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РОССИЙСКОЙ ФЕДЕРАЦИИ
ФГАОУ ВО
«КАЗАНСКИЙ ФЕДЕРАЛЬНЫЙ (ПРИВОЛЖСКИЙ) УНИВЕРСИТЕТ»

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Учебно-практическое издание

WELCOME TO THE RESTAURANT MANAGEMENT

по дисциплине «Английский язык»

для проведения практических занятий

со студентами II курса направлений

43.03.01 – «Сервис», 43.03.02 – «Туризм», 43.03.03 – «Гостиничное дело»

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Учебно-практическое издание «**Welcome to the restaurant management**» по дисциплине «Английский язык» предназначено для студентов бакалавриата направления подготовки «Сервис, туризм, гостиничное дело». Пособие знакомит студентов бакалавриата с основными аспектами индустрии туризма и туристской деятельности. Пособие состоит из 6 разделов. Представленный спектр заданий включает упражнения для закрепления лексики и грамматики, тексты для чтения и обсуждения.
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Введение

Учебно-практическое издание «**Welcome to the restaurant management**» по дисциплине «Английский язык» предназначено для студентов бакалавриата направления подготовки «Сервис, туризм, гостиничное дело». К началу работы с данным пособием обучающиеся должны владеть основами грамматики и навыками чтения на английском языке. Важной отличительной чертой пособия является аутентичность подобранных текстов, профессиональная направленность которых способствует не только развитию ключевых компетенций будущих специалистов (социальной, коммуникативной, информационной, специальной, когнитивной), но и наилучшим образом удовлетворяет требованию реализации междисциплинарного подхода в образовательном процессе. Это является достаточно актуальным, так как именно данные ключевые компетентности определяют универсальность, социально-профессиональную мобильность студентов бакалавриата и позволяют им успешно адаптироваться в разных социальных и профессиональных сообществах.

Учебно-практическое издание разработано в соответствии с требованиями ФГОС по дисциплине «Английский язык» для направлений 43.03.01 – «Сервис», 43.03.02 – «Туризм», 43.03.03 – «Гостиничное дело».

Настоящее издание состоит из шести разделов (Restaurants and Their Categories, Personnel Structure, Menus, Dining and Working Areas, Purchasing, Receiving and storing, Catering), посвященных теме Restaurant management «Be My Guest» Units 10-11 «In the restaurant» согласно КТП.

В дополнение к шести основным разделам авторами представлены тексты для дополнительного чтения, с заданиями.

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UNIT 1. RESTAURANTS AND THEIR CATEGORIES

1. What type of restaurant do you like most?
2. What type of cuisine do you like?
3. Read the text about the Restaurant categories.

Restaurant Categories

Different people who “eat out” every day have a wide variety of needs and tastes from a quick lunch to a luxurious dinner with elaborate service. Because of these differences, there are many kinds of restaurants varying from street stands for a hot dog to wealthy restaurants with the best cooking. Restaurants generally fall into the following categories:

The gourmet restaurant. A gourmet is a person who appreciates the best in food and drink. A restaurant, which offers meals that appeal to such a person, is in this group. It can be also called a luxury restaurant or high-end restaurant. The service and the prices are usually according to the quality of the meal so that these restaurants are the most expensive of all food-service establishments.

The family-type restaurant. Many eating-places serve single food at moderate prices that appeal to family groups. Their principal feature is the reliability they offer their customers through standardized food and service. Many of these restaurants are owned by chains or operated under a franchise. Franchise is an arrangement in which the name and procedures of the business are leased from a central organization. When a family stops to eat at a Pizza Hut restaurant, they know what kind of food they will get and what the price will be.

The specialty restaurant. The specialty restaurant offers a limited variety of style of food. Restaurants often specialize in certain types of food, for example, there are seafood restaurants, steak restaurants, vegetarian restaurants or ethnic restaurants. Restaurants selling food of foreign origin are called accordingly, for example, a Chinese restaurant and a French restaurant. Both the quality of the food and the prices are usually between those of the gourmet and family-type restaurants.

The convenience restaurant. This restaurant serves customers who are in a hurry and most interested in fast service, cleanliness, and low prices. This large group of restaurants includes several sub- categories.

One of them is the **lunch counter**, which as a rule serves sandwiches and other single foods and beverages. A modern variation on the lunch counter is the fast food operation.

Cafeterias which are worldwide accepted as a successful way for restaurant operations also come under the convenience category. There customers are serving themselves and paid a cashier for each item they chose. Most **institutional foodservices** fall into the convenience category, including canteens and cafeterias in factories, offices, schools and hospitals. **Street stands** are also convenience food-services whether they offer a wide variety of dishes or only snacks.

Kind of Service. Another way to categorize restaurants is by the kind of service they offer. There are basically four types: table service, counter service, self-service, and carry-out. In **table service restaurants**, customers are seated at tables where food is

served by a waiter or waitress. In **counter service restaurants**, customers sit at a counter and are served either by the person who prepares the food or by a waiter or waitress. A **self-service restaurant** is frequently called a buffet or cafeteria; there customers pass in front of a counter where food is displayed and help themselves to what they want. Then they carry the food to a table themselves. **Carry-out restaurants** often serve fast foods. Customers place their orders at a counter (or by telephone ahead of time) then “take- out” the food to wherever they wish to eat it — at their jobs, in a park, in a car, or at home.

Taste and style of cooking and eating are fulfilled by **cuisine**. Gourmet cuisine usually consists of dishes freshly and thoroughly prepared, often in ways too time-consuming and skillful to be duplicated at home. These meals are often taken from one of the great world **cuisines**, perhaps Chinese, French, or Hungarian. The choice of cuisine is an important one both for customers and restaurant owners. It is a crucial choice for the **restaurateur** because it may mean the difference between success and failure in business.

I. Mark each of the following statements true or false (T or F). Correct the false statements.

1. The variety of restaurants depends on their owners' tastes.
2. The family-type restaurant serves single food at very high prices that appeal to family groups.
3. The specialty restaurant prices are usually between those of the gourmet and family-type restaurants.
4. The convenience restaurant serves customers with educated taste in food and drink who are not always in a hurry and most interested in elaborate service.
5. In table service restaurants, customers pass in front of a counter where food is displayed and help themselves to what they want. Then they carry the food to a table themselves.
6. In counter service restaurants, customers sit at a counter and are served either by the person who prepares the food or by a waiter or waitress.
7. In a self-service restaurant customers are seated at tables where food is served by a waiter or waitress.

II. Answer the following questions.

1. What kind of service and product are provided by gourmet restaurants?
2. What kind of service and product are provided by family-type restaurants?
3. What kind of service and product are provided by specialty restaurants?
4. What does the customer of a convenience restaurant want?
5. Name some different kinds of restaurants in the convenience category.
6. Describe different kinds of restaurant service.
7. What kinds of customers go to carry-out restaurants?
8. Why the choice of cuisine is so important both for customers and restaurant owners?

III. There are some other places for eating out. Match the words in the left column with the definitions in the right column: e.g. 1 – d

- | | | |
|-----------------------|---|---|
| 1. Night club | a | originally a British public house licensed to serve beer and other alcoholic beverages. Some light snacks like pies and sandwiches are served. |
| 2. Pub | b | a place where students or workers have their lunch, usually connected with a school, office or factory. |
| 3. Canteen | c | a modest restaurant where customers collect their food on trays at counters and carry it to tables. Choice of dishes is based on low prices, convenience and speed. |
| 4. Buffet | d | a place where guests normally come fairly late and stay until the small hours. There is always dancing and often floor shows. Food is sometimes available. |
| 5. Café | e | a restaurant specializing in pizzas, and other Italian-type food. |
| 6. Pizzeria | f | a counter where food and drink may be bought and eaten (e.g. in a railway station or on a train). |
| 7. Bistro / Snack bar | g | a place, which is mainly concentrated on cakes, sandwiches, ice-cream, coffee, and tea. Choice of food is often very limited. |

IV. Which of the following places below would you take the following guests to for the dinner? Discuss with a partner.

- a group of British engineers;
- an important Indian customer;
- colleagues from your American subsidiary;
- an international group of young people doing work experience at your company;
- a group of high-ranking government officials from Lithuania

Finnegan's Wake

Enjoy the 'craic' at our fun Irish pub! Large screen TV showing all big sporting events. Happy hour 7-8 pm every day. Two pints of Guinness for the price of one.

Zweighof

Traditional German, Swiss and Austrian specialties. 20 different beers on tap. Large groups catered for.

The Bleeding heart

The best steak in town - cooked at your table. Special meat buffet on Wednesday nights. Free side dish with every steak.

Forage

Sophisticated modern vegetarian and vegan cuisine in an elegant setting. All dishes prepared with organic local produce. Innovative salad and juice bars.

Lee's 'Krazy Karaoke Kavern'

Fun karaoke bar with over 20 000 songs to choose from! Friday night is fancy dress karaoke night - everyone who comes in fancy dress gets a free pitcher of beer! Office parties welcome!

Phitsanulok

Fine, authentic, full-flavoured Thai cuisine. We use the very best ingredients with fresh herbs, spices and vegetables sent directly to us from growers in Thailand.

L'Aurore

Michelin - starred restaurant with award-winning interior. Seasonal dishes created by star chef André Royal. Extensive wine list to complement our meals. Reservations required.

V. Read the passage about one of the world's top restaurants.

360 The Restaurant at the CN Tower

360 The Restaurant at the CN Tower, one of Toronto's finest and most popular restaurants, features unforgettable food combined with a magnificent revolving view of Toronto more than 350 metres below. 360 offers market-fresh cuisine, featuring regional ingredients to ensure an incomparable culinary experience.

All seats offer a breathtaking view. Some are located against the window and others are on the raised platform. All seats in the restaurant are on the rotating floor and receive spectacular 360 degree views. The floor takes 72 minutes to complete a full rotation.

At 351 metres, our cellar has received a Guinness World Record for the world's highest wine cellar. Created to resemble a typical underground wine cellar, ours featured precision climate and humidity controls, redwood racks, double cherry doors, a 9000-bottle storage capacity, and a tasting table. Our 'cellar in the sky' has an award-winning wine selection of over 550 international and Canadian wines. 360 is the recipient of several awards and a wonderful place to celebrate any special occasion.

Elevation from ground level to the restaurant is complementary with the purchase of a main course. Reservations are recommended and can be made online or by calling 416-362-5411.

VII. Tell about a popular restaurant in your city according to the plan:

- Where is it located?
- Describe its interior and style;
- Tell about its cuisine and specialties.

UNIT 2. PERSONNEL STRUCTURE

I. Read the text about the personnel structure

There is a wide variety of work to be done in the restaurant and catering business ranging from dishwashers in a kitchen to managers in international chains. The same categories used in a manufacturing industry are applicable here: **management, production, and merchandising**. Management personnel are in charge of setting and carrying out policies for the business. Production people are responsible for the product — in this case, the food that comes out of the kitchen. Merchandising personnel sell the product. However, in a restaurant selling the product also includes creating such an atmosphere so that customers want to return.

The management jobs in a restaurant are essentially administrative and include the owner or manager, the cashier, bookkeeper, accountant, purchasing agent, and storekeeper. The owner or manager establishes the overall policies and oversees that they are carried out. Many restaurants are small enough so that the owner or manager plays a direct part in the daily operations such as menu planning, purchasing, merchandising, and financial record keeping, and supervising the personnel. Some owners or managers act as captains or hostesses in their own restaurants.

The restaurant business attracts many small, independent operators, but the large restaurants, chains, and franchises have a more conventional **management hierarchy**. One executive may handle only advertising, another only food purchasing, and a third only beverage purchasing. Managers of the individual units in a chain work on a salary basis. Their authority is more limited than that of an independent owner-manager, since they must report to the corporate head-quarters. The chains also employ inspectors who periodically visit managers to advise and help them or to make corrections when it is necessary. It is extremely important in franchise organizations, as these companies are mainly selling an image and name that depend on established standards. If the standards are not maintained by the franchisers, the corporation may offset losses.

Production jobs in a restaurant are those in the kitchen. The head of production is the chef, whose principal assistants are the assistant and specialty chefs, dietitians, kitchen helpers, and dishwashers. In most restaurants, chefs are responsible not only for food production but also have management responsibilities. They play an important part in menu planning, purchasing, receiving, and storage. As a rule, they supervise the entire kitchen staff. The duties of an executive chef are primarily managerial. Large restaurants often employ the kitchen manager, or KM, who knows the nuts and bolts of running the kitchen.

In many independently owned restaurants, the chef is the owner so the regulation of the restaurant often depends on his or her cooking and business skills. Some chefs go into partnership with a person who has more management experience. Thus, the chef is then responsible for the back of the house, while the co-owner supervises the front of the house. Their close cooperation is necessary to ensure the success of the enterprise.

Merchandising jobs in a restaurant are those in the dining room, including employees who come into contact with the public. The headwaiters and hostesses, the

waiters and waitresses, the bartenders and bussers are all responsible for providing the kind of atmosphere that will make the customer want to return. Direct merchandising in the form of advertising or public relations is a management responsibility.

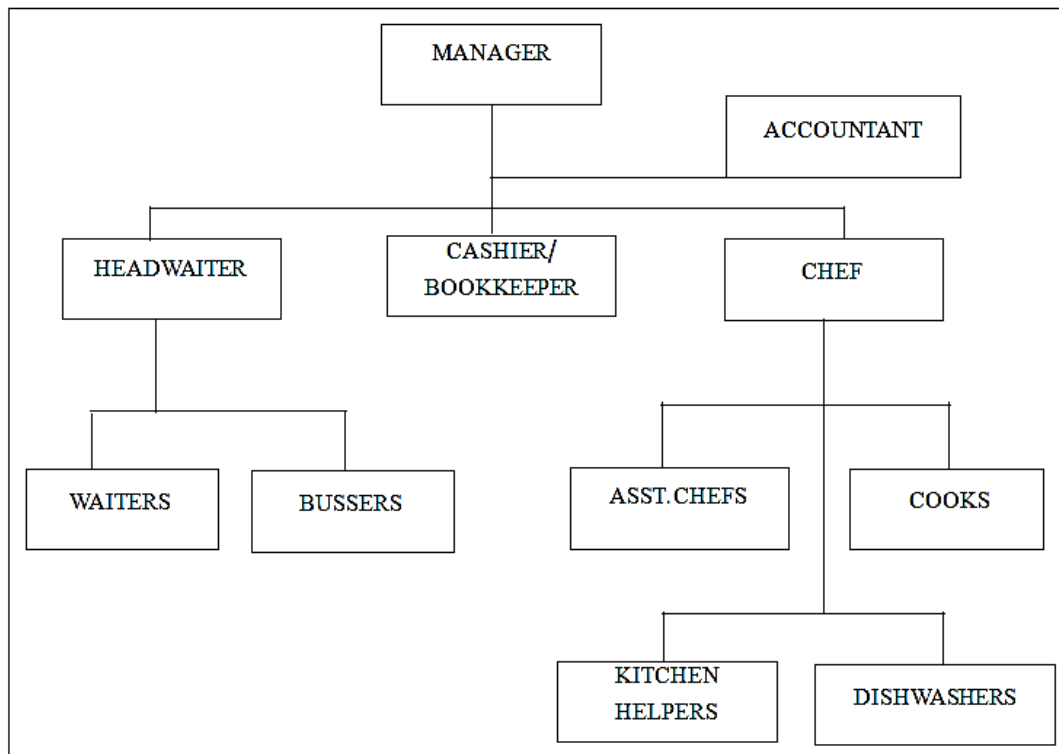
II. Complete the following sentences with the appropriate word or phrase from the text.

1. The same categories used in a manufacturing industry are applicable in restaurant business: management, _____ and merchandising.
2. _____ personnel are in charge of setting and carrying out policies for the business.
3. _____ people are responsible for the product—in this case, the food that comes out of the kitchen.
4. _____ is an art of promotion and selling of any production.
5. The _____ jobs in a restaurant are essentially administrative and include the owner or manager, the cashier, bookkeeper, accountant, purchasing agent, and storekeeper.
6. The restaurant business attracts many small, independent operators, but the large restaurants, chains, and franchises have a more conventional _____.
7. _____ jobs in a restaurant are those in the kitchen.
8. _____ jobs in a restaurant are those in the dining room, including employees who come into contact with the public.

III. Answer the questions:

1. What is management hierarchy? Name some management jobs in a restaurant.
2. What part does the owner or manager of a restaurant usually play in the daily operations?
3. What kind of management system do the large hotel and restaurant chains have?
4. Why is the authority of the manager of a chain restaurant more limited than that of the manager of an independently owned establishment?
5. What part do inspectors play in hotel and restaurant chain operations? Why are they especially important in franchising companies?
6. Name the different production jobs in a restaurant.
7. What management responsibilities does the chef ordinarily have?
8. What opportunities are there for chefs to go into their own business? Whose help may they need then?
9. What are the merchandising jobs in a restaurant?
10. Who is responsible for direct merchandising in the form of advertising or public relations?

IV. Look at the scheme below and describe the management hierarchy in a restaurant.



V. Read the text about the restaurant jobs.

Restaurant jobs.

There is another way to organize the variety of restaurant jobs — through the categories of **skilled**, **semi-skilled**, and **unskilled**.

- **Skilled work** requires special training, education, or experience. The training may be obtained at school or through **apprenticeship**.
- **Semi-skilled work** also requires training, but the duties allow them to be learned through on-the-job training or a short vocational course.
- **Unskilled work** demands little or no training.

Management positions in restaurants are skilled jobs. There are many university-trained personnel in the restaurant and hotel chains or large hotels. Since many hotels make more money from dining rooms and bars than from room rentals, the position of **food and beverage manager** is an important one.

Some people with specialized education and experience work as restaurant **consultants** for short periods on a job-to-job basis. Consultants advise on aspects of the restaurant business such as decoration, purchasing practices and cost control, nutrition, and time and motion studies to increase employee productivity.

Chefs are **skilled workers**. Many of the best cooks in the world come from Europe, particularly from France and Switzerland, where people who wish to become cooks often begin working as **apprentices** at an early age. They are trained by an experienced chef in

all aspects of kitchen work, cooking, and restaurant management. No one can become a chef without practical experience; some go through a long apprenticeship followed by years as cooks or specialty chefs; others are trained in special restaurant schools.

Accountants are essential for financial control and management in all businesses. **Dietitians** are foodservice workers with special training in all aspects of nutrition. They are especially important in hospitals and institutions.

Waiters, bussers, cashiers, bookkeepers, secretarial workers, and cooks (not chefs) are among **semi-skilled workers**. Office and secretarial workers receive training in vocational or commercial schools. Waiters and bussers are usually trained on the job. In Europe many waiters still take courses in restaurant schools, but the demand in most places is so great that waiters must be trained while they work or in short in-house training programs.

The unskilled group of restaurant workers includes kitchen helpers, dishwashers, and cleaning personnel. The dishwashing job is physical labor. Boots and an apron, preferably waterproof, are the standard uniform. Dishwashers are the serfs of the restaurant world. But most experienced chefs and managers agree that they're among the most important people in the building. The most amazing food in the world will do you no good if you don't have a clean plate to put it on or a clean fork to eat it with.

Kitchen helpers are often young men or women taking the first step in the long apprenticeship to become cooks. All these employees are supervised by experienced personnel who give them necessary training and instructions.

VI. Fill in a table according to the text:

Skilled work	
Semi-skilled work	
Unskilled work	

VII. Answer the following questions.

1. What is another way in which the variety of restaurant jobs can be grouped?
2. Describe some ways in which the skills and experience for management jobs in restaurants can be acquired.
3. Why is the job of food and beverage manager for a large hotel an especially important one?
4. What do consultants do in the restaurant business?
5. How do people become chefs? Why is a long training period necessary?
6. Where are dietitians especially important?
7. Who are the semi-skilled workers in restaurants? Where do most of them get their training?
8. What kinds of special training are available for semi-skilled restaurant workers?
9. Who are the unskilled restaurant workers? How are they trained?

VIII. Fill in the gaps in this dialogue.

- Waiter** Are you ready to order, sir?
Customer Yes. I'd like a steak, please.
Waiter Certainly. How _____?
Customer Medium rare, please. And can I have it rice instead of French fries?
Waiter Yes, of course. Would _____?
Customer Yes, a mixed salad would be nice.
Waiter Fine, sir, and would _____?
Customer Oh, yes. Let's see... what's the soup of the day?
Waiter Today we have cream of asparagus – it's made with fresh asparagus.
Customer Good. OK. I'll have that.
Waiter And would _____?
Customer No, I'll have a beer, I think. Do you have local draught beer?
Waiter No, I'm afraid not. Would _____?
Customer Yes, OK, never mind. That'll be fine.
Waiter So, that's medium rare steak with rice and a mixed salad. And cream of asparagus soup to start with. Is that right?
Customer Yes, that's right. And can I have some bread, please?
Waiter _____.
Customer Thanks very much.

IX. Role play. Work in pairs. Take it in turns to play the roles of a Guest and a Waiter/Waitress.

GUEST

Bacon and eggs
 An egg
 Tea
 Fruit juice
 Hot drink
 Coffee
 Fried eggs
 Breakfast roll

WAITER/WAITRESS

Scrambled or fried?
 Poached or boiled?
 With milk or lemon?
 Orange or grapefruit?
 Tea or coffee?
 With cream or without?
 With ham or bacon?
 Butter or margarine?

X. Role play. Work in pairs. Take it in turns to play the roles of a Guest ordering food over the phone, and a Member of staff taking the order. Order from the menu below.

Drinks:	
Water.....	1\$
Juice (apple, orange, banana and kiwi).....	1,5\$
Tea (green, black).....	2 \$
Coffee (with milk/black).....	2,5\$
Food:	
Soup.....	4 \$
Chips.....	1,5\$
Rice.....	3 \$
Salad.....	4,5 \$
Chicken.....	3\$
Fish.....	5\$
Sausage.....	7\$
Pizza.....	6,5\$
Hamburger.....	5\$
Cheeseburger.....	4,5\$
Desserts:	
Fruits.....	6\$
Chocolate.....	5,5\$
Ice-cream.....	8\$
Cake.....	10\$
Cookies.....	7,5\$

UNIT 3. MENUS

1. Before you read the following text, skim through it quickly and name all the main kinds of menus used in the restaurant business.
2. Read the text and give all definitions of the term “menu.”

The term **menu** usually refers to the written or printed list of different **dishes** from which a restaurant customer makes a selection.

A menu serves, first, as a sort of miniature billboard for a restaurant. That function is particularly significant at restaurants that post menus outside in an effort to turn idle passers-by into actual customers.

The style of the menu, like the appearance of the restaurant, is an indication of the kind of establishment it is. If the menu changes daily, it is common to use a cover with the name and **logo** of the restaurant on it. Typed, printed, or handwritten notes on specialties of the day can be attached to these permanent menus.

The person responsible for menu planning in some restaurants is the chef, or chief cook. In small, independently owned restaurants, the owner-manager and the chef may work on the menu together. Very large restaurants and institutional foodservices may have a menu department under a dietitian.

It is normal to plan the menu for several days in advance; some large institutions work out menus for a whole year in advance. It is customary to decide first on the main courses or dishes, known as the **entrees** in America, and then plan the rest of the meal around them. **Appetizers, desserts,** and beverages may change very little or not at all over a long period of time.

There are different kinds of menus, the most common are: **table d’hote, a la carte, carte du jour,** and cycle menu.

Two systems of pricing dishes on the menu are customary; both are known by French terms — **table d’hote** and **a la carte**. On a table d’hote menu, the price of the entree is the price of the complete meal. Table d’hote usually offers a limited choice of dishes. Three or four dishes are offered in each course and the guest pays a fixed price for the whole meal. Such a menu may also be called **prix fixe** (“fixed price”). A la carte means dishes “according to the card,” that is the menu allows the customer to choose the number and type of dishes. On an a la carte menu, each dish (appetizer, entree, side dishes such as vegetables and salads, and desserts) is priced separately. The dishes are cooked to orders, so the guests must wait a little until the dish is ready, and then the dish is served to the guests. Restaurants with a la carte menus are ordinarily more expensive than those ones with table d’hote menus.

Carte du jour means “card of the day.” The dishes in this menu are served on this day only. A **cycle menu** is a group of menus, which are repeated in a certain cycle. Cycle menus are usually used in hospitals, on airlines and in works canteens. The dishes in the course are new every day.

I. Answer the following questions.

1. What does the term menu refer to?
2. Can we define the menu as the product of the restaurant?

3. Give the scientific definition of the menu.
4. Describe different styles of menu.
5. Why do customers take menus from restaurants, along with matches and ashtrays?
6. Who is responsible for menu planning in large and small restaurants?
7. What period of time are menus usually planned for?
8. How do the Americans call the main dish in a restaurant?
9. What is decided first in the menu planning?
10. How do menus vary? Explain the difference between them.

II. Look at the menu and answer the questions.

<i>Two sisters Restaurant</i>	
STARTERS	
Homemade soup of the day	35p
Paté Maison with garlic toast	50p
Prawn Cocktail	75p
Mushrooms à la crème	40p
Hot prawns in wine	75p
Chilled honeydew melon&ginger	40p
Fruit juices	22p
MAIN COURSE	
Roast beef 'Redbridge' - thick slices of tender beef in red wine and Dijon mustard	£2.60
Fillet steak	£3.75
Sirloin steak - tender 8-10oz steak cooked as you like it	£3.20
Poussin en Cocotte - whole baby chicken cooked with herbs, spring vegetables and white wine	£2.65
Guinea fowl - cooked slowly in red wine with bacon rolls, button mushrooms and onions and chestnuts	£3.60
Côq au vin	£2.10
Fresh trout - cooked with butter and almonds	£1.95
Salmon steak - cooked in butter	£3.00
Side salad	£45p
All served with potatoes and selection of vegetables	
DESSERTS	
Sweets from the trolley	50p
Selection of cheeses	50p
Coffee, cream	25p

1. Which starter is meat?
2. If you want to eat fruit, which starter would you have?
3. Which two main courses are chicken?
4. Which two main courses are fish?

5. Can you have rice with the main course?
6. How much is a cup of coffee?

Notes:

Button – small

Chill – make cold

Côq au vin – chicken cooked in wine

Ginger – has a hot taste

Guinea fowl – small bird

Oz – ounce=28-35 grams

Pâté maison – meat paste made of e.g. liver

Prawn cocktail – prawn with e.g. salad

Sirloin steak – good tender piece of meat for roasting taken from near the back of the animal

III. Match the different dishes with the countries:

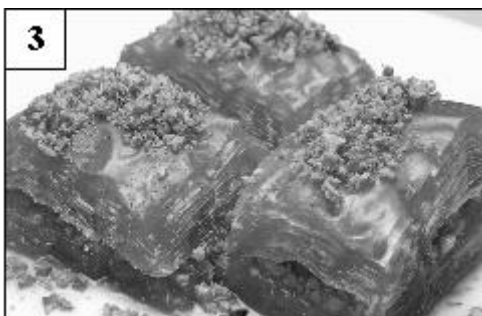
What is your country's national dish?

How would you describe this dish to somebody who didn't know what it was?

What three things would you recommend to a tourist about the food of your region?

- a) India
- b) Mexico

- c) Turkey
- d) Japan



IV. Look at the description of different dishes below. Can you guess what each dish is?

<p>1. So, this is a Swiss specialty. You get a pot with melted cheese and then you dip pieces of bread into the cheese and eat them. It's great at parties or when you have a group of people.</p>	<p>2. This is a typical Indian dish. It's made with flat sheets of pasta with tomato sauce in between. It also has a white sauce and maybe some cheese on top.</p>	<p>3. This is an Indian specialty popular in the West, especially in the UK. You have meat and vegetables in a spicy sauce. Often the sauce is made with cream. It's served with rice.</p>
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Think of three dishes and explain them to your partner. Can they guess what they are?

V. Read 'The traveller's guide to Turkish food' and do the tasks below.

- a) Climate can influence the food of a region. What other influences can you think of?
- b) What do you think are the main influences on Turkish food? Read the first two paragraphs to check.

TURKISH CUISINE

Turkish food is delicious, rich, and varied. Turkey is self-sufficient in food, and the range of vegetables and fruits available at all times of the year provides a constant source of fresh ingredients. Because of this, the taste and preparation of the wide range of dishes changes with the seasons. We never use tinned or frozen ingredients, unless it is to create a specific taste.

Turkish food has some of its origins in the lifestyle of the people that lived in this region during the time of the Sultans. Even today the evening meal is often the evening's entertainment. The equivalent of the western 'starter' is mezes, which consist of a huge selection of tasty dishes served in the centre of the table, including vegetables, meat, chicken, and seafood all prepared differently. Everyone tastes all of the dishes, which often consist of the same vegetable prepared in a number of very different ways. There are, for example, over 100 ways to prepare aubergines alone.

Eating at home in Turkey or in a traditional Turkish restaurant is never hurried, and the evening meal can last for many hours. The transition from starters to the main course is not always obvious, but typical main course dishes are skewers of succulent lamb or chicken, accompanied by tasty rice dishes.

Desserts are extremely sweet and the perfect complement to the strongly savoury aspect of Turkish food. The wide range of sweet dishes available is a good complement to the equally extensive range of mezes. Visitors to Turkey are often surprised by an

unusual Turkish custom. When you eat out, it is not unusual to change restaurants at the dessert stage!

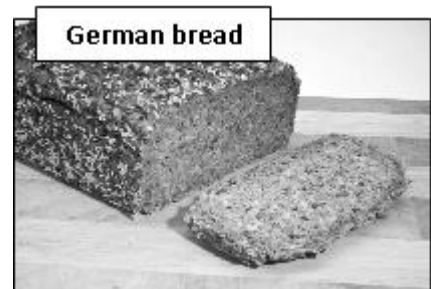
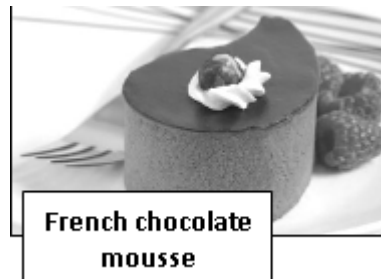
c) Read the article again. Write T (true) or F (false).

- Because of the climate, you get different dishes at different times of the year.
- Mezes are put in the centre of the table for everybody to try.
- Turkish meals usually take a long time.
- Lamb or chicken with tasty rice are typical mezes.
- It is quite common for Turkish people to have their main course in one restaurant and their sweet course in another.
- Turkish people don't like sweet food.

d) What do you think 'Afiyet olsun' means?

VI. Work in pairs. How do things taste? Discuss how you think these dishes taste, using the words in the list.

spicy (hot) creamy (rich) plain sweet salty sour bitter




VII. Work in groups. Discuss these questions.

1. What is usually served for breakfast in a hotel in your country?
2. What do people in your country usually have for breakfast when they're at home?
3. What do you usually have for breakfast?
4. Write a short menu including five dishes that are typical of your country.

VIII. Look at the menu below and add suitable prices. Then add one more item (including price) to each section of the menu.

What questions would a customer ask about the items of the menu? How would you answer their questions?

PALM BEACH			Price
café			
Snacks	Home-made hamburger with french fries and salad		
	Freshly made sandwiches with a choice of fillings		
	Waldorf salad		
	Our special Club sandwich		
Desserts and cakes	Chocolate mousse		
	Profiteroles with chocolate sauce		
	Fresh fruit salad		
	Apple pie with whipped cream		
	Carrot cake		
Black Forest cherry cake			
Drinks	Espresso, cappuccino or filter coffee		
	Indian, China or green tea		
	Iced tea or coffee		
	Freshly squeezed orange or grapefruit juice		
	Thick chocolate, vanilla or strawberry ice cream milkshake		
Home-made lemonade			

Enjoy your meal!

UNIT 4. DINING AND WORKING AREAS

I. Match the words on the left with the corresponding definition in Russian on the right: e.g. 1 — h

foodservice floor space	a 1) тыльная сторона здания; 2) <i>здесь</i> : служебная зона предприятия общественного питания, предназначенная для его персонала
front-of-the-house	b 1) оборот, оборачиваемость; 2) товарооборот; 3) текучесть (рабочей силы)
back-of-the-house	c 1) хранение; 2) склад, кладовая
dining areas	d 1) доход, приход; 2) прибыль; 3) заработок
storage	e общая площадь предприятия общественного питания
turnover	f стол на двоих
serving stand	g 1) длинная скамья; 2) обитые материей сиденья
income	h 1) фасад здания; 2) <i>здесь</i> : гостевая зона предприятия общественного питания, предназначенная для посетителей
deuce	i сервировочный стол
banquette	ж торговая зона предприятия общественного питания (гостевая зона)

Read the first passage of the text and describe the front-of-the-house and the back-of-the-house. While reading the text, find out why proper designing and using of the foodservice floor space are the most important considerations in restaurant business.

Front-of-the-house

Foodservice floor space in the accommodation and foodservice industries includes the **front-of-the-house**, which the customer sees, and **the back-of-the-house**, which only the staff sees. In a restaurant, the front-of-the-house is typically called **dining areas** and comprised of the dining room, waiting areas, and lounges whereas the back-of-the-house is composed of the kitchen, **storage**, and office areas.

The front-of-the-house (dining areas) gives the first impression of the restaurant and is therefore of critical importance as a merchandising factor. These areas are typically designed for consumer comfort and include aesthetic features such as ambient lighting and durable finishes. Utilitarian furnishings with easy-to-clean plastics indicate a fast food operation. Plain, modern decor often goes with a family-style restaurant. Design with evident national motif usually indicates a specialty restaurant while luxurious furnishings are intended to a gourmet restaurant.

Another vital merchandising factor is a profit earning. There is a limited amount of available space in dining rooms of restaurants. Nevertheless, the owners or managers should get as much **income** as possible from this available space. It is usually obtained by

the arrangement of tables, the space for each customer, the rate of **turnover**, and the average amount of the checks. In all these matters, the public image of the restaurant and the kinds of customers attracted must be kept in mind.

One of the most important considerations is the space provided for each guest. Twelve square feet per person is the average in American restaurants. Some restaurants allow only ten square feet, which is considered crowded, but others give fifteen square feet, which is spacious. It is also crucial to have enough space for the staff to work safely and effectively. Many restaurants usually allot space for **servicing stands**.

The turnover in a restaurant depends on the length of time the average customer occupies a place at a table. It varies according to the kind of restaurant, from a few minutes at a fast food establishment to two hours or more at a luxury restaurant.

The usual practice is to provide a large number of **deuces** for the pairs and singles, a smaller number of tables for four and still fewer tables for larger groups. One common arrangement is to have a number of deuces that can be moved together for large groups or separated for small ones. Deuces are often arranged in a line along a banquet, a bench along one wall of the dining room.

II. Mark each of the following statements true or false (T or F). Correct the false statements.

1. In a restaurant, the front-of-the-house is comprised of the dining room, waiting areas, and lounges.
2. The back-of-the-house includes the kitchen only.
3. Utilitarian furnishings with easy-to-clean plastics indicate a gourmet restaurant.
4. Design with luxurious furnishings usually indicates a fast food operation.
5. There is a limited amount of available space in dining rooms of restaurants.
6. Ten square feet per person is the average in American restaurants.
7. The turnover in a restaurant depends on the quality of dishes served in it.

III. Fill in the gaps with the right words from the text.

1. Foodservice floor space in a restaurant includes the front-of-the-house and the _____ - ____ - ____ - _____.
2. The _____ - ____ - ____ - _____ gives the first impression of the restaurant and is therefore a merchandising factor of vital importance.
3. The back-of-the-house is composed of the kitchen, _____ and office areas.
4. Another vital merchandising factor is a _____ earning.
5. Nevertheless, the owners or managers should get as much _____ as possible from this available space.
6. It is also crucial to have enough space for the _____ to work safely and effectively.
7. Many restaurants usually allot space for _____
8. The _____ in a restaurant depends on the length of time the average customer occupies a place at a table.
9. The usual practice is to provide a large number of _____ for the pairs and singles.

10. Deuces are often arranged in a line along a _____, a bench along one wall of the dining room.

IV. Answer the following questions.

1. In what way is the appearance of a restaurant dining room an important factor of merchandising?
2. What must the owner or manager of a restaurant consider in addition to the appearance of the dining room? Why?
3. How much space is allowed for guests in different styles of American restaurants?
4. What does the turnover in a restaurant depend on? How does it vary according to the category of restaurant?
5. What other space has to be considered?
6. What formula can be used to arrive at an estimated income for a serving? Give an example.
7. What has one study shown about the size of groups that come to restaurants?
8. What is the usual practice in the size and arrangement of tables in a restaurant?

Back-of-the-house

Everyone knows the back-of-the-house is comprised of the kitchen, storage, and office areas. The heart of every restaurant is the kitchen. A poorly planned kitchen results in high pay-roll, slow production, unhappy kitchen staff, and dissatisfied guests.

The first step in kitchen planning is a flow chart, which allows eliminating bottlenecks both for service and production. During planning, the following criteria should be considered: departmentalization, to achieve division of labour, smooth traffic flow, increased efficiency, acceptable sanitary conditions.

Hence the kitchen spreads over several areas: the preparation area — here raw ingredients are prepared for cooking; the cooking area — in this part of the kitchen hot food is cooked for service; the pantry, where cold food such as salads, sandwiches, and different cold collations are made, often with assembly-line methods; the bakery area is the place where baking and confectionery articles are baked; the service area and dishwashing area. Depending on the size of the establishment, there may be administration and staff areas for the dietician and manager offices, procurement and accounts offices, staff lounge, and staff dining areas; kitchen offices, staff locker rooms, and washrooms. Washrooms are usually located close by the locker rooms. There is also a space for washing utensils and a space for storing equipment and supplies.

The boss of the back-of-the-house is the chef who is always the head cook and may sometimes take charge of menu planning and purchasing. Ranking below the chefs are the cooks. In a large restaurant, they frequently work in the service area where waiters pick up orders. Cooks get orders ready for the waiters and prepare dishes such as grilled steaks that are cooked at the last minute. Many restaurants often employ some kitchen helpers whose duties include cutting vegetables, stirring, cleaning, and other such routines. In Europe, kitchen helpers are often youthful apprentices preparing to become chefs.

Another job in a kitchen is washing dishes and pots by pot washers. There are dishwashers who separate dishes from silver from glassware. Even when the restaurant has automatic dishwashers, employees have to scrape and sort dishes and to load and unload the machine.

Larger restaurants also employ a storekeeper who is in charge of storing and issuing equipment and food supplies. A few restaurants that buy in large quantities may employ a butcher to cut meat according to requirements of the chef.

Kitchen employees usually wear white uniforms including the famous chefs cap intended to keep hairs out of food.

Not all restaurants can employ this large kitchen staff. However, regardless of the restaurant and its staff all these different jobs must be done by the personnel available.

V. Answer the following questions.

1. What does the flow chart in a kitchen planning allow eliminating?
2. What does a poorly planned kitchen result in?
3. Which criteria should be considered during the kitchen planning?
4. Name some different working areas in a restaurant kitchen.
5. What are some jobs the assistant chefs may do?
6. How do cooks rank in comparison to chefs? Where do they often work and what do they do?
7. Who takes care of storing and issuing equipment and food supplies?
8. What employee in a large restaurant cuts and trims meat?
9. Describe working in a restaurant kitchen.

VI. Work in groups. Look at the pictures. Use the words in the list below to identify the methods of cooking shown in each one.

steam

boil

grill/broil

stir-fry

deep fry

bake



VII. Work in pairs. Match these words to the drinks below. Some of them have two or more matches – try to find them all.

A	glass	bottle	carafe	carton
	can	jar	pot	cup
of	beer	wine	tea	milk
	lemonade	orange juice		honey

VIII. Just for fun. Read and smile 😊

A polite question

The manager of a very fashionable restaurant was much pained when a guest tied his napkin round his neck. So he called a boy waiter to make the gentlemen understand, as tactfully as he could, that such things were not done.

The boy approached the guest and asked seriously: “Shave or haircut, sir?”

UNIT 5. PURCHASING, RECEIVING AND STORING

I. Read and remember the following words and collocations paying attention to the pronunciation and meaning of special terms:

purchasing	закупка товара; снабжение
receiving	приемка товара; получение, приобретение
storage	1) хранение; 2) склад, кладовая
recipe	рецепт (кулинарный)
vendor	продавец, торговец; поставщик
purveyor	поставщик
flatware	столовые приборы
napery	столовое белье: салфетки, скатерти
yield	количество произведенного продукта; выход продукции
wholesale	оптовая торговля
retail	розничная торговля
bid	предложение фиксированной цены; предлагаемая фиксированная цена

II. Before reading the text, describe your home food purchasing experience.

III. Food purchasing relates directly to the budget, the menu and recipes used, food and supply specifications, receiving and storage capacity, and access to markets and vendors.

Purchasing is the process of getting the right quality and quantity of food products into restaurants at the right time and the right price. Purchasing must meet pre-established standards for quantity, quality, and price. The price and quality of food served is largely dependent on the price and quality of food bought. Besides food purchasing there is also a constant need for such items as cleaning supplies, kitchenware, dishes, glasses, flatware, napery, and uniforms.

Receiving is the point at which foodservice operations inspect the products and take legal ownership and physical possession of the items ordered. The purpose of receiving is to ensure that the food and supplies delivered match established quality and quantity specifications. The receiving process also offers an opportunity to verify price.

Storage is the act of placing food products into climate controlled locations, such as storerooms, refrigerators, or freezers to maintain quality and assure safekeeping.

Purchasing

Usually the purchasing is done by the manager or chef. Sometimes the responsibility is divided: the chef is in charge of food and the manager of other items. Some large restaurants may employ one or two purchasing agents. The food buyer must work closely

with the menu planner and make suggestions based on price, quality, and availability. Every purchaser must have good knowledge of food, market conditions, the capabilities of the kitchen and the staff, and of storage conditions.

Most restaurants buy their food on the open market. That is, they obtain price quotations from one or more sellers (also called purveyors or vendors), then make a decision based not only on price but also on quality and service. A concept as important as price in restaurant purchasing is yield or the amount of cooked food and number of servings that can be obtained from raw food. For example, a low-priced meat with a large amount of fat and bones will not yield as much cooked food as a more expensive cut of meat with less waste.

A restaurant that has been in business for a long time has usually established relations with a group of reliable vendors. Even so, it is desirable to check the price, quality, and service of other merchants at regular intervals.

Quantity purchasing affects the cost. As a rule, the less purchased, the more it costs per unit. There are wholesale companies who specialize in supplying restaurants in large cities and sell goods to a business in large, bulk quantities at prices lower than to an individual consumer. The fact that the restaurant is buying in bulk ordinarily gives it a price advantage over the individual family purchaser.

In smaller organization, the buyer may purchase from retail merchants and use local supermarkets or corner markets. Smaller operations can increase their purchasing power by combining purchases with other small restaurants, or joining cooperative purchasing programs.

Another kind of buying is by contract, which is particularly efficient for items that require regular delivery, such as bakery products, milk and dairy products, coffee, and cleaning supplies. A few restaurant chains or institutional foodservices (government operations in particular) take advantage of bids submitted by vendors. Contracts are normally awarded to the lowest bidder for a period of time such as six months or a year. A special advantage open to large organizations is buying for future delivery on the basis of present prices.

IV. Mark each of the following statements true or false (T or F). Correct the false statements.

1. Purchasing is the process of inspecting the products and taking legal ownership and physical possession of the items ordered.
2. Receiving is the process of getting the right quality and quantity of food products into restaurants.
3. Storage is the act of placing food products into the cooking area.
4. The price and quality of food served is largely dependent on the price and quality of food bought.
5. Usually the purchasing is done by the cook or head waiter.
6. The only thing the purchaser must have is a good knowledge of prices in the market.
7. Quantity purchasing affects the cost, i.e. the less purchased, the more it costs per unit.

8. Wholesale companies sell goods to a business in large, bulk quantities but at prices higher than to an individual consumer.
9. The fact that the restaurant is buying in bulk ordinarily gives it a price advantage over the individual family purchaser.
10. Buying by contract is efficient for items that require regular delivery, such as bakery products, milk and dairy products, coffee, and cleaning supplies.

V. Complete the following sentences with the appropriate word or phrase from the text:

1. Food purchasing relates directly to the budget, the menu and _____ used, food and supply specifications, receiving and storage capacity, and access to markets and _____
2. _____ is the process of getting the right quality and quantity of food products into restaurants at the right time and the right price.
3. _____ is the point at which foodservice operations inspect the products and take legal ownership and physical possession of the items ordered.
4. The act of placing food products into climate controlled locations to maintain quality and assure safekeeping is called _____
5. There is also a constant need for such items as cleaning supplies, kitchenware, dishes, glasses, _____, _____, and uniforms.
6. In American restaurant business table utensils such as knives, forks, and spoons are called _____.
7. Most restaurants buy their foodstuffs on the open market from one or more sellers (also called _____ or vendors).
8. The amount of cooked food and number of servings that can be obtained from raw food is called _____.
9. There are _____ companies which specialize in supplying restaurants in large, bulk quantities at prices lower than to an individual consumer.
10. In smaller communities, the buyer may purchase from _____ merchants who generally sell goods directly to the individual consumer.

VI. Rearrange the following sentences in order to make a text.

1. Most restaurants buy their food at wholesale companies which specialize in supplying restaurants in large, bulk quantities at prices lower than to an individual consumer.
2. Purchasing is the process of getting the right quality and quantity of food products into restaurants.
3. The purpose of receiving is to ensure that the food and supplies delivered match established quality and quantity specifications.
4. Another kind of buying is by contract, which is particularly efficient for items that require regular delivery.
5. In smaller organization, the buyer may purchase from retail merchants and use local supermarkets or corner markets.

6. The price and quality of food served is largely dependent on the price and quality of food bought.
7. Receiving is the point at which foodservice operations inspect the products and take legal ownership of the items ordered.
8. Usually the purchasing is done by the manager or chef but they must work closely with the menu planner.
9. Quantity purchasing affects the cost, so the less purchased, the more it costs per unit.
10. Storage is the act of placing food products into climate controlled locations to maintain quality and assure safekeeping.
11. Food purchasing relates directly to the budget, the menu and recipes used, food and supply specifications, receiving and storage capacity, and access to markets and vendors.

VII. Answer the following questions.

1. What does food purchasing directly relate to?
2. What is the price and quality of food served dependent on?
3. What is the purpose of receiving?
4. What are some kinds of purchases that must be made by a restaurant?
5. What employees do the purchasing for restaurants? What kind of knowledge should they have?
6. Why should the purchasing agent work closely with the menu planner?
7. How do most restaurants do their food buying?
8. How may buying for a restaurant differ in large and small companies?
9. What kinds of foodservice establishments frequently award contracts on the basis of bids?
10. What other form of purchasing is available to large organizations?

VIII. Match the words on the left with the corresponding definition in English on the right: e.g. 1 — f

perishable food	a food precooked to be served with a discount minimum of preparation
staple food	b an amount, usually a percentage, deducted from a bill for early payment, bulk purchase, or other reasons
food processor	c raw materials of foods which are treated (processed) chemically or industrially before they are used or sold
processed food	d a manufacturer who processes raw food stuffs into commercial forms
convenience food	e food items that form a regular and basic part of everyday diet (such as flour, sugar, and cereals), which are used on a steady, continuing basis
purchase order	f types of food which tend to spoil easily or whose qualities may worsen (among these are

meat, smoked meats, fish, fruit and vegetables, milk products)

discount g a form issued by a buyer to a supplier; it authorizes purchase of specific items in specific quantities, noting unit price (price for one item), total price, and names of buyer and seller

Receiving

Categories of foodstuffs. There are different categories of foodstuffs for the purchasing agent to consider. Perishable goods are types of goods whose qualities may worsen or which tend to spoil easily under the influence of changes in climate, temperature, elevation or even general environmental conditions or the length of transport. They are the largest and most important and include meat, poultry, fish, fresh vegetables, and fresh fruits. Many buyers, especially those for gourmet restaurants, make personal inspections of perishable foods on the market to determine their quality. In many countries, government standards have been established for grading many kinds of perishable, as well as prepared foods.

Another category, which can be bought in bulk, consists of staple foods such as flour, rice, sugar, spices, and other items used on a regular, continuing basis. They are often sold directly by manufacturers or food processors in extra-large containers.

Numerous prepared foods are now available, for example, canned foods. Like staple items, they are often packaged and sold directly by the manufacturer in large sizes for restaurants. Other foods come in dehydrated form: water is removed to preserve them and then added during cooking to restore the original bulk, texture, and flavor. Frozen foods have become so important in recent years that many restaurants use frozen vegetables rather than fresh or canned. They are available throughout the year, the quality is standard, the flavor is close to fresh, and they are cheaper to prepare.

Canned and frozen foods are ready to serve with a minimum amount of preparation and they are called convenience foods. Other convenience foods are pre-cooked bakery items such as breads, pies, or cakes and frozen entrees which need only to be heated. In deciding to purchase such foods, the buyer must consider quality and higher cost against possible savings in labor.

To maintain accounting records a restaurant, like any other business, should have a standard **purchase order** form. A purchase order is a commercial document issued by a **buyer** to a **seller**, indicating the products, quantities and agreed prices for products or services that the seller will provide to the buyer. It should include the item, the unit price, the quantity purchased, the total price, and the name of both purchaser and seller. This form should be used for all credit or future transactions, even when the future is only a day or two away.

Many sellers give a discount on accounts paid within a certain period; a good purchase order file ensures that the restaurant can take advantage of such savings.

Receiving. To ensure customers receive safe and wholesome foods, proper inspection and storage of the food is required. Food born illnesses can be spread when employees are not trained in How to receive and store food. The receiving agent or storekeeper should get a copy of the order so that all the items can be counted or weighed when they are delivered. They also should be sure the products arrive in good conditions, not spoiled, and at proper temperature. If damaged or dated items are later found, the vendor should be notified to provide a credit or replacement.

When the restaurant wants to check on a supplier, the receiving clerk does not get a copy of the purchase order but counts or weighs each item as it is delivered. Then this record is checked against the copy of the order retained by the purchasing agent.

Checking on the quality of the foodstuffs is the responsibility of the chef, dietitian, or another expert. Food should be inspected as soon as it is received and prior to using, storing or reselling it.

IX. Mark each of the following statements true or false (T or F). Correct the false statements.

1. There are different categories of foodstuffs for the purchasing agent to consider.
2. Perishable foods are the fewest and less important category of foodstuffs.
3. Another category, which can be bought in bulk, consists of staple foods such as meat, poultry, fish, fresh vegetables, and fresh fruits and other items used on a regular, continuing basis.
4. Numerous prepared foods are now available, for example, canned foods.
5. Frozen foods haven't become very important in recent years, so many restaurants use fresh vegetables rather than frozen or canned.
6. Frozen foods are available throughout the year, the quality is standard, the flavor is close to fresh, and they are cheaper to prepare.
7. Canned and frozen foods need great amount of preparation and they are called convenience foods.
8. There are no important reasons for a purchase order as a check on the goods are always received.
9. To ensure customers receive safe and wholesome foods, proper inspection and storage of the food is required.
10. Checking on the quality of the foodstuffs is the responsibility of the accountants.

X. Complete the following sentences with the appropriate word or phrase from the text.

1. There are different categories of foodstuffs for the _____ agent to consider.
2. _____ goods are types of goods whose qualities may worsen or which tend to spoil easily.
3. Another category, which can be bought in bulk, consists of _____ such as flour, rice, sugar, spices, and other items used on a regular, continuing basis.
4. They are often sold directly by manufacturers or _____ in extra-large containers.

5. Canned and frozen foods are ready to serve with a minimum amount of preparation and they are called _____.
6. Other _____ foods are pre-cooked bakery items such as breads, pies, or cakes and frozen entrees which need only to be heated.
7. To maintain accounting records a restaurant, like any other business, should have a standard _____ form.
8. Many sellers give a _____ on accounts paid within a certain period.

XI. Answer the following questions.

1. What are some categories of foodstuffs that the purchasing agent must handle?
2. What kinds of prepared foods are now available?
3. Why do many restaurants use frozen vegetables?
4. What are convenience foods? What must the purchasing agent consider before deciding to buy them?
5. What reasons are there for using and filing purchase orders?
6. What does the receiving agent do?
7. Whose responsibility is it to check on the quality of food that has been delivered?

XII. Read and remember the following words and collocations paying attention to the pronunciation and meaning of special terms:

steward	управляющий продовольственным складом; заведующий складом; кладовщик
storekeeper	заведующий складом; кладовщик
issue form	заборный лист, отпускной ордер

1. Before reading the text describe your way of food storage at home.
2. Read the text and find out what “open dates” are.

Storage

Storage does not improve the quality of any food. The quality of a food will also not decrease significantly during storage as long as the food is stored properly and used within the recommended time frame.

Quality is not the same as safety. A poor-quality food may be safe, such as overripe fruit or soured pasteurized milk. An unsafe food may have good quality in terms of appearance and taste, but have a high (unsafe) bacterial count. For example, cooked chicken may be placed on a plate that held the raw chicken and become contaminated. The goal of food storage is to provide both safe and high-quality foods.

Maintaining a food's quality depends on several factors: the quality of the raw product; the procedures used during processing; the way the food is stored; and the length of storage. To help assure quality, some products have “open dates” on the package. Product dating is optional on most products. Dates may also be “coded” by the manufacturer and only understood by them. The most commonly used open dates are:

Sell-by Date: This is the last recommended day of sale, but allows for storage and use. The date is given after the statement, “Sell by (a date).” Breads and baked goods may have “sell-by dates.”

Use-by Date: Tells How long the product will retain top quality after you buy it. You will find this date after the statement, “Use by.” Some packaged goods have “use-by dates.”

Expiration Date: This is the last day the product should be used or eaten. You may find this date after the statement, “Do not use after (date).” Eggs may have “expiration dates.”

Pack Date: Canned or packaged foods may have dates that tell you when the product was processed. This does not tell how long the food will be good.

In many restaurants, the receiving clerk is often the storekeeper or steward, though in smaller establishments the chef or an assistant chef may do this work. In most restaurants, there are two kinds of storage areas for food: dry storage and refrigerator-freezer. In the dry storeroom, there are shelves on which items are arranged so that the foods are easy to reach. The storeroom should be cool to retard spoilage. Like all other areas in the restaurant, it must be kept clean. The storeroom should also be kept locked and only a few employees should have keys. Cleaning supplies and any poisons used to control insects or rodents must not be kept in the dry storeroom. They should be stored in a separate place, near or in the dishwashing area.

The size of the refrigerator depends on the size of the restaurant.

They are sometimes equipped with hooks on which cuts of meat are hung, as well as shelves for such items as eggs, butter, and milk. Special ice-filled boxes are often provided for fish and seafood, which require special concern. A freezer is included in the refrigerator or may be a separate unit.

An inventory of all items should be maintained, noting quantities available. One of the duties of the steward is to maintain an inventory or count of all items in the storerooms. Regular inventories control wasteful use of food, supplies, and equipment and reveal shortages. An inventory is also the method for preventing pilferage from the restaurant’s supplies, unfortunately a fairly common occurrence in many places.

XIII. Mark each of the following statements true or false (T or F). Correct the false statements.

1. As a rule storage improves the quality of any food.
2. The goal of food storage is to provide quick-frozen foods.
3. A poor-quality food may be safe, such as overripe fruit or soured pasteurized milk.
4. Maintaining a food’s quality depends only on the way the food is stored.
5. The fact that some products have “open dates” on the package doesn’t help to assure quality.
6. In many restaurants, the receiving clerk is often the storekeeper or steward.
7. In the dry storeroom, there are shelves on which items are arranged so that the foods are easy to reach.
8. The usual temperature for a restaurant refrigerator is just below the freezing point.

9. An inventory of all items should be maintained, noting quantities available.
10. Unfortunately, regular inventories can't reveal shortages.

XIV. Complete the following sentences with the appropriate word or phrase from the text.

1. The goal of food _____ is to provide both safe and high-quality foods.
2. Maintaining a food's _____ depends on several factors: the quality of the raw product; the procedures used during processing; the way the food is stored; and the length of storage.
3. To help assure quality, some products have "_____” on the package.
4. In many restaurants, the receiving clerk is often the _____ or steward.
5. _____ is one who supervises the provision and distribution of food and drink in a restaurant or hotel.
6. In most restaurants, there are two kinds of storage areas for food: _____ storage and refrigerator-freezer.
7. The _____ should be cool to retard spoilage.

XV. Answer the following questions.

1. What is the goal of food storage?
2. What factors does maintaining a food's quality depend on?
3. Explain what "open dates" on food packages mean.
4. Why is storage capacity so important for restaurants?
5. What features are desirable in a dry storeroom?
6. Why should cleaning supplies and poisons be kept out of the dry storeroom? Where are they usually stored?
7. Why should the steward take a regular inventory?
8. What do you think the "pilferage" is?

XVI. Render this text in English.

Закупка, приемка, хранение

Одним из важнейших условий успешной работы предприятия общественного питания является эффективная система закупки, приемки и хранения товара.

Процесс закупки продуктов питания тесно связан с бюджетом предприятия, с составом и рецептурой блюд, входящих в его меню, с вместимостью его складских помещений и холодильных камер, а также с его доступом на рынки и выходом на поставщиков.

Под закупкой понимается процесс приобретения продуктов соответствующего качества и количества по разумной цене и доставленных в нужное время.

Процесс приемки подразумевает тщательную проверку качества и количества доставленного товара.

Хранением же называется размещение продуктов питания в специальных помещениях: кладовых, холодильниках, морозильных камерах, определенный

температурный режим в которых позволяет сохранить качество продуктов в течение установленного времени.

Обычно закупками занимается менеджер по закупкам и/или шеф-повар, которые должны хорошо знать свойства продуктов питания, местные рыночные условия, производительность кухни и персонала ресторана, а также условия хранения.

Цена покупаемых продуктов напрямую зависит от их количества и, как правило, чем больше количество, тем дешевле единица товара. Следовательно, крупным ресторанам выгоднее иметь дело с оптовыми компаниями, продающими товар большими партиями и по низким ценам. Тогда как маленькие предприятия могут делать закупки и на соседних рынках, и в предприятиях розничной торговли.

Продукты питания обычно подразделяют на следующие категории: скоропортящиеся продукты, продукты повседневного спроса и промышленно переработанные продукты питания.

При закупке продуктов питания для соблюдения норм бухгалтерской отчетности используют бланки заказов на поставку. Заказ на поставку – это форма документа, используемого покупателем при покупке (чего-либо) или заказе, и который затем, по заполнении, дается или высылается продавцу в качестве заказа.

Ведение бухгалтерского учета на предприятиях общественного питания требует проведения регулярных инвентаризаций (переучета товара). Инвентаризации позволяют контролировать неэкономное использование продуктов, запасов и оборудования, а также выявлять нехватку или отсутствие определенных продуктов питания и других компонентов, необходимых для ведения ресторанного бизнеса, например: посуды, столовых приборов, скатертей и салфеток, моющих средств и т.д.

Еще одним средством контроля в данном бизнесе является использование заборных листов при отпуске товаров из кладовых. В заборных листах обычно фиксируется дата отпуска товара, его количество, а также подписи отпускающего и получающего товар.

UNIT 6. CATERING

I. Read and remember the following words and collocations paying attention to the pronunciation and meaning of special terms:

catering	общественное питание
mobile catering	передвижное обслуживание питанием
event catering	выездное ресторанное обслуживание торжественных мероприятий
cookout	еда, которая готовится и подается на открытом воздухе (вне помещения)
confectionery	кондитерские изделия (конфеты, торты, пирожные, пенье и т.д.)
galley	кухня-буфет (в самолете, вагоне поезда); камбуз (на судне)

Before reading the text, tell everything you have already known about the catering business. Read the text and name two main types of catering.

Catering

The encyclopedia defines catering as the business of providing food service at a remote site. Catering business is also defined as a mobile service providing food either for special events or under special circumstances, or for places where meals are generally not prepared. Catering service does not need to operate at a fixed location as it is in restaurant business. However, no location is so remote or circumstance so special that a catering service cannot provide it with food and drink. Sometimes the food is prepared in one place and served in another; sometimes it is the staff that moves, both preparing and serving in a place apart from the caterer's headquarters.

There are two general types of catering: mobile catering and event catering. A mobile caterer serves food directly from a vehicle or handcart (food stand) provided with food preparation equipment and that can be pushed from place to place. Mobile catering is common at outdoor events (such as concerts), workplaces, and downtown business districts. In addition to street stands, mobile food carts are a familiar sight in many office buildings and factories, where the "coffee lady" makes regular rounds with hot coffee, bakery products, soft drinks, or sandwiches.

The event caterer is responsible not only for preparing the food but also setting up the dining area and waiting tables.

This service is typically provided at banquets, conventions, and weddings. Any event where all the attenders are provided with food and drinks or sometimes only hors-d'oeuvres is often called a catered event.

The simplest kind of catering involves preparation of a specialty food item, perhaps a fancy dessert or a national specialty. Restaurants sometimes use specialty caterers, particularly for confectionery items. This kind of catering is often done at home by men

or women who have a special cooking skill. It can also be an extensive business, such as those baking and decorating cakes for weddings, birthdays, and banquets.

As a rule caterers cook in their own kitchens and serve at the customer's choice of place, or cook and serve on the customer's premises — up to and including a picnic or cookout. In addition to the meal itself, they provide drinks, a staff, dishes, flatware, napery, and assistance with the plans and decorations for a wedding reception with a thousand guests or a luncheon for four. People, who cannot cook, have no time, servants, or facilities can thereby offer professional food and service to guests with minimal concern for details (but with maximum outlay of money).

Another kind of catering involves the preparation of complete meals but does not provide a service staff. This can be a very large business such as catering for the airlines. Airline catering provides a range of food from sandwiches to complete hot meals. The food is prepared in kitchens operated by the caterer, delivered to the air- plane prior to its departure, and then served by the airplane's flight service crew. The meal sometimes arrives frozen or chilled and may then be heated in ovens in the galley.

Similar service is offered by caterers to institutions. Technical advances in recent years have made it possible for places such as factories and schools to offer hot meals with only a small staff of their own. One of these modern developments is the technique for freezing complete meals. A recent development, the microwave oven, has drastically cut the heating time previously required by conventional ovens. Many institutions now find it cheaper to buy complete frozen meals from a caterer than to operate a restaurant or cafeteria with their own staff. The expenses of food production and labour costs are much higher than the cost of frozen meals to be heated.

II. Mark each of the following statements true or false (T or F). Correct the false statements.

1. Catering is the business of providing food service at a remote site.
2. Like a restaurant, a catering service needs to operate at a fixed location.
3. There are two general types of catering: mobile catering and event catering.
4. Mobile catering is common at banquets, conventions, and weddings.
5. Event catering service is typically provided at outdoor events (such as concerts), workplaces, and downtown business districts.
6. The event caterer is responsible for preparing the food only.
7. As a rule caterers cook in their own kitchens and serve at the customer's choice of place, or cook and serve on the customer's premises.
8. Catering for the airlines involves the preparation of complete meals and also provides a service staff.
9. The microwave oven has the same heating time as conventional ovens.
10. Many institutions now find it cheaper to buy complete frozen meals that may be heated in microwave ovens than to operate a cafeteria with their own staff.

III. Fill in the gaps with the right words from the text.

1. The encyclopedia defines _____ as the business of providing food service at a remote site.
2. A _____ caterer serves food directly from a vehicle or handcart (food stand) equipped with food preparation equipment and that can be pushed from place to place.
3. Mobile _____ is common at outdoor events (such as concerts), workplaces, and downtown business districts.
4. Mobile food carts are a familiar sight in many office buildings, where the “_____” makes regular rounds with hot coffee, bakery products, soft drinks, or sandwiches.
5. An _____ prepares food in an on-site kitchen and serves it at a dining table or a self-serve buffet.
6. Any event where all the attenders are provided with food and drinks or sometimes only hors-d’oeuvres is often called a _____.
7. The events may range from sandwiches to _____, from banquets to birthday parties.
8. Restaurants sometimes use specialty caterers, particularly for . _____ items.
9. The meal sometimes arrives frozen or chilled to the plane and may then be heated in ovens in the _____.
10. A recent development, the _____ oven, has drastically cut the heating time previously required by conventional ovens.

IV. Rearrange the following sentences in order to make a text.

1. People who cannot cook or have no time, servants, or facilities can thereby offer professional food and service to guests with minimal concern for details (but with maximum outlay of money).
2. Catering is defined as the business of providing food service at a remote site.
3. An event caterer prepares food in an on-site kitchen and serves it at a dining table or a self-serve buffet.
4. The catering service offered to institutions allows them to buy complete frozen meals from a caterer instead of operating a restaurant or cafeteria with their own staff.
5. A mobile caterer serves food directly from a vehicle or handcart (food stand) equipped with food preparation equipment.
6. Another kind of catering which involves the preparation of complete meals but does not provide a service staff is common in the airlines.
7. Any event where all the attenders are provided with food and drinks or sometimes only hors-d’oeuvres is often called a catered event.
8. There are two general types of catering: mobile and event catering.
9. Catering service does not need to operate at a fixed location like a restaurant.

V. Answer the following questions.

1. How can you define the catering service?
2. Name some special events or circumstances for which people use catering services.
3. List several things a complete catering service can do.
4. How many types of catering do you know? Name them.
5. What kinds of customers are served by food stands?
6. What is called a catered event?
7. What is the simplest kind of catering? What types of food may be prepared by such caterers?
8. What is involved in catering for airlines?
9. What technical advances have aided the growth of catering services?
10. Why do so many institutions now find it cheaper to use catering services?

VI. PROJECT + PRESENTATION

If you could open your own restaurant or café:

What kind of place would it be?

What kinds of food and drink would you serve?

Plan a menu for your restaurant. Include one typical national dish and one regional specialty.

Write a short newspaper report (about 50 words) describing the opening night.

Additional reading

UNIT 1

Restaurants and Their Categories

Read this passage, and match the names of the restaurants and bars in bold with the type of establishment they are on the next page.

There are lots of different places where you can eat in my home town. I'd like to tell you about some of them.

Let's start with the High Street, which has the highest concentration of restaurants in town. First of all, at number 7 you will find '**Wok and Roll**', which specialises in food from Beijing and Canton. You can't actually eat your food here, but they put your food in special containers that keep it hot until you get it home. Next door at number 9 is '**Curry in a Hurry**', the best place in town for spicy dishes from south Asia. Opposite, at number 11, is '**Wetback's**', which does excellent *fajitas*, *burritos*, *quesadillas* and *chillis*, and two doors further down is '**Frank's Plaice**', which does lovely crispy battered cod and haddock in the good old traditional British style. There's also '**The Big Munch**' nearby. This place is fine if you are in a hurry and need something quick to eat, but I personally wouldn't touch their burgers, fries and fried chicken without really good insurance: their food hygiene record is really terrible! However, if you like *good* (and safe!) American food, check out '**Superman**', which is behind the supermarket. There are only six tables, so get there early. Great State-side cooking, and really friendly service.

At the end of the street, there's a new Spanish place, '**Bar Celona**'; as the name suggests, it's a bar rather than a restaurant, but you can get lots of small dishes to eat while you drink. If you want a proper sit-down Spanish meal, try '**Alhambra**' nearby. Their *paella* and *gazpacho* are particularly good. Directly opposite is '**Wasabi-Go!**', which is a great place if you like Japanese-style raw fish; their *nigiri* and *temaki* are the best I've ever tasted! Also on the High Street, you'll find the Westbridge Shopping Centre, and on the first floor you'll find '**Tastes**'. This is the perfect place to eat if you've been shopping in the centre, as there are lots of different outlets selling different kinds of cooked food; you buy what you like and then eat in a central seating area. The food is good and cheap, and there is a huge variety.

Denmark Street is at the end of High Street. Go to the end of Denmark Street, and you'll get to Mill Street. There are several more places to eat here, starting with '**Mamma Mia's**' at number 4: when it comes to the perfect pizza, the chef in this restaurant knows the importance of having a really good thin and crispy base and fresh toppings. If you like Italian food, you could also try '**Pasta Master**' at number 8. Their speciality is pasta, of course, but they also do wonderful meat, including a veal dish which is, er, *veally* good. Ha ha! For those who prefer French food, you have '**Aux Trois Cloches**' at number 6. This is a small, informal,

friendly place with good tasty cooking at very reasonable prices. If you have money to burn, you could try the much more formal '**Le Poisson d'Or**' at number 18 (although be warned, even the starters won't cost you less than £20 each, and the waiters are a bit snobby, especially the sommelier and the Maitre d'. And they won't let you in without a jacket and tie).

Mill Street leads to Venice Square, and there are a few more places here. For a traditional British roast dinner, I would recommend '**Silverthorne's**'. You help yourself to a selection of vegetables and sauces or gravies from a buffet, and then a chef cuts you a portion of beef or lamb. For something equally British but less extravagant, you might like to try '**Rosie Lee's**' for a nice cup of tea and a slice of cake (or you could try their wonderful cream teas). On the other side of the square is '**Jimmy's**', where you can get things like pies, sandwiches and light meals.

The station is just behind Venice Square. If you're waiting for a train and you're hungry, you could go to '**Choo-Choo's**', which is in the station itself. However, unless you like stale pork pies, sandwiches that curl at the corners and coffee that tastes like mud, I would avoid this place.

- | | |
|-----------------------|----------------------|
| 1. Wok and Roll | Tapas bar |
| 2. Curry in a Hurry | Food court |
| 3. Wetback's | Tea room |
| 4. Frank's Plaice | Buffet |
| 5. The Big Munch | Pizzeria |
| 6. Souperman | Tex-Mex restaurant |
| 7. Bar Celona | Fish and chip shop |
| 8. Alhambra | Gastropub |
| 9. Wasabi-Go! | Snack bar |
| 10. Tastes | Relais |
| 11. Mamma Mia's | Diner |
| 12. Pasta Master | Sushi bar |
| 13. Aux Trois Cloches | Fast food restaurant |
| 14. Le Poisson d'Or | Indian restaurant |
| 15. Silverthorne's | Bodega |
| 16. Rosie Lee's | Pub |
| 17. Jimmy's | Chinese takeaway |
| 18. Choo choo's | Bistro |
| | Carvery |
| | Trattoria |

UNIT 2

Personnel Structure

Ordering a meal

- David** Well, what about starters?
- Helen** I'm going to have onion soup.
- Carol** I think I'll have a salade niçoise.
- Michael** What is the niçoise?
- Carol** Well, it's got tomatoes in.
- David** You're having onion soup, aren't you, Helen?
- Helen** Yes.
- Michael** I think I'll have that, too.
- David** Two onion soups and one salade niçoise. And I think I'll try the mushrooms on toast.
- Michael** What about the main course?
- Carol** I'll have sautéed kidneys.
- Michael** Yes, they're very good.
- David** So that's one sautéed kidneys.
- Michael** I'll have the lamb, I think.
- Helen** Well, I'm tempted by the Boeuf Stroganoff.
- Carol** What is it?
- Helen** Well, I think it's usually stewed or braised. And served with a little cream, I think - sour cream.
- Carol** Sour cream, uh-huh.
- David** What about you, Michael?
- Michael** I'll probably try the lamb, but I'd like to know how they do it.
- Waitress** Are you ready to order now?
- David** Yes, I think we are more or less. So to start with, three onion soups. Is that right? Three onion soups and one mushrooms...
- Carol** No, sorry, I was going to have a salad.
- David** Oh, two onion soups, one salade niçoise and one mushrooms on toast. And can you tell us how some of these dishes are prepared – the lamb for example?
- Waitress** Well, the lamb cutlets are grilled and then cooked in a sauce of wine with onions and slices of potatoes.
- Michael** Sounds delicious.
- David** One lamb cutlets then.
- Waitress** Would you like salad or vegetables with your lamb? The vegetables are cauliflower, peas, carrots or french beans.
- Michael** I'll have salad, please.
- Waitress** And French fries?
- Michael** Please.
- Helen** What did you say the vegetables were?
- Waitress** Cauliflower, peas, carrots or french beans.

Carol I think I'd like the kidneys, please. And I'd certainly like salad.
Waitress And french fries?
Carol Er... yes, please.
Helen The Boeuf Stroganoff – is it served with rice?
Waitress With rice, yes. You can also have vegetables or salad with it.
Helen I'll have that please. And with salad.
Waitress Boeuf Stroganoff and salad.
David And for me steak.
Waitress Well-done, medium or rare?
David Medium, please. With salad and french fries.
Waitress Did you want any wine with the meal?
David Yes, we do, don't we? What would we like?
Helen Are we all going to have the same thing or...?
Carol Well, David and I will probably have red wine, and you're having beef. What about you, Michael?
Michael Red is fine by me.
Carol Well, there's the house wine. Shall we have a carafe or red?
Waitress Red wine?
Carol Red, please.
Waitress Thank you.

Questions:

- 1) What has salade niçoise got in it?
- 2) What kind of soup is there?
- 3) Which of these is part of Boeuf Stroganoff: sour cream, lamb, mushrooms?
- 4) What kind of sauce are the lamb cutlets cooked in?
- 5) What vegetables can you have with the main course?
- 6) Which of these is served with the rice: lamb cutlets, sautéed kidneys, Boeuf Stroganoff?
- 7) One person orders a steak. Does he want it cooked well, medium or rare?
- 8) Do they order white wine or red wine?

UNIT 3

Menu Planning

There are two main aspects in menu planning: the owners' profit and the customers' pleasure.

Foods purchased by the restaurant must have a low enough cost to return a profit on the prices charged for the prepared dishes. Food costs vary for a number of reasons such as agricultural harvests or changes in supply and demand. The menu planner must be aware of these price variations. If the cost of a very popular dish rises, the restaurant can either omit the dish from the menu or raise the price. If the second decision meets with customer resistance, there will be a loss of profits.

It is also necessary to please the customers who do come in so that they will return. Pleasing the customers is usually described as **merchandising** — making a product interesting so that customers will buy it. The restaurant's appearance, location, and cuisine must be designed to appeal to a particular and available clientele. The daily menu must appeal to those whom the restaurant wishes to attract. A cafe in a shopping center, for example, concentrates on sandwiches and sweet courses, while a restaurant in a tourist center — on the local cuisine.

Perhaps more than in any other business, **word-of-mouth recommendation** is the most important means of merchandising restaurants. There are other factors that affect menu planning: the availability of particular foods, the kitchen and its equipment, the capabilities of the staff, and the variety of dishes served.

There are many "do's" and "don'ts" when it comes to menu design.

COLOR — Using at least three colors on your menu is often recommended. With three colors to work with, you'll be able to highlight the section headers (e.g. "Appetizers") with one color. Use the second color for standard menu item names and descriptive copy. Then, use the third color to call attention to a few key menu items within each menu section.

ICONS — Another way to focus on the more profitable items on your menu is by using icons. Try to choose a symbol which is appropriate for your restaurant's theme and is recognizable when it is shrunken down to size.

TYPEFACE — A third option for calling attention to menu items is your choice of typefaces. Using three distinct typefaces, in much the same way as the three ink color options previously mentioned, will have a similar effect on helping you sell more of your most profitable menu items.

SEASONAL OFFERINGS — Change your menu at least twice a year to ensure that you are offering the most cost-effective ingredients during each season. Don't get caught offering sides of asparagus in the middle of winter.

PHOTOS — Know that when you put a photograph on a menu, you are creating a visual guarantee that your actual plating will match the photo on the menu. If you have a well-trained staff that can execute the exact plating, this is a great way to target attention on profitable items.

SELL EXTRAS — Use every area of the menu to market your extensive product line, including specialty cocktails, wines by the glass, non-alcoholic beverages, salads,

sides, after dinner beverages, desserts and a selection of bottled wines. Don't waste money by leaving the back of the menu blank. Realize that although your customers may be coming to your restaurant for an entree, you can boost your sales and reduce your food cost percentage by selling all of the add-ons.

LEGIBILITY — Legibility is a key. If the customers can't read your menu, the targeted menu items won't sell. So be careful choosing the typeface, ink color and paper color and make sure there is enough color contrast between the paper and the ink, factoring in the effect of your dining room lighting level.

USER-FRIENDLY — Don't intimidate your customers by using excessive foreign phrases (without explanations and/or improperly spelled) on your menu. No one wants to feel ignorant, especially when they're paying for the privilege. Instead of risking embarrassment, the customers simply won't order these items.

Following these guidelines will lead you to a more profitable menu and help you to reduce your food cost at the same time.

I. Answer the following questions:

1. Name two main aspects in menu planning.
2. Why is the cost of food an important consideration in menu planning?
3. What are some restaurant costs in addition to food?
4. What are some factors involved in merchandising a restaurant? How does menu planning enter into merchandising?
5. Give some examples of menus that might please different kinds of customers.
6. What is word-of-mouth recommendation? Why is it important for restaurants?
7. What are some factors that affect menu planning?
8. What are the 'do's and 'don't's of designing a profitable menu?

UNIT 4

Working Areas and Equipment

Kitchen equipment can be conveniently grouped into five categories according to the working areas: storage, preparation, cooking, service, and dishwashing equipment.

Storage. Storage equipment consists of industrial food-grade **shelving**. It may be wire or solid. Wire shelving is appropriate for canned goods or boxes; solid shelving is required in **refrigerators** and **freezers**. They are easy to clean. All shelving must be arranged appropriately to facilitate adequate air circulation.

Refrigerators prevent bacterial growth and prolong the shelf life of perishable foods. There are electricity or gas fuelled, reach-in, roll-in, drawer and walk-in refrigerators. Electricity powered refrigerators are the most common. Interiors of all must be easy to reach, clean, and well lit. Walk-in refrigerators must have non-slip floors and equipped to open from inside and outside. All doors must be airtight and equipped with self-closing mechanisms to minimize cold air loss.

Food preparation and cooking. The size and arrangement of equipment in the food preparation and cooking areas depend on the number of meals and the kind of food the restaurant serves. It usually includes tables or counters where the chefs and their helpers work and the stoves or kitchen-ranges on which the actual cooking is done.

Preparation equipment constitutes all equipment employed in food preparation: chopping, dicing, cubing, peeling, slicing, mixing, processing. They speed up all these functions, reduce labour, facilitate quality control and promote consistency.

Convection ovens are practical for roasting and rotate hot air speeding up cooking time. Conveyor type ovens are appropriate in high volume pizza operations or in very busy bakeries. In the foodservice establishments **microwave ovens** are used mostly for reheating. Grills are versatile and very much in demand in short order kitchens and cafeterias.

Service. It is well known that restaurant kitchens are not tranquil places. Waiters and waitresses shouting out their orders can cause much noise and confusion. To prevent this, a good back-of-the-house plan includes a service area with a counter where they can hand in and receive orders. This area is best located between the dining room and the food preparation and cooking areas. Thus, instead of shouting, waiters and waitresses give the cooks a slip of paper with the order written on it. These orders are ordinarily in abbreviated form, with just a few letters or initials representing the items on the menu.

Service equipment helps to keep prepared foods hot. Steam tables, flambe carts, coffee machines, small wares (pots, pans, whips, scoops), plate dispensers, compact dishwashers, filtering devices fall into this category.

Pantry. In many restaurants, the pantry is equipped with cold tables for food that has already been prepared and large counters. There are many different kinds of equipment such as machines for slicing, peeling, grinding, and shaping. It also has refrigerators of different sizes.

Dish and pot washing. The dish and pot washing area should be located so that it is accessible from both the dining room and the kitchen. During mealtimes, a steady stream of dishes comes in dirty and goes back to the dining room clean. The dishwashers scrape

any remaining food from the dishes so it is necessary to have equipment for waste disposal in the area. Most modern kitchen's dishwashing area has automatic dishwashers, some operating on a continuous belt, so that one person can load dirty dishes and a second one can unload clean dishes at the other end. Special plastic racks are provided for different sizes and kinds of dishes. The dishwashing area should also contain sinks for soaking pots that have to be washed by hand. In some restaurants, these sinks are portable so they can be wheeled easily from the kitchen to the dishwashing area.

I. Fill in a table according to the text:

Kitchen area	Equipment
Preparation area	
Cooking areas	
Pantry	
Service area	
Pot washing areas	

II. Complete the following sentences with the appropriate word or phrase from the text.

- Storage equipment consists of industrial food-grade _____.
- Solid shelving is required in refrigerators and _____.
- _____ prevent bacterial growth and prolong the shelf life of perishable foods.
- _____ equipment constitutes all equipment employed in food preparation: chopping, dicing, cubing, peeling, slicing, mixing, processing.
- Equipment in the food preparation area usually includes tables or counters where the chefs and their helpers work and the _____ or _____ - _____ on which the actual cooking is done.
- In the foodservice establishments _____ ovens are used mostly for reheating.
- _____ ovens are practical for roasting and rotate hot air speeding up cooking time.

UNIT 5

Sanitation and Safety

- I. Read the title of the text and say what you think about these urgent considerations in the restaurant business.
- II. Read the text and determine the main problems on the subject.

Sanitation. Cleanliness is a vital factor in the operation of any restaurant. Sanitation and safety are among the most important considerations in designing restaurant kitchens. An establishment that makes its customers sick from unsanitary food will not stay in business very long. The local health inspectors make periodic visits to restaurants to enforce sanitation codes.

Other preventive measures against insects and rodents include quick disposal of wastes and tightly covered **food waste receptacles**. In many restaurants the receptacles are kept on wheeled carts that can be easily and quickly moved to special areas for later removal from the premises.

Floor and wall covering. Frequent cleaning of the equipment and washing down of the entire area are required by both sanitation and safety. Most restaurant kitchens have washable floors and walls of concrete, tile, or plastic that can be hosed. Drains are spaced to carry off the water efficiently. Kitchen floors must be non-slip to prevent accidents. Many kitchens are equipped with **duckboards** that are laid down in the working areas and removed when the kitchen is washed.

Ventilation. Ventilation is of great importance in any kitchen. It prevents odors from penetrating the dining area and increase the well being of cooks. This in turn improves quality and efficiency. Ventilation should be included in the design when the kitchen is planned rather than later on, since repair or rebuilding can be very costly.

The ventilation system should be capable of removing hot air and cooking odors (not in the direction of the dining room) and pumping in fresh, cool air. Some operators actually air condition their kitchen with laudable results.

Lighting. Every kitchen must be well illuminated to prevent accidents, increase efficiency, facilitate quality control and prevent waste. Fluorescent light fixtures are advisable for their efficiency and cool operating temperatures.

Safety. A place with so many cutting instruments and hot surfaces as a kitchen will inevitably be the scene of some accidents. The best way to prevent them is an industrial safety training program for the employees. Much of the new standard kitchen equipment has safety devices such as automatic cut-offs to reduce accidents.

Restaurant kitchens function outside the vision of those in the dining room. Although the work in restaurant kitchens is often hard and hot and is sometimes performed under great stress and pressure, it is the heart of the entire operation.

UNIT 6

Hotel Catering Food Services

I. Read and remember the following words and collocations paying attention to the pronunciation and meaning of special terms:

convention	собрание, съезд
banquet waiter/waitress	официант(ка), обслуживающий(ая) банкеты
room service	обслуживание номеров (в гостинице); подача еды и напитков в номер
mini-bar	мини-бар
vending machine	торговый автомат
concession	концессионный договор, концессия (договор на сдачу предприятий, помещений или участков земли)
food concession	концессионный договор с отелем на право управлять его рестораном
concessionaire	концессионер

1. Before reading the text, tell which you think catering food services can be found in hotels.
2. Read the text and tell when, where, and by whom the first vending machine was invented.

Many hotels offer special food services to guests or the public, particularly large hotels that try to attract conventions and banquets. In addition to the facilities needed for these events — meeting rooms, ballrooms, exhibition areas — the hotels often have a special kitchen and staff to prepare and serve banquets. The banquet kitchen chef must work closely not only with the executive chef for the hotel but also with the sales and management personnel who handle special events. Banquet waiters and waitresses require special skills. They must serve large numbers of people in a short grid of time. In many cases they work on a part-time basis where and when they are needed. Their tips are not paid by individual diners but are included as part of the fee negotiated between the hotel and the sponsoring group.

Providing meals and drinks in the guests' rooms is another service extended by most hotels. Room service is ordered by telephone from a menu in each room. The menu in some cases is the same as the one for the hotel dining room, but more often it is simplified for easier preparation and service. In the larger hotels special employees take the telephone orders and a special staff delivers the food.

To minimize calls for room service, some hotels now install mini-bars in the rooms and others use vending machines in the hallways on each floor. Mini-bars are stocked with ice, drinks, and dry foods such as nuts and crackers; the hotel checks on the number of items used and the customer is charged upon checking out for each item consumed.

A vending machine is a machine that dispenses merchandise upon insertion of the proper coins, sufficient to purchase the desired item. It is believed to have been first

invented by Hero of Alexandria, a 1st century inventor. His machine accepted a coin and then dispensed a fixed amount of “holy water.”

Vending machines, also found in places besides hotels, sell many kinds of items including cigarettes, toilet articles, books, foods, and drinks. Some of the foods and drinks are prepackaged items like candy, bakery products, and soft drinks; others, like sandwiches, must be prepared daily. Vending machines are frequently found in airports and railway or bus stations and may be considered another type of catering service.

Another common class of vending machines are photo booths.

Items sold via vending machine may vary by country. For example, some countries sell alcoholic beverages such as beer through vending machines, while other countries do not allow this. Cigarettes were commonly sold in the U.S. through these machines, but this practice is increasingly rare due to concerns about underage buyers. Sometimes a pass has to be inserted in the machine to grove one’s age.

Still another form of foodservice is the concession. Many hotels and institutions need a restaurant or cafeteria but do not want the problems entailed even though they have kitchen and dining room facilities. In this case, foodservice can be provided by an outside organization for a fixed fee or a percentage of the income. Sometimes the concessionaire is a small operator; more often it is a large foodservice company that has extensive experience.

II. Mark each of the following statements true or false (T or F).

1. Many hotels offer special foodservices to guests or the public, particularly large hotels that try to attract conventions and banquets.
2. Banquet waiters and waitresses must serve large numbers of people in a short period of time that’s why they have no spare time to require special skills.
3. Room service is ordered by a guest personally from a menu in the reception.
4. The menu in some cases is the same as the one for the hotel dining room.
5. To minimize calls for room service, some hotels now install mini-bars in the rooms.
6. Vending machines on each floor dispense merchandise upon insertion of the proper coins.
7. Cigarettes are sold through vending machines all over the world irrespective of buyers’ age.