restaurant'

Work with different partners. Play alternately the role of the customer who phones to book a table and the role the restaurant employee who makes a reservation. Sit back to back to simulate a telephone conversation.

Remember!

The restaurant needs the following pieces of information:

- the name;
- the number of people;
- the date and the time.

TABLE RESERVATION

Template

Table Reservations

Date: _____

Time	Party Size	Name	Phone Number	Table No	Notes



Watch the video I'd like to make a reservation - A family lunch (3:48)

<https://www.youtube.com/watch?v=ZodU-8P36vo>

9. BOOKING A ROOM AT A HOTEL

Useful phrases

Customer



Reason

*I would like to book a hotel room.
Do you have any vacancies at the weekend?*

Number of people

*I need a room for two people.
I would like a room for two people.*

Type of room

I would like a twin room with a shower.

Facilities

*Do you allow pets?
Does the room have ...
Does the hotel have...*

Price

*What is the price of the room
What is the price per night?
Is breakfast included?
That is a bit more than I wanted to pay.
Have you got anything cheaper?*

Booking

*Ok, I'll take it.
Ok, I would like to make a reservation.*

Hotel receptionist



Greeting

Good evening. ELT hotel. How can I help you?

Number of people

*How many people will be coming?
For how many people?*

Time

*For what date?
For how many nights?
How long will you stay for?
When will you arrive?*

Type of room

What kind of room would you like?

Offer

*I have a junior suite with a view of the lake.
Would that suit you?*

Refusal

*I am sorry. We only have one room left for the weekend.
I am afraid we are booked out at the weekend.
I have no other vacancies for the weekend.*

Booking

*Could I have your name, please?
How do you spell that?
Can I take your credit card number?
Can I take your phone number?
Can I read that back to you?*

Role play 'Booking a room at a hotel'

Work in pair. Play alternately the role of the customer who wants to book a hotel room and the role of the hotel receptionist who makes a reservation. The hotel receptionist fills in the ELT hotel reservation form. Sit back to back to simulate a telephone conversation.

ELT HOTEL RESERVATION FORM

FULL NAME

First name

Last name

ADDRESS

Street address

House number

City

Postal code

Phone number

E-mail

ARRIVAL – DATE AND TIME

Date

Time

DEPARTURE – DATE AND TIME

Date

Time

NUMBER OF ADULTS

NUMBER OF CHILDREN

SORT OF ROOM

- single
 double

- twin
 suite

SORT OF STAY

- room
 B&B

- half board
 full board

PAYMENT METHOD

- prepaid

- on arrival
 cash
 bank card
 credit card

SPECIAL REQUESTS

Watch the video with an English conversation with subtitles on making a hotel reservation

<https://www.youtube.com/watch?v=KYOK5f06adg>