

Rubric of Product Evaluation Checklist for Expert Judges

Developing English Materials for Restaurant Students at Apollonia Hotel School

No	Dimension	Theory	Description	Number of Item	Item Number
1.	Layout and Design	The textbook includes a detailed overview of the functions, structures and vocabulary that will be taught in each unit (Litz, 2005).	Design of content	1	1
		The layout and design are appropriate and clear (Litz, 2005) (Hutchinson & Waters, 1987)	Clarity of layout and design	1	2
		The textbook is organized effectively (Litz, 2005). Tomlinson (1998)	Organization of textbook	1	3
		The textbook provides a vocabulary list (Litz, 2005).	Vocabulary exposure	1	4
		The textbook provides input, content focus, language focus, task and review section (Litz, 2005). Hutchison & Water (1987)	Review section	1	5
		The textbook provides clear objectives (Litz, 2005).	Objectives	1	6
2.	Activities	The textbook provides a balance of activities (Hutchinson & Waters, 1987) (Litz, 2005).	The balance of activities	1	7
		The activities encourage sufficient communicative and meaningful practice (Litz, 2005), (Tomlinson, 2011).	Meaningful activities	1	8
		The activities incorporate an individual, pairs and	Activity variation	1	9

		group work by Litz, (2005) and (Tomlinson, 2011).			
		The grammar points and vocabulary items are introduced in motivating and realistic contexts (Litz, 2005).	Grammar focus	1	10
		The activities promote creative, original and independent responses Litz (2005) and Tomlinson (1998)	Students' response of activity	1	11
3.	Skills	The materials include and focus on the skills that students need to practice (Litz, 2005).	The need of the students	1	12
		The materials provide practice of listening and speaking skills. (Litz, 2005).	Language skills	1	13
		The textbook helps students to practice speaking. (Litz, 2005).	Language sub-skills	1	14
		The practice of individual skill is integrated into practice of other skills (Litz, 2005).	Integration of activity	1	15
4.	Language Type and Content	The language used in the textbook is authentic, that is, like real-life English (Litz, 2005) and (Tomlinson, 2011).	Language authenticity	1	16
		The language used is at the right level for students' current English ability (Litz, 2005).	Language level	1	17
		The progression of grammar points and vocabulary items is appropriate (Litz, 2005).	Grammar and vocabulary appropriateness	1	18
		The grammar points are presented with brief and easy examples and explanations (Litz, 2005).	Grammar presentation	1	19

		The language functions exemplify English that I/my students will be likely to use in the future (Litz, 2005).	The use of language in the future	1	20
5.	Subject and Contents	The subject and contents of the textbook are relevant to students' needs as an English language learner(s) (Litz, 2005) and (Tomlinson, 2011).	Suitability of students' need	1	21
		The subject and contents of the textbook are generally realistic (Litz, 2005).	Consistency of subject and contents	1	22
		The subject and contents of the textbook are interesting, challenging and motivating (Litz, 2005) and (Tomlinson, 2011).	Subject and contents motivation	1	23
		There are sufficient varieties in the subject and contents of the textbook (Litz, 2005) and (Tomlinson, 2011).	Subject and contents variety	1	24
		The materials are not culturally biased and they do not portray any negative Stereotypes (Litz, 2005).	Material positivity	1	25

The Blueprint of Product Evaluation Checklist for Expert Judges (Adapted from Litz, 2005)

No	Dimension	Theory	Description	Number of Item	Item Number
1.	Layout and Design	The textbook includes a detailed overview of the functions, structures and vocabulary that will be taught in each unit (Litz, 2005).	Design of content	1	1
		The layout and design are appropriate and clear (Litz, 2005).	Clarity of layout and design	1	2
		The textbook is organized effectively (Litz, 2005).	Organization of textbook	1	3
		The textbook provides a vocabulary list (Litz, 2005).	Vocabulary exposure	1	4
		The textbook provides review section (Litz, 2005).	Review section	1	5
		The textbook provides clear objectives (Litz, 2005).	Objectives	1	6
2.	Activities	The textbook provides a balance of activities (Litz, 2005).	The balance of activities	1	7
		The activities encourage sufficient communicative and meaningful practice (Litz, 2005).	Meaningful activities	1	8
		The activities incorporate an individual, pairs and group work (Litz, 2005).	Activity variation	1	9
		The grammar points and vocabulary items are introduced in motivating and realistic contexts (Litz, 2005).	Grammar focus	1	10
		The activities promote creative, original and independent responses (Litz, 2005).	Students' response of activity	1	11

3.	Skills	The materials include and focus on the skills that students need to practice (Litz, 2005).	The need of the students	1	12
		The materials provide practice of listening and speaking skills. (Litz, 2005).	Language skills	1	13
		The textbook helps students to practice speaking. (Litz, 2005).	Language sub-skills	1	14
		The practice of individual skill is integrated into practice of other skills (Litz, 2005).	Integration of activity	1	15
4.	Language Type and Content	The language used in the textbook is authentic, that is, like real-life English (Litz, 2005).	Language authenticity	1	16
		The language used is at the right level for students' current English ability (Litz, 2005).	Language level	1	17
		The progression of grammar points and vocabulary items is appropriate (Litz, 2005).	Grammar and vocabulary appropriateness	1	18
		The grammar points are presented with brief and easy examples and explanations (Litz, 2005).	Grammar presentation	1	19
		The language functions exemplify English that I/my students will be likely to use in the future (Litz, 2005).	The use of language in the future	1	20
5.	Subject and Contents	The subject and contents of the textbook are relevant to students' needs as an English language learner(s) (Litz, 2005).	Suitability of students' need	1	21
		The subject and contents of the textbook are	Consistency of subject and contents	1	22

	generally realistic (Litz, 2005).			
	The subject and contents of the textbook are interesting, challenging and motivating (Litz, 2005).	Subject and contents motivation	1	23
	There are sufficient varieties in the subject and contents of the textbook (Litz, 2005).	Subject and contents variety	1	24
	The materials are not culturally biased and they do not portray any negative Stereotypes (Litz, 2005).	Material positivity	1	25



EXPERT JUDGMENT FORM (ADAPTED FROM LITZ, 2005)

Developing English materials for Restaurant Students at Apollonia Hotel School

Dimension	No.	Item	5 (very good)	4 (good)	3 (Average)	2 (Poor)	1 (Very Poor)
Layout and Design	1.	The textbook includes a detailed overview of the functions, structures and vocabulary that will be taught in each unit.			√		
	2.	The layout and design are appropriate and clear.			√		
	3.	The textbook is organized effectively.		√			
	4.	The textbook provides a vocabulary list.			√		
	5.	The textbook provides review section.		√			
	6.	The textbook provides clear objectives.			√		
Activities	7.	The textbook provides a balance of activities.		√			
	8.	The activities encourage sufficient communicative and meaningful practice.		√			
	9.	The activities incorporate an individual, pairs and group work.			√		
	10.	The grammar points and vocabulary items are introduced in motivating and realistic contexts.		√			
	11.	The activities promote creative, original and independent responses.		√			
Skill	12.	The materials include and focus on the skills that students need to practice.			√		
	13.	The materials provide practice of listening and speaking skills			√		

	14.	The textbook helps students to practice speaking.		√			
	15.	The practice of individual skill is integrated into practice of other skills.		√			
Language Type	16.	The language used in the textbook is authentic, that is, like real-life English.			√		
	17.	The language used is at the right level for students' current English ability.		√			
	18.	The progression of grammar points and vocabulary items is appropriate.		√			
	19.	The grammar points are presented with brief and easy examples and explanations.			√		
	20.	The language functions exemplify English that I/my students will be likely to use in the future.		√			
Subject and Content	21.	The subject and contents of the textbook are relevant to students' needs as an English language learner(s).		√			
	22.	The subject and contents of the textbook are generally realistic.		√			
	23.	The subject and contents of the textbook are interesting, challenging and motivating.		√			
	24.	There are sufficient varieties in the subject and content of the textbook.			√		
	25.	The materials are not culturally biased and they do not portray any negative Stereotypes.			√		

Give your comment about materials that have been developed.

a. General Assessment:

b. Strengths:

c. Weaknesses:



Denpasar, 25th

June 2020

Expert

Judges,

 **Telah ditandatangani secara elektronik**
Prof. Dr. I Nyoman Adi Jaya Putra, M.A.
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Dokumen ini ditandatangani secara elektronik menggunakan Sertifikat Elektronik BSR-E-BSSN. Verifikasi dokumen bisa dilakukan melalui <https://agenda.undiksha.ac.id/verifikasITTE>

Name: Ketut Eni Ariyanthi

The research instruments that are used in this study to collect the data are:

1. Questionnaires for Students and Instructor

2. Interview guides for ESP Student and Instructor

3. Interview guides for Stakeholder at Apollonia Hotel School and Streat Café Ibis Bali Petitenget (Restaurant Manager).

The blueprint of needs analysis questionnaire and interview guide could be seen on table below

The Blueprint of Need Analysis Questionnaire for Restaurant students at Apollonia Hotel School

PART	ASPECT	THEORY	DESCRIPTION	ITEM	
				NUMBER	ITEM NUMBER
I	The needs based Personal Aims	Robinson (1991) and Hutchins on (1987)	a. I need textbook which contains listening skill	1	1
			b. I need textbook which contains speaking skills	1	2
			c. I need textbook which contains reading skill	1	3
			d. I need textbook which contains writing skill	1	4
			e. I need intermediate level of English to		

			communicate in workplace	1	5&6
			f. I need English for welcoming guest	1	7
			g. I need English for escorting and seating the guests	1	8
			h. I need English for taking beverage order	1	9
			i. I need English for explaining menu	1	10
			j. I need English for giving suggestion or recommendations about the food and drinks or doing up selling	1	11
			k. I need English for communicating with guest, college, native speaker or nonnative speaker	1	12 & 13
			l. I need English when I have to present wine	1	14
II.	The Need of the Topics	SKKNI and Syllabus	a. Topic 1. Following the cleanliness procedure in workplace.	1	15
			b. Topic 2. Cleaning the place and working regulation	1	16
			c. Topic 3. Renewing local	1	17

			<p>knowledge</p> <p>d. Topic 4. Provide connection between kitchen area and service area</p> <p>e. Topic 5. Provide Gueridon service</p> <p>f. Topic 6. Provide Silver service</p> <p>g. Topic 7. Provide food and beverage service</p> <p>h. Topic 8. Provide room service</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p>
III	The need based on user	Hutchinson and Waters (2008)	<p>a. Restaurant staff has to communicative in English.</p> <p>b. Restaurant staff use English for serving guest.</p> <p>c. Restaurant staff use English not only serving the guest but also in other situation.</p>	<p>1</p> <p>1</p> <p>1</p>	<p>23</p> <p>24</p> <p>25</p>

FORM VALIDASI KUISIONER

(SISWA)

Kuesioner ini adalah sebuah instrumen yang digunakan untuk mengumpulkan data kebutuhan Bahasa Inggris untuk siswa semester 1 jurusan Restaurant di Apollonia Hotel School. Kuesioner ini digunakan untuk memenuhi karya tulis tesis mahasiswa pasca sarjana UNDIKSHA. Terima kasih atas partisipasi Anda.

Petunjuk: Lengkapilah kuesioner di bawah ini dengan benar dengan menandai centang (v) pada salah satu jawaban!



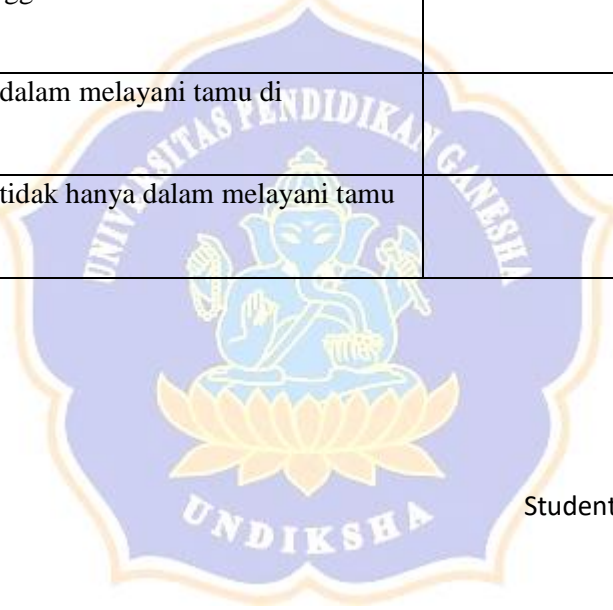
No	Item	Ya	Tidak	Komentar
1	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam mendengar?			
2	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam berbicara?			
3	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam membaca?			
4	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam menulis?			
5	Apakah keterampilan bahasa Inggris tingkat menengah Anda butuhkan ditempat kerja nanti?			
6	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda agar mampu berkomunikasi di tempat kerja?			

7	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda untuk mampu menyambut tamu?			
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8	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda untuk mampu mengantar dan menyediakan tempat duduk untuk tamu?			
9	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda untuk mampu mengambil pesanan minuman?			
10	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda untuk mampu menjelaskan menu restaurant?			
11	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda untuk mampu dalam memberikan saran atau merekomendasi tentang makanan dan minuman atau melakukan penjualan?			
12	Apakah anda menggunakan bahasa Inggris dalam berbicara dengan tamu, rekan kerja, penutur asing atau bukan penutur asing ?			
13	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda dalam berkomunikasi dengan tamu restaurant?			
14	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu anda dalam memperkenalkan wine?			
15	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan prosedur kebersihan di tempat kerja?			
16	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan kebersihan tempat dan peralatan kerja?			
17	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang pengetahuan local?			
18	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang penghubung antara area dapur dan area layanan?			
19	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan Gueridon?			

20	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan Silver?			
21	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan makanan dan minuman?			
22	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan room service?			
23	Apakah anda harus menggunakan bahasa Inggris dalam berkomunikasi di restaurant?			
24	Apakah anda menggunakan bahasa Inggris dalam melayani tamu di restaurant?			
25	Apakah anda menggunakan bahasa Inggris tidak hanya dalam melayani tamu di restaurant tapi dalam situasi yang lain?			



Denpasar, 2020

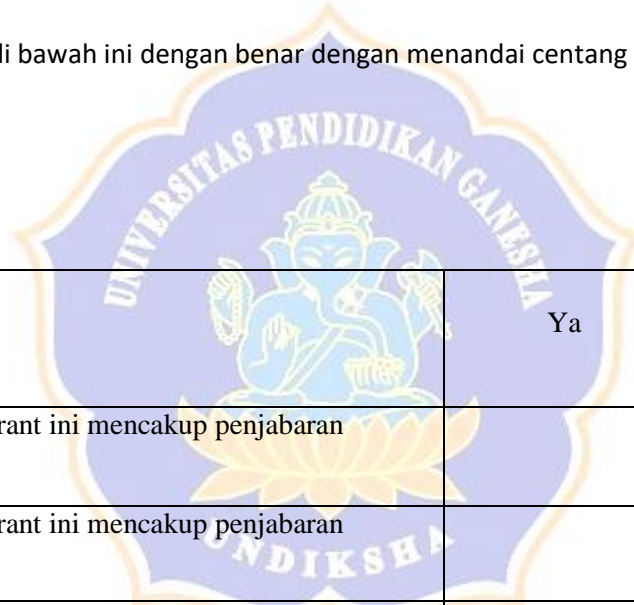
Student of Apollonia Hotel School

FORM VALIDASI KUISIONER

(INSTRUCTOR)

Kuesioner ini digunakan untuk mengumpulkan data kebutuhan Bahasa Inggris untuk siswa semester 1 jurusan Restaurant di Apollonia Hotel School. Kuesioner ini digunakan untuk memenuhi karya tulis tesis mahasiswa pasca sarjana UNDIKSHA. Terima kasih atas partisipasi Anda.

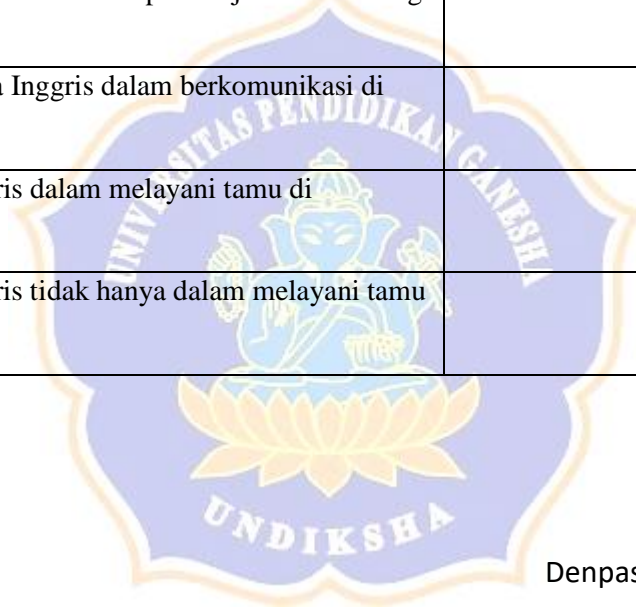
Petunjuk: Lengkapilah kuesioner di bawah ini dengan benar dengan menandai centang (v) pada salah satu jawaban!



No	Item	Ya	Tidak	Komen
1	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam mendengar?			
2	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam berbicara?			
3	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam membaca?			
4	Apakah buku bahasa Inggris untuk restaurant ini mencakup penjabaran keahlian bahasa dalam menulis?			
5	Apakah keterampilan bahasa Inggris tingkat menengah dibutuhkan siswa ditempat kerja nanti?			
6	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa agar mampu berkomunikasi di tempat kerja?			

7	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa untuk mampu menyambut tamu?			
8	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa untuk mampu mengantar dan menyediakan tempat duduk untuk tamu?			
9	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa untuk mampu mengambil pesanan minuman?			
10	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa untuk mampu menjelaskan menu restaurant?			
11	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa untuk mampu dalam memberikan saran atau merekomendasi tentang makanan dan minuman atau melakukan penjualan?			
12	Apakah siswa menggunakan bahasa Inggris dalam berbicara dengan tamu, rekan kerja, penutur asing atau bukan penutur asing			
13	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa dalam berkomunikasi dengan tamu restaurant?			
14	Apakah buku bahasa Inggris untuk restaurant ini dapat membantu siswa dalam memperkenalkan wine?			
15	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan prosedur kebersihan di tempat kerja?			
16	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan kebersihan tempat dan peralatan kerja?			
17	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang pengetahuan local?			
18	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang penghubung antara area dapur dan area layanan?			

19	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan Gueridon?			
20	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan Silver?			
21	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan makanan dan minuman?			
22	Apakah buku bahasa Inggris untuk restaurant ini mampu menjelaskan tentang layanan room service?			
23	Apakah siswa harus menggunakan bahasa Inggris dalam berkomunikasi di restaurant?			
24	Apakah siswa menggunakan bahasa Inggris dalam melayani tamu di restaurant?			
25	Apakah siswa menggunakan bahasa Inggris tidak hanya dalam melayani tamu di restaurant tapi dalam situasi yang lain?			



Denpasar, 2020

Instructor of Apollonia Hotel School

The Blueprint of Interview Guide for ESP instructor at Apollonia Hotel School

No.	Aspects	Item Number	Purpose	References
1.	ESP Instructor's Background	1 &2	To find out teaching background of the ESP instructor	Kusumoto (2008)
2.	Goals	3	To find out the goals of teaching and learning process in the classroom.	Basturkmen (2010)
4.	Wants	4	To find out the wants of ESP instructor towards teaching and learning in the classroom.	Hutchinson and Waters (2008)
5.	Lacks	6 &7& 8	To find out the lacks of ESP teaching and learning process in the classroom.	Hutchinson and Waters (2008)

6.	Necessities	5 & 9&10	To find out the students and the ESP instructor's needs in teaching ESP lesson.	Hutchinson and Waters (2008)
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FORM VALIDASI INTERVIEW (INSTRUCTOR)

No	Items	Relevant	In Relevant	Comment
1	How many years have you been teaching?			
2	What grade or department do you currently teach and how many students?			
3	What is your goal in teaching ESP at Apollonia Hotel School?			
4	What are ESP materials that your students need in Restaurant Department?			
5	What are activities that you want to conduct in your ESP lesson to help your students learn more effectively?			
6	What is the main weakness in taking guest order that found from waitress or waiter in the restaurant?			
7	Do you have any solution to solve the problem?			

8	What are the standard or qualifications for professional waitress or waiter?			
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9	What are your suggestions for student who learn restaurant?			
10	Can you describe what kind of English for Restaurant material do you and your students need?			



The Blueprint of the Interview Guide for Restaurant Students of Apollonia Hotel School

No.	Aspects	Item Number	Purpose	References
1.	Goals	1	To find out Restaurant students' goals in ESP learning in the classroom.	Basturkmen (2010), Litz (2005)
2.	Wants	2 & 4 & 5 & 7 & 8 & 10	To find out the wants of Restaurant students towards ESP learning in the classroom.	Hutchinson and Waters (2008), Litz (2005).
3.	Lacks	6	To find out the lacks of Restaurant students in ESP learning in the classroom.	Hutchinson and Waters (2008), Litz (2005).
4.	Necessities	3 & 9	To find out the Restaurant students' needs in ESP learning.	Hutchinson and Waters (2008), Litz (2005).

FORM VALIDASI INTERVIEW (STUDENT)

No	Items	Relevant	In Relevant	Comment
1	Do you need English for restaurant use?			
2	In what situations do you need English?			
3	Order the following language skills such as listening, speaking, reading, and writing from 1 (important) to 6 (unimportant)!			
4	What percentage (%) of class time do you think should be spent on each skill?			
5	What do you expect to learn from this class?			
6	What are your language strengths and weaknesses?			
7	Do you prefer to learn individually, in pairs or in a group?			
8	Do you like using a textbook? Why or why not?			

9	Do you need English for restaurant in text book?			
10	What do you expect from the developed material?			



The Blueprint of the Interview Guide for the Stakeholders of Streat Café Restaurant and Apollonia Hotel School

No.	Aspects	Item Number	Purpose	References
1.	Stakeholder's background	1 & 2& 3 &4	To find out stakeholder's background	Huh (2006)
2.	Wants	8	To find out the wants of stakeholders towards ESP in his workplace	Hutchinson and Waters (2008)
3.	Lacks	10	To find out the lacks of stakeholders towards ESP in his workplace	Hutchinson and Waters (2008)
4.	Necessities	5 & 6& 7 &9	To find out the stakeholder needs towards ESP in his workplace	Hutchinson and Waters (2008)

FORM VALIDASI INTERVIEW (STAKEHOLDER STREAT CAFÉ RESTAURANT)

No	Items	Relevant	In Relevant	Comment
1	How old are you?			
2	What is your company's name? Please describe your company!			
3	How long have you been working in your company? What is your position in your company?			
4	Which department or team do you belong to? What kind of work do you do in the department or team?			
5	Do you use English at work?			
6	If yes, in what occasions do you use English?			
7	How important is it for you to use English in your Job?			
8	If you can give advice to those who are preparing for a job what would you recommend them to prepare in terms of English?			
9	What are the most important tasks that you should perform in			

	English?			
10	Which tasks are most difficult for you to perform in English?			



FORM VALIDASI INTERVIEW (STAKEHOLDER APOLLONIA HOTEL SCHOOL)

No	Items	Relevant	In Relevant	Comment
1	How old are you?			
2	What is your company's name? Please describe your company!			
3	How long have you been working in your company? What is your position in your company?			
4	Which department or team do you belong to? What kind of work do you do in the department or team?			
5	Do you use English at work?			
6	If yes, in what occasions do you use English?			
7	How important is it for you to use English in your Job?			
8	If you can give advice to those who are preparing for a job what would you recommend them to prepare in terms of English?			
9	What are the most important tasks that you should perform in			
10	Which tasks are most difficult for you to perform in English?			

TRANSCRIPT INTERVIEW GUIDE (STAKEHOLDER STREAT CAFÉ RESTAURANT)

1. How old are you?

Answer: 35 years old

2. What is your company's name? Please describe your company!

Answer: Streat Café Restaurant. Located in Petitenget 3 Star Hotel and part of Accor Group

3. How long have you been working in your company? What is your position in your company?

Answer: I have been 2 years, I am restaurant manager

4. Which department or team do you belong to? What kind of work do you do in the department or team?

Answer: I belong to FB Department F& B Managing team in F& B

5. Do you use English at work? Yes to my client and also another manager

Answer: Yes, yes. Speak to my client

6. If yes, in what occasions do you use English?

Answer: Yes, speak to guest, teams, another manager and owners

7. How important is it for you to use English in your Job?

Answer: is really important, because English is International Language for all the people



8. If you can give advice to those who are preparing for a job what would you recommend them to prepare in terms of English?

Answer: They need to practice more.

9. What are the most important tasks that you should perform in English?

Answer: F & B handling guest request, handling complaint and greeting to clients

10. Which tasks are most difficult for you to perform in English?

Answer: for me beside FB, I guest probably in kitchen department, because they are some kinds of the technic, relations ship.

TRANSCRIPT INTERVIEW GUIDE (STAKEHOLDER APOLLONIA HOTEL SCHOOL)

1 How old are you?

Answer: how old I am, I think at 33 years old, still young

2. What is your company's name? Please describe your company!

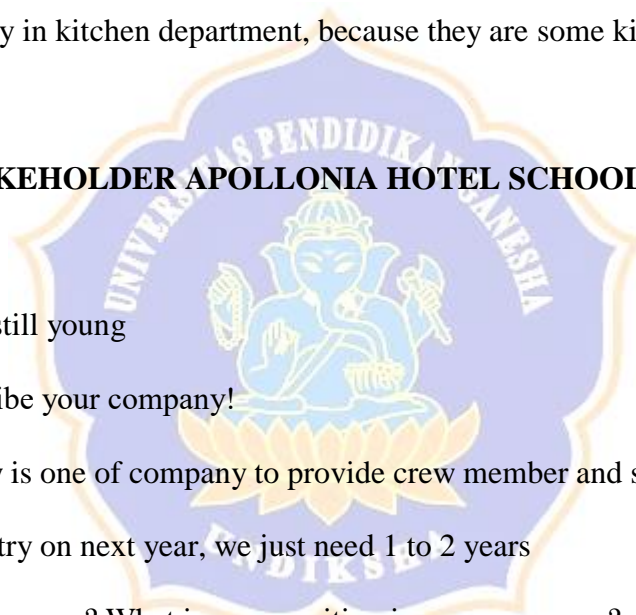
Answer: Apollonia Hotel School. Our company is one of company to provide crew member and student as well so we here accept the student to be develop here and then will be ready in industry on next year, we just need 1 to 2 years

3. How long have you been working in your company? What is your position in your company?

Answer: I have been here almost 3 years. I currently in academic manager

4. Which department or team do you belong to? What kind of work do you do in the department or team?

Answer: Academic, we have also marketing team, we have also digital team. We manage academic system, and we develop the academic and we develop the material for student and we research company and in industry need.



5. Do you use English at work?

Answer: Yah we use English at work and especially in daily conversation. So we need to speak English so then we can show to the students that we speak English every day. The students will understand why we speak English.

6. If yes, in what occasions do you use English?

Answer: Also with student, communication with student we do by dual language. Indonesian and English

7. How important is it for you to use English in your Job?

Answer: English is universal language so you think how important is you know when you want to learn about something so you have to understand English because more or more information content in English so basically English is useful to gain your knowledge.

8. If you can give advice to those who are preparing for a job what would you recommend them to prepare in terms of English?

Answer: Vocabulary, and pronouncing or pronunciation and then absolutely they have to speaking. Speaking is the most important thing. Without speaking you are unable to use your English. By the English they can gain product knowledge Form All the information or almost all the information in tourist industry content in English, so is the main problem.

By English they can gain product knowledge.

9. What are the most important tasks that you should perform in English?

Answer: Speaking. Speaking is more important than writing

10. Which tasks are most difficult for you to perform in English?

Answer: For me to perform in English is to make the student understand. Because not all the people able to speaking English because you know by speaking an English they have to have a lot of vocabularies without the vocabulary they will not speaking English well. More focus on speaking

TRANSCRIPT INTERVIEW GUIDE INSTRUCTOR

1. How many years have you been teaching?

Answer: Thank you for your question, I have been teaching is about 3 years from 2011

2. What grade or department do you currently teach and how many students?

Answer: students now I have 6 classes, 1 class 36 students. And then I teach in restaurant and bar department.

3. What is your goal in teaching ESP at Apollonia Hotel School?

Answer: My goal is emm..I want student can speak communicatly I mean like , so like the students know how to greet the guest directly the student know how to like what they say when they guest paying the bill what would they say when they guest like closing, like introduction so they know how to say the English properly when they serve the guest. Yaahh that's the point.

4. What are ESP materials that your students need in Restaurant Department?

Answer: The materials of ESP do you mean like the kind of unit, something like that,so they have to know how to speak English in basic professional level and then they have to know how to speak, how to use telephone, communicate on the telephone I mean an use English and then depends on their department and also and then the materials that they need is provide silver service, provide gueridon service, and sequence of service.

5. What are activities that you want to conduct in your ESP lesson to help your students learn more effectively?

Answer: role play, watch the video movie, play game

6. What is the main weakness in taking guest order that found from waitress or waiter in the restaurant?

Answer: The weaknesses from the student, who learn ESP, they cannot speak English like properly I mean maybe the basic is still, they don't have basic at all, so they have difficult to speaking English properly I think that is hard to make them understand the basic first and then because when we learn about the basic. When we expect the basic they can speak properly they don't know about the basic yet. the hard thing is I have to teach the basic first I mean the like vocabulary or something like that because they lack of vocabulary

7. Do you have any solution to solve the problem?

Answer: the solution, one of the solution is for example when I teach vocabulary I play the game so they can memorize when they play game so that the solution, role play is best solution for the weakness

8. What are the standard or qualifications for professional waitress or waiter?

Answer: The standard is they have to speak English.

9. What are your suggestions for student who learn restaurant?

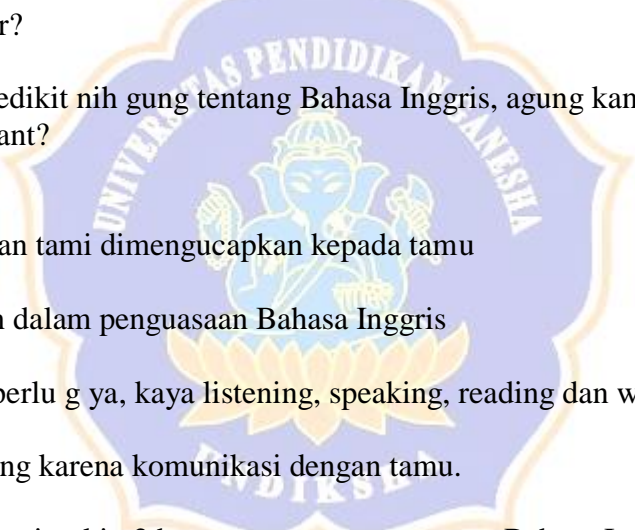
Answer: my suggestion for student I think they have to watch more the video. They have to learn through video. Yes off course like I said before that they have to do role play always when they take ESP class and also practice in real situation When we learn about sequence of service they have to practice do the role play there and also at home they have watch more video about that, they have to practice in real situations .

10. Can you describe what kind of English for Restaurant material do you and your students need?

Answer: So the first one is like I said before is speak English in basic professional level, and then after that how to communicate using

telephone, use oral English to convey I mean the exchange the idea for example if they don't know what exactly he guest is talking about what they will stay ? The miss-understanding between the guest and the staff. And then also learn how to handling complain is the point, speak English in basic professional level. How to use oral English to enhance the idea, I think that all. Actually I never teach ESP before so when I get the syllabus I have to learn and I learn more and looking more materials through google.

TRANSCRIPT INTERVIEW STUDENT



Int : Selamat Siang Agung, apa kabar?
Agung : Baik
Int : makasi waktunya Saya Nanya sedikit nih gung tentang Bahasa Inggris, agung kan kelas restaurant, saya nanya klo menurut agung perlu ga ya Bahasa Inggris di kelas restorant?
Agung : Perlu bgt
Int : Kenapa begitu?
Agung : krn saya bias apa yang di ucapkan tami dimengucapkan kepada tamu
Int : Kenapa begitu
Trus situasi apa yang di perlukan dalam penguasaan Bahasa Inggris
Agung : Lebih ke berbicara
Int : jd ke 4 skill itu menurut agung perlu g ya, kaya listening, speaking, reading dan writing tetap perlu ga ya?
Agung : Perlu, Ya
Int : Tapi lebih pentingnya ke speaking karena komunikasi dengan tamu.
Agung : yA
Inty : Kira2 di kelas tuh, miss Mirah ngajar, kira2 berapa persen penggunaan Bahasa Inggris?
Agung : berapa persen?
Int : hampr kebanyakan materi nya ke Bahasa Inggris atau prakteknya ke Bahasa I ngrris.,Cenderung ke Bahasa Inggris. Dan semua skill kepakai ya
Int : Kira2 apa sih harapan aagung belajar di kelas? Bahasa Inggris?
Agung : emmm supaya wawasan lebih banyak tau
Int : jadi selain ingin tau ttg sequen of service, teknik dari restaoirant itu sendiri, agung ingin tau tentang Bahasa Inggris sebagai basic professional skill nya ya?
Int : Trus share sedikit nih gung, untuk kekurangan sama kelemahannya boleh share sedikit nih, apa sih kekurangannya agung?
Agung : Klo kekurangan sih kadang kurang focus, sedikit lambat tanggap sama orang

Int : di dalam listening berarti ya? Klo di dalam berbicara di kelas misalnya , untuk speaking pasti dapat kesempatan dari Instuctor untuk berbicara di kelas, kira2 di mana kelemahannya di saat speaking?

Aung : klo saya jujur sih di keramaian, malu, sama teman2 lah ,salah Bahasa,takut salah ngomong padahal ngerti

Int : klo kelebihan?

Agung : kadang juga gini, kaya cepet tanggap kadang juga engga

Int : oooo gitu, nah trus klo apa? kelanjutannya? Klo agung sendiri lebih seneng belajar di dalam group atau individual?

Agung : dalam group, kadang lebih sering sling sharing

In : Kira2 agung seneng pembelajaran menggunakan buku, panduan materi?

Agunh : sebenarnya seneng, tapi Cuma agak ribet aja

Int : kenapa begitu?

Agung : yak kan krn tulisan2 nya itu lo

Int : kurang menarik juga ya, kelihatannya menjelimet dan terlalu kurang focus dan kurang paham kurang menarik.

Agung : Ya

Int : Kira2 perlu ga ya Bahasa Inggris di kelas restaurant?

Agung : perlu bgt

Int : perlu bgt materi penyajian biar lengkap ya, trus apa yg agung harapkan di dalam buku restaurant itu sendiri, karena saya sedang mendvelop buku restaurant.apa yg agung harapin di dalam materi restaurant itu sendiri, lebih kemana fokusnya, selain speaking td lebih kemana

Agung : ke prakteknya

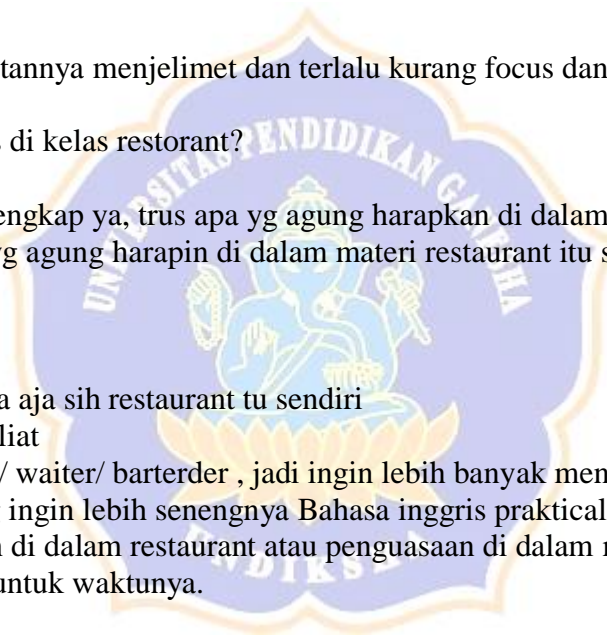
Int : ke tekniknya, yang agung liat apa aja sih restaurant tu sendiri

Agung : banyak sih sebenarnya yang saya liat

Int : kaya explain menu, jadi waitress/ waiter/ barterder , jadi ingin lebih banyak mencakup ke teknikalnya di dalam restaurant itu sendiri ya, ok deh berarti jd agung ingin lebih senengnya Bahasa inggris praktikalnya di dalam speaking untuk skillnya kebih di lengkapin dengan dan dilengkapin di dalam restaurant atau penguasaan di dalam restorany

Int : ok deh gung, makasi banyak ya untuk waktunya.

Agung : Ya





SILABUS

I. IDENTITAS MATA KULIAH

Program Studi : Diploma 1

Jurusan : Restaurant
Mata Kuliah : **ESP for Restaurant**

Kode : -
Semester : 1 (Ganjil)
Sks/Js : 2/2
Prasyarat : --
Instruktur Pengampu :

II. CAPAIAN PEMBELAJARAN (CP) MATA KULIAH

A. Capaian Pembelajaran (CP) Sikap

1. Bertaqwa kepada Tuhan Yang Maha Esa dan mampu menunjukkan sikap religius.
2. Menjunjung tinggi nilai kemanusiaan dalam menjalankan tugas berdasarkan agama, moral dan etika.
3. Berkontribusi dalam peningkatan mutu kehidupan bermasyarakat, berbangsa, bernegara, dan peradaban berdasarkan Pancasila.
4. Berperan sebagai warga negara yang bangga dan cinta tanah air, memiliki nasionalisme serta rasa tanggungjawab pada negara dan bangsa.
5. Menghargai keanekaragaman budaya, pandangan, agama, dan kepercayaan, serta pendapat atau temuan orisinal orang lain.
6. Bekerja sama dan memiliki kepekaan sosial serta kepedulian terhadap masyarakat dan lingkungan.

7. Taat hukum dan disiplin dalam kehidupan bermasyarakat dan bernegara.
8. Menginternalisasi nilai, norma, dan etika akademik.
9. Menunjukkan sikap bertanggungjawab atas pekerjaan di bidang keahliannya secara mandiri.
10. Mempunyai ketulusan, komitmen, dan kesungguhan hati untuk mengembangkan sikap, nilai dan kemampuan peserta didik.
11. Menunjukkan perilaku berdasarkan nilai moral luhur, bersikap empatik dan menghargai perbedaan, dan menjunjung tinggi nilai kemanusiaan melalui pembentukan kepribadian dan interaksi sosial yang humanis.
12. Menunjukkan sikap dan perilaku yang bertanggung jawab, beretika serta menghargai pendapat dan temuan orisinal orang lain.
13. Memiliki kepribadian dan interaksi sosial yang berempatik dan humanis.
14. Menunjukkan sikap mental profesi dan perilaku taat hukum yang bertanggungjawab atas pekerjaan di bidang keahliannya dengan selalu mengutamakan peningkatan mutu kehidupan bermasyarakat dan berbangsa.

B. Capaian Pembelajaran (CP) Pengetahuan:

1. Menguasai konsep dasar teoretik dan memiliki kemampuan profesional dalam bidang restoran .
2. Memiliki kemampuan pedagogik terkait dengan bidang restoran.
3. Memiliki kemampuan untuk merancang, melaksanakan dan menilai proses pembelajaran yang inspiratif, inovatif, menantang, menyenangkan dan memotivasi di bidang restoran.
4. Memiliki kemampuan berpikir dalam memahami materi penyajian makanan dan minuman.
5. Mampu melakukan penyelesaian masalah dalam pembelajaran teori materi penyajian makanan dan minuman.
6. Mampu menerapkan pemikiran dan perilaku sistematis, kreatif, inovatif, dan bertanggung jawab dalam penerapan pengetahuan di bidang restoran.

C. Capaian Pembelajaran (CP) Keterampilan Umum

- 1 Mampu merencanakan kariernya sendiri (*career and personal development*) di bidang restoran.
- 2 Mampu menjalin hubungan profesional dan interpersonal secara konstruktif dan bertanggung jawab untuk membantu menyelesaikan persoalan di bidang restoran.
- 3 Mampu menjalin jaringan kerja dengan teman sejawat, dosen, pembimbing, baik di lingkungan Apollonia maupun universitas lain di dalam dan luar negeri dengan memanfaatkan teknologi informasi.
- 4 Mampu menggunakan Bahasa Inggris dalam komunikasi lisan dan tulisan sesuai dengan tuntutan konteks komunikasi dan menciptakan komunikasi interpersonal dan professional yang efektif dan produktif.

D. Capaian Pembelajaran (CP) Keterampilan Khusus

1. Mampu berkomunikasi secara lisan dan tertulis dalam Bahasa Inggris, serta membangun hubungan interpersonal yang produktif.
2. Mampu merancang, melaksanakan, dan mengevaluasi pembelajaran pengolahan makanan yang inspiratif, kreatif, inovatif, menantang, dan menyenangkan .
3. Mampu mengkaji, menganalisa, dan memecahkan masalah-masalah dalam pembelajaran dalam rangka meningkatkan kualitas proses pembelajaran.
4. Mampu memanfaatkan dan mengembangkan perangkat teknologi informasi dan komunikasi untuk mendukung pembelajaran.

III. DESKRIPSI MATA KULIAH

Restaurant is a department which is involved in service of food and beverage. A process, in which raw materials are taken, handled and served a dish and beverages. It covers: (1) procedure of handling cleanliness, (2) maintain kitchen and restaurant equipment, (3) renewing local knowledge, (4) provide a link between kitchen and service area, (5) provide gueridon service, (6) provide silver service, (7) provide food and beverage service, (8) provide silver service.

IV. GARIS BESAR RENCANA PEMBELAJARAN

No	Capaian Pembelajaran	Indikator Pencapaian (kemampuan akhir yg diharapkan)	Bahan Kajian/Materi Pokok
(1)	(2)	(3)	(4)
1	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu memahami dan menjelaskan konsep dan teori umum Definisi dan prosedur kebersihan	Procedure of handling cleanliness
2	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu memahami dan menjelaskan dalam menangani peralatan dan perlengkapan dapur dan restoran.	Maintain kitchen and restaurant equipment
3	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa memahami dan menjelaskan tentang pengetahuan lokal	Renewing local knowledge
4	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu menjelaskan hubungan antara area dapur dengan area restoran	Provide a link between kitchen and service area
5	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa memahami dan menjelaskan konsep pelayanan gueridon.	Provide Gueridon Service

6	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu memahami dan menjelaskan konsep pelayanan silver.	Provide Silver Service
7	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu menjelaskan konsep-konsep pelayanan makanan dan minuman.	Provide food and beverage service
8	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu memahami dan menjelaskan konsep pelayanan room service.	Provide room service
UTS			
11	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu mempraktekkan dan menjelaskan tentang kebersihan	Personal hygiene
12	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu mempraktekkan dan menjelaskan peralatan dapur dan kitchen.	Maintain kitchen and restaurant equipment
13	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu mempraktekkan dan menjelaskan tentang pelayanan gueridon	Explain and recommend menu to customer
14	A1 – A14 B 1,2,3,4, 5, 6 C 1,2,3,4 D 1,2,3, 4	Mahasiswa mampu mempraktekkan dan menjelaskan pelayanan silver service	Taking order
15	A1 – A14 B 1,2,3,4, 5, 6	Mahasiswa mampu mempraktekkan dan menjelaskan pelayanan room service	Serve a dish

	C 1,2,3,4 D 1,2,3, 4		
16	UAS		

Mengeta
hui :

Ketua Program Studi

Denpasar,

Instruktur Pengampu Mata Kuliah,





APOLLONIA HOTEL SCHOOL

RESTAURANT KNOWLEDGE





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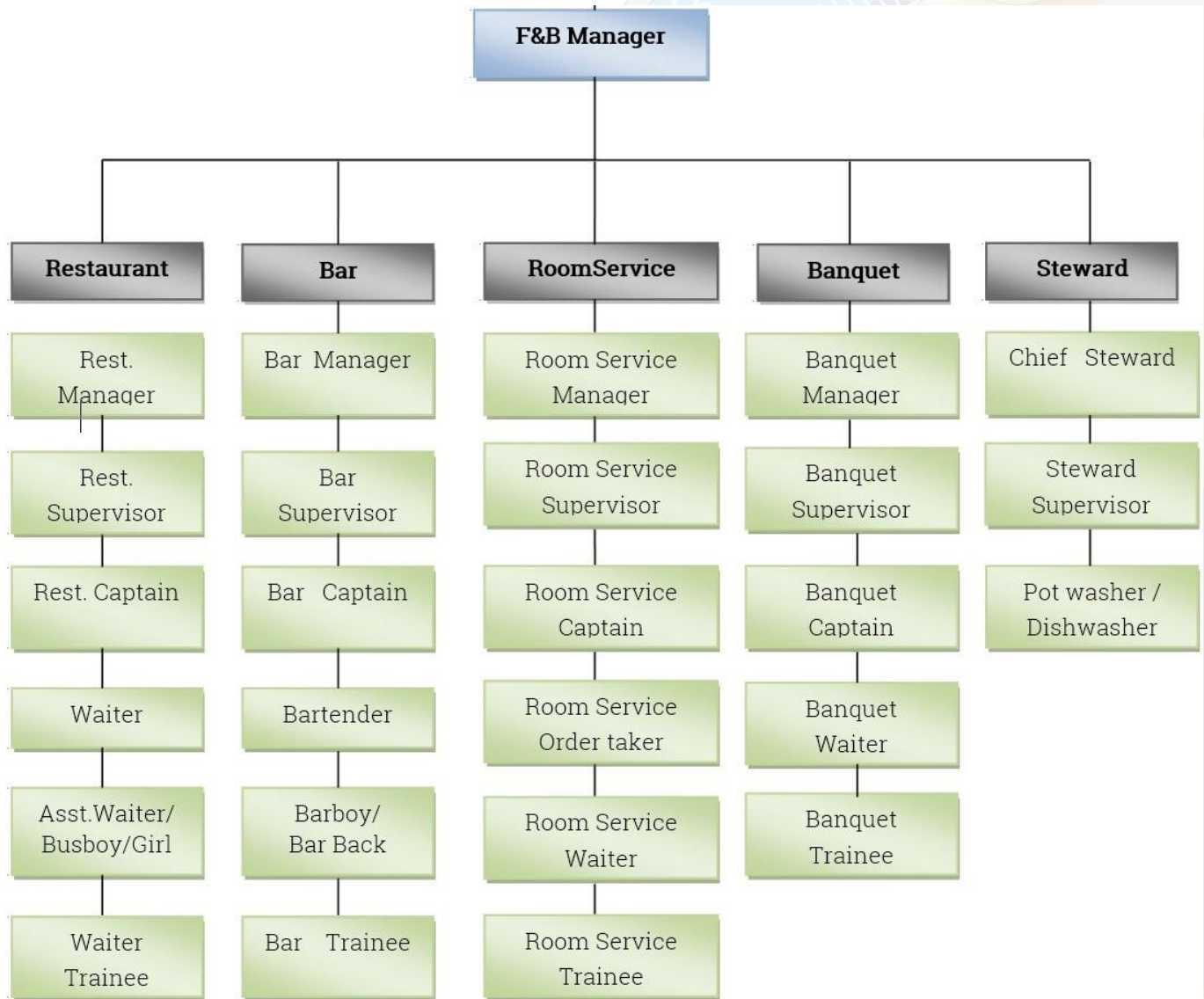
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Food & Beverage Department

Is one of department in hotel , which's this department is the biggest department in hotel operational. F & B Department will be responsible to provide and support related Foods and beverages to the costumers in hotel /restaurant/cruise ship

F & B Department has 6 sections or outlets . F & B depatments will do collaborating with others department to achieve the satisfaction of costumer in hotel / restaurant/cruise ship.

Hotel F&B Service Organization Chart



Job Description Each Job

Restaurant Manager:

Will be responsible to manage the operational of the restaurant Responsible to solved the problem during restaurant open

Responsible to delegate responsibly to restaurant supervisor when (s)he is not on duty (day off)

Make sure that all staffs and crews are ready to work and they got their prosperities as their position in the restaurant

Make summary of sale foods and beverages and report it to the owner / F & B manager

Arrange for staffs training to improve quality of human resources if necessary



Restaurant Supervisor

Will be responsible to supervise all staffs and make sure all of them are work as standard operating procedure.
Responsible to prepare schedule duties, staffs arrangement of day off
Make sure that the operational of the restaurant are running well and report every case happened in the restaurant to Restaurant manager.
Help Restaurant Manager to solved and settle every problem in the restaurant
Responsible to make a decision when the restaurant manager is out of duty.

Restaurant Captain

Responsible to cordinate all restaurant staffs and help the restaurant staffs to handling the guest during busy time
Delegate responsibility of restaurant supervisor when he/she is not on duties.
Responsible to make sure that all clients /costumer are satisfied with quality of services.

Waiter

Someone who will be responsible to provide the services followed sequence of services related food and beverages , and make certain that all costumers are satisfied with it.
Check for the mise en place in the restaurant and ensure all the equipments , condiments place in order before restaurant open

Asst. Waiter/busboy/girl

Asst. Waiter well known as Busboy/gilr/ or commis, will be responsible to help and support the waiter to pick up the foods/drinks from the kitchen or bar and make sure that all foods and beverages needed by waiter are ready to serve.
Help waiter to prepare the table, re set up if need it and keep & maintain the cleanliness of all cutleries or others restaurant fasilités.

Trainee

Will be responsible to help Waiter/Asst. Waiter, regarding how to prepare the table, how to take and serve the order as standard operating procedure.

Bar

Bar well known as Saloon or tavern. Bar derive from the word “Barrier“ it’s mean separating.
Bar is a retailbusiness establishment that serves alcoholic beverages, such as beer, wine, liquor, cocktails, and other beverages such as mineral water and soft drinks and often sell snack foods such as crisps or peanuts, for consumption on premises.

Bartender/ss

Someone who will be responsible to make & prepare any cocktails, mocktails, juices and serve any others beverages in the bar such as wine , beer or soft drinks and also responsible to serve any spirits and ensure the guest are satisfy with the quality of services.

Room Service order taker

Someone who will be responsible to pick up the phone in room service area and receive every order related foods and beverages from guest room, then transfer those order to room service waiter/ss for delivery.

Banquet

Is one of outlet/section under F & B Department which’s responsible to prepare, manage and handling every events in the restaurant or hotel, such as wedding party, anniversary, MICE etc.

Stewarding

Is one of outlet/section under F & B Department which's responsible to keep and maintain the cleanliness of all F & b equipments, and place these equipments in order as standard hygiene and sanitation.



Chief Steward

Will be responsible to manage the operational of stewarding and make sure that all F & B Equipments are clean and place in order as standard procedure.

Responsible also to manage the staffs (Diswasher/potwasher) such as arrange for schedule duties and explain about job description of each staffs (diswasher/potwasher)

Attention detail to diswasher / potwasher to keep and maintain the cleanliness areas of stewarding.

RestaUrant

Derived from The word " RESTAURER " it 's mean Restore.

Restaurant is an establishment under F & B Service Department where meals and drinks are served to customers.

TYPE OF RESTAURANT:

- Dining room
- Supper club/Pub
- Coffee shop/coffee house
- Specialty restaurant
- Fast Food Restaurant

Fine Dinning Room

- Formal restaurant
- Well trained staffs
- High standard quality of foods and service
- High class restaurant

Is type of formal restaurant which provided high standard quality of food and professional service

Supper Club / Pub

- Generally open in the evening only.
- Has more than one bar station.
- Dancing floor available.
- Various beverages are available
- Provided snack or light food only

Supper club well known as a discotique: is one of non formal restaurant which provided several of beverages and completed with dancing floor to support the atmosphere.

Coffe Shop

- Non formal restaurant
- Provided coffee and light foods
- Service are not available

Coffee shop is one of non formal restaurant where commonly coffee and snack are sold.

Specialty Restaurant

- Provided foods from it country
- Showing any various foods of it country.

Specialty Rrestaurant: is type of restaurant which provided any several of foods from it country. (Italian restaurant, Japanese restaurant)

Fast Food Restaurant

- Quick service provided
- No service charge applied
- Waiting staff are not available
- oods will be ordered by come directly to the counter.

Fast foods restaurant is one of non formal restaurant which provided quick service and food will be pick up from the food counter



TYPE OF SERVICE

American service (Plate Service)

Type of service in which all the foods already are cooked and prepared on the plate from the kitchen and served directly to the guests by Waiter.

American Service Procedure

- For any kind of foods and drinks should be served from right side by right hand.
- Clearing up should be done from right side
- Breads and butter should be served from left side by silver set (bread tong) un clock wise.
- Foods from the kitchen should be carried by tray and drop at side stand (Available inside of the restaurant) before served to the guest tables.



French service (Gueridon Service)

Type of service in which all the food will be cooked or completed at side table or Gueridon trolley in the front of the guests by two waiters which are Chef de rang and Commis de rang.

French Service Procedure

- Any foods will be prepared from the kitchen and will be finished on gueridon trolley.
- Gueridon will be completed by heater, cooking equipment and cutting board.
- Foods will be cooked and prepared by chef de rang and served to the guest table by commis de rang.
- For any soup cooked on gueridon trolley should be placed on soup tureen (keep warming on heater which is available on gueridon trolley)
- Soup ladle would be used to take soup from soup tureen to the soup cup.



Russian service (Platter Service)

Type of service in which all the food are cooked and prepared in the kitchen on platter by Chef and then served to the guest's plate which is prepared on the table by using service set by Waiter.

Russian service Procedure

- Foods will be cooked and prepared in the kitchen and place on platter.
- Empty plate will be placed on the tables before service starting.
- Waiter/ chef de rang will be responsible to transfer the food from the platter to the guest plate by silver set.



English service (Family Service)

Type of service in which all the food are cooked and prepared In the kitchen on platter by Chef and then put in the middle of the guest's table with service set by waiter and then the guests help themselves to pick up their food after prepared by the host.

English service Procedure

- Any foods will be cooked and prepared in the kitchen by chef and place on platters.
- Any various food would be place in the middle of guest table
- English service will be started by host command

Buffet Service

Type of service in which all the food already are cooked and prepared on buffet display with service set and the guests come to the buffet display to help themselves to pick up their food.

Buffet Service procedure

- Foods will be cooked and prepared in the kitchen by chef
- Foods will place on buffet display, and will be warmed by bain marie .
- Guests will come directly to the buffet display and take any food they want by them self.

MENU

As waiter you are expected to know the menus for all meals. Learning styles of cooking as well as sauces, dressing and other accompaniment will help you in suggesting selections to the passenger.

SEQUENCE OF SERVICE LUNCH & DINNER:

- Greeting and welcoming the guest
- Escorting and sitting the guest (ladies first or children priority)
- Unfolding the guest's napkin
- Pouring Ice water (from right side with ladies first or children priority)
- Presenting menu
- Introducing our self
- Taking beverage order
- Serving the beverage order
- Taking food order
- Serving the food starting from appetizer until main course
- Crumbing down
- Presenting dessert menu & Taking the dessert order
- Serving the dessert
- Asking for coffee or tea
- Asking for satisfaction
- Presenting the bill

Greeting and welcoming the guest

- Good morning/afternoon/evening/Madam/sir
- Welcome to our rest.....
- How are you? / How are you doing?
- (Today / tonight / this morning / this afternoon/ this night /etc.....)



SNEEZE GUARD DEFINITION

Sneeze guard: is an equipment commonly installed on buffet display to protect the foods from any viruses/ mucus caused by costumers (when they do sneeze or cough)



Escorting and sitting the guest (ladies first or children priority)

- Did you make any table reservation before?
- Do you have a table reservation please?
- Have you got any table reservation please?
- How many you are? / How many people of you / etc.....!
- Have a sit please / sit down please.

Unfolding the guest's napkin

- Make certain to lay down the napkin in proper way. It can be done from right or left side.
- Make sure as well that your body not touch the guest.

Pouring Ice water (from right side with ladies first or children priority)

- Excuse me madam /sir,... ! May I pouring some ice water please!
- Excuse me madam /sir,... ! Would you like to have some ice water please!
- The simple one that..... Excuse me madam /sir! Some ice water Please....!

Presenting menu

- Try to make effort to give the menu by your right hand by saying
- Excuse me madam /sir, this is your menu please!

Introducing our self

- Good evening ladies and gentlemen your attention please! I would like to take this opportunity to introduce myself. My name is Rai eka I'll be your waiter/ server for entire cruise. During the cruise I'll be assisted by Made. Both of us come from Bali Indonesia. If anything you need please do not hesitate to call one of us, and we'll be pleasure to assist you.

Well ladies and gentleman thank you very much for your attention and hopefully you'll enjoy your dinner/cruise. Thank you.

- Good evening ladies and gentlemen your attention please! I would like to take this opportunity to introduce my self. My name is Rai eka I'll be your waiter/ server for your dinner / luncheon / today / tonight Well ladies & gentleman thank you very much for your attention and I hope you enjoy your dinner / luncheon.

Taking Beverage Order

- Excuse me madam/sir, would you like something to drink please beside of ice Water?
- The easier way is Excuse me madam/ sir, something to drink please!

Serving the Beverage Order

- Serving beverage order must be done from right side by give ladies first or children priority
- When the guest asked for the WINE make certain that everything is ready such as wine opener, napkin or wine bucket (for white wine or rose wine)
- When you served any beverages on bar counter/ lounge make sure that you placed a coaster on table surface or bar counter

Taking Food Order

- There are so many ways how to take food order from the guest. Such as
- Have you decided to order?
- Are you ready to order?
- What would you like to have for your luncheon / dinner?
- What would you like to have for your starter / soup/ main course?

Serving the food starting from appetizer until main course

- When your served the foods make sure that the guest food order is right and must be served from right side.
- Adjusting Cover is necessary as a guest food order.

Adjusting Cover / Adjustment: place proper cutleries as guest food order

Crumbing down

- Crumbing down must be done after serving main course. Crumber or napkin can be used for crumbing down

Presenting dessert menu & Taking the dessert order

- Presenting dessert menu and taking dessert order is the same like how to take food order.
- If you are able to memorize and explains all dessert available, you can take the order without presenting dessert menu.

Serving the dessert

- Serving Dessert order same like how to served any foods. It should be served from right side.

Asking for coffee or tea

- Coffee or tea can be served after dessert or together with dessert.
- Most of American people usually having dessert together with coffee or tea.
“If you offer any coffee or tea, you can say”

- Excuse me madam /sir, would you like to have some coffee or tea?
- Excuse me madam /sir, Some Coffee or tea please?

Asking for satisfaction

- To ensure everything in order, asking for satisfaction is really important.
“Hereby some methods commonly used to askguestssatisfaction.”
- How was everything Ladies & gentleman ?
- How is your luncheon or dinner Lady & gentleman ?
- How was your luncheon or dinner madam / Sir ?

Presenting the bill

- Presenting the bill will be done after finished the service
- Presenting the bill generally will be requested by the guests.
- When you present the bill you can say:
- Excuse me madam / sir this is your bill!
- Excuse me madam / sir, here isw your bill!

SEQUENCE OF SERVICE FOR BREAKFAST:

- Greeting and welcoming the guest
- Escorting and sitting the guest (ladies first or children priority)
- Unfolding the guest’s napkin
- Asking for coffee or tea
- Presenting menu
- Taking juices order
- Serving the juices order
- Taking food order
- Serving the food starting from starter until main dishes
- Asking for satisfaction
- Presenting the bill

Greeting and welcoming the guest

- Good Morning Madam / Sir, Welcome to our restaurant. How are you this morning?
- How many people of you?

Escorting and sitting the guest (ladies first or children priority)

- In the hotel or cruise ship we don’t need to ask about reservation for their breakfast because commonly Room charge/rate are included with breakfast
- Follow me please! Try to find a table as the number of the guests.



Unfolding the guest's napkin

- Make certain to lay down the napkin in proper way. It can be done from right or left side.
- Make sure as well that your body not touch the guest.

Asking for coffee or tea

- Asking for coffee or tea is the most important thing in the morning time.
- There are so many types of coffee or tea usually we served for breakfast.
- When you served coffee or teas make sure that milk /cream must be offered, especially for tea, slice lemon is necessary to be served on the side.

Presenting menu

- Breakfast menu usually are designed simple as possible
- The procedure how to presenting menu is same like presenting menu in common.

Taking juices order

- It's very often we found that when you asked for the juices, the guests will ask you back about any juices available.
- You can ask the juices as below :
- Excuse me Madam /Sir, any juices please?
- Excuse me madam /Sir, Would you like please to have some juices?

Serving the juices order

- Serving Juices must be done from rightside by right hand.
- Make certain that you placed the juice glass + 2 cm on the top of silver ware (Dessert / dinner knife followed the company standard set up)

Taking food order

- If the restaurant / hotel using a'la carte menu taking food order is compulsory
- If the restaurant / hotel using Buffet service you don't need to take the order from the guests, we let the guest to take their food by themselves.

Serving the food starting from starter until main dishes

- The ways are same like how to serve any foods.

Asking for satisfaction

- Can be done as follow Excuse Me madam/Sir,
- How was your breakfast ?
- How is your breakfast? Etc

Presenting the bill

- Presenting the bill is not necessary when the room charge/ rate are included with breakfast

TAKING THE ORDER:

- Always give chance to the guests to learn the menu
- Remember the guests may not fully understand what is in the menu
- Be helpful, explain what is in the menu and give suggestion
- Stand erect from right side of the guests while taking the order but make sure your body not to close to them
- Always write the orders clearly on an order pad
- Start with ladies first or children are priority while taking the order
- Listen clearly and never interrupt while the guests speaking
- Always repeat the order to make sure
- Chairs around the table are mentally numbered (1, 2, 3, 4) etc. Make a good convenience way for number the person. For example, the closest chair to the station / corner of the table, as number one and next will be to the left (clockwise)

QUALITY SERVICE:

- Anticipate passenger needs
- Recognize the passenger by name
- Quickly respond to any special requests
- Cheerfully greet the passenger each day
- Use a pleasant tone of voice
- Remember passengers special interest

GENERAL RULES FOR DINING ROOM PERSONEL:

- Be aware of your schedule duties check notice board each shift
- Be punctual check in time is 30 minutes before service
- Check the Mis-en-place to be sure everything is there before the service
- Maintain personal hygiene refer to Company/College standard
- Do not eat or drink in the dining room or kitchen area even in dishwasher area
- No group meeting waiter and bush boy must stay in their own station at all times and should avoid casual conversation in the dining room during service
- Do not shout, use abusive language and speak English in front of guest
- Be on team work makes everybody's life easier
- Respect each other as you want to be respect
- Follow carefully the traffic rules and never work too fast or run while in the dining room
- Handle dishes and utensils in a quiet and orderly manner, be particularly careful about noises in resetting of tables while guests are in the dining room
- The trays should not be over load
- The silver & glasses should be cleaned and polished in the pantry, never do this while in the dining room
- Set the cutlery only by holding the handles never mouth end
- Never touch drinking edges of glasses with your finger
- Never touch any ready to eat food with your bare hands
- Never touch your face or hair if you do, wash your hands
- When giving orders to the station cooks, speak clearly, courteously and not too loudly
- Be particularly careful not antagonize the station cooks, remembering at all times that their corporation is essential
- After receiving your orders in the kitchen, examine them carefully for appearance, garniture and quality.
- When collecting several dishes. It is usually best to get the cold dishes first and hot dishes last, so that may be served at the best temperature
- Ask your guests if they are enjoying their food. If a guest is unhappy, quickly offer an alternative and report the problem to the head waiter
- Never rush, never start cleaning the tables nearby if guests are still sitting, this very impolite

WHAT IS GUEST?

- A guest is the most important person in the business
- A guest is not dependent upon the business, but the business is dependent upon guest
- A guest satisfaction is the main reasons for our continual success
- A guest is always right

GUEST COMPLAINS

Dealing with angry guests is never easy. They are not always right, but the most effective method is to treat them as if they are and apologize, some points to keep in mind when handling complaints are:

- Listen to the whole complain without interrupting
- Do not become defensive
- Ask questions to show you understand the problem and their feelings
- Explain carefully what you can and cannot do for them
- Take immediate action and inform your supervisor
- Follow up to make sure they are satisfied

Room Service

Is one of section under F & B departement which is responsible to receive and deliver every foods and beverages order from guest room

- TELEPHONE ETIQUETTE
- ORDER TAKING PROCEDURE
- DELIVERING ROOM SERVICE ORDER

Telephone Etiquette

- Stop previous conversations before picking up the receiver.
- Answer the telephone promptly, courteously and listen carefully.
- Give friendly & warmly greeting, e.g. Room service good morning/afternoon/evening.
- Use the caller's name whenever possible.
- Write the room number down first on the guest check.
- State the approximate that the guest can expect the order.
- If you must interrupt the conversation, explain the reason to the guest and do apologize
- Thank the guest for the calling.
- Allow the guest to put down the phone first.
- Do not let the guest to hear unnecessary noise and background conversations. Order takers should not converse among themselves.

Order Taking procedure

Pick up the phone immediately as the phone ringing

- Ex. "Good morning (afternoon/evening), Room Service, Rita speaking, may I help you (can I help you/ how may I assist you/ may I assist you)?"

Ask for the guest's name and the spelling if necessary.

- Ex. "May I know you name, Sir?"

- "How do you spell (write) your name, please?"

Ask for the room number.

- Ex. "Your room number please?" / May I know you room number please?

Ask for the number of persons.

- Ex. "For how many (persons) would that be, Sir?"/ How many persons of you sir, ?

Ask for the order in sequence.

- Ex. "What would you like to have for the appetizer, Mr. Ray?"

- "Would you like to follow with soup?"

- "And what about the **main course**, Sir?"

- "Would you like something as the **dessert**?"

- "For the drinks, Mr. Ray, what would you like to have?"

Repeat the order.

- Ex. "May I repeat the order Mr. Ray? So that....."

- (Read the order, Mention the room number and name, Tell the guest the approximate time of delivery.

- Ex. "It will take 15 minutes to deliver the foods, Sir?"/ Excuse me you order will be served in 15 minutes

Ask if the order will be paid in cash or charged to the room.

- Ex. "How will you settle (pay) the bill, Sir? By cash or sign it?"

Thank the guest for the order.

- Ex. "Well Mr. Ray, thank you for your calling. We will deliver you food in 15 minutes. Have a great day/have a great evening .

Delivering Room Service order

Order Checking

- Check the order before deliver to the room is that exactly right or no and check may a special request such as: no sauce garlic or no onion or extra chips, etc.

Carrying Order

- Carry order to the right room recheck guest room number before deliver the order, left room service to guest room and use the shortest and fastest ways.

Knock the guest door

- After arrived in front of guest room, make sure you see the guest room number clearly and stand up straight than knock the door three times by middle right finger (tock tock tock) than wait until guest answer and open the door.

Greeting the guest

- Entering the guest room after you greet the guest when the guest opens the door. "Smile and greet" the guest politely in a warm friendly way.
- EX : Good Morning Mr. Ray this is your room service order ! May I Come in ?

Presenting the bill

- After the order you left on the table and present the guest bill, by saying , excuse me sir, this is your bill.
- If the guest would like to charge to the room, make certain to check guest name, guest signature and guest room number.

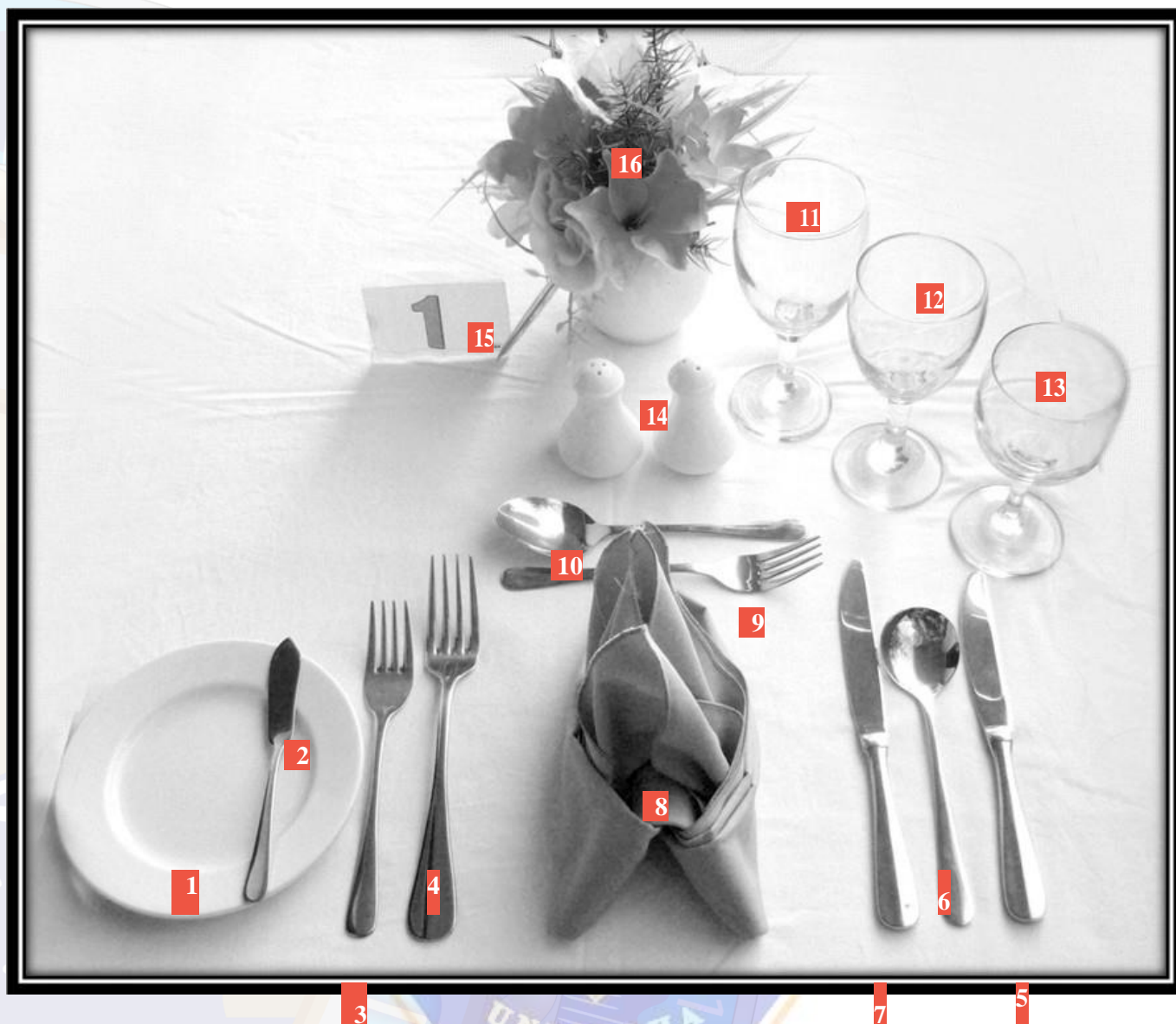
Leave greeting

- After guest fixed up the bill say "Thank you Mr. ray, have a nice breakfast, and after your meal, please let us know, good bye

Clear up

- On your way back to room service, should always check if there is some soiled plate or glass along the way, if so clearing up and bring it to steward. Before leaving room service inform to order taker

LUNCH and Dinner TABLE D'HOTE Cover (LUNCH & Dinner FULL Set Up Standard)



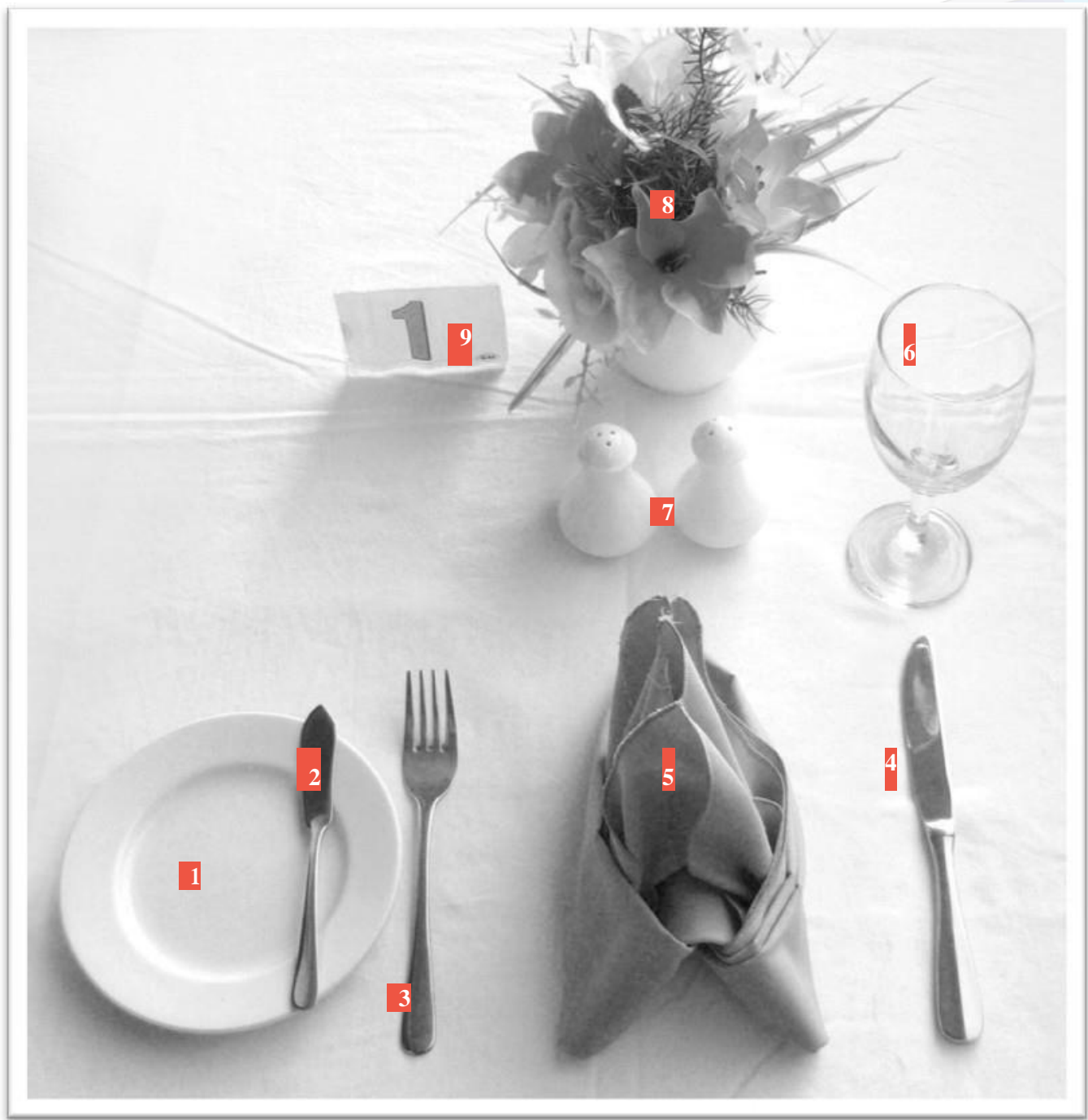
REMARKS

1. B & b Plate
2. B & B Knife
3. Dessert Fork
4. Dinner Fork
5. Dessert Knife
6. Soup Spoon
7. Dinner Knife
8. Napkin

9. Dessert Fork
10. Dessert Spoon
11. Water Goblet
12. Red Wine Glass
13. White Wine Glass
14. Salt & pepper shaker
15. Table number
16. Flower vase



LUNCH & Dinner A'La Carte Cover (LUNCH & Dinner Single Set Up Standard)

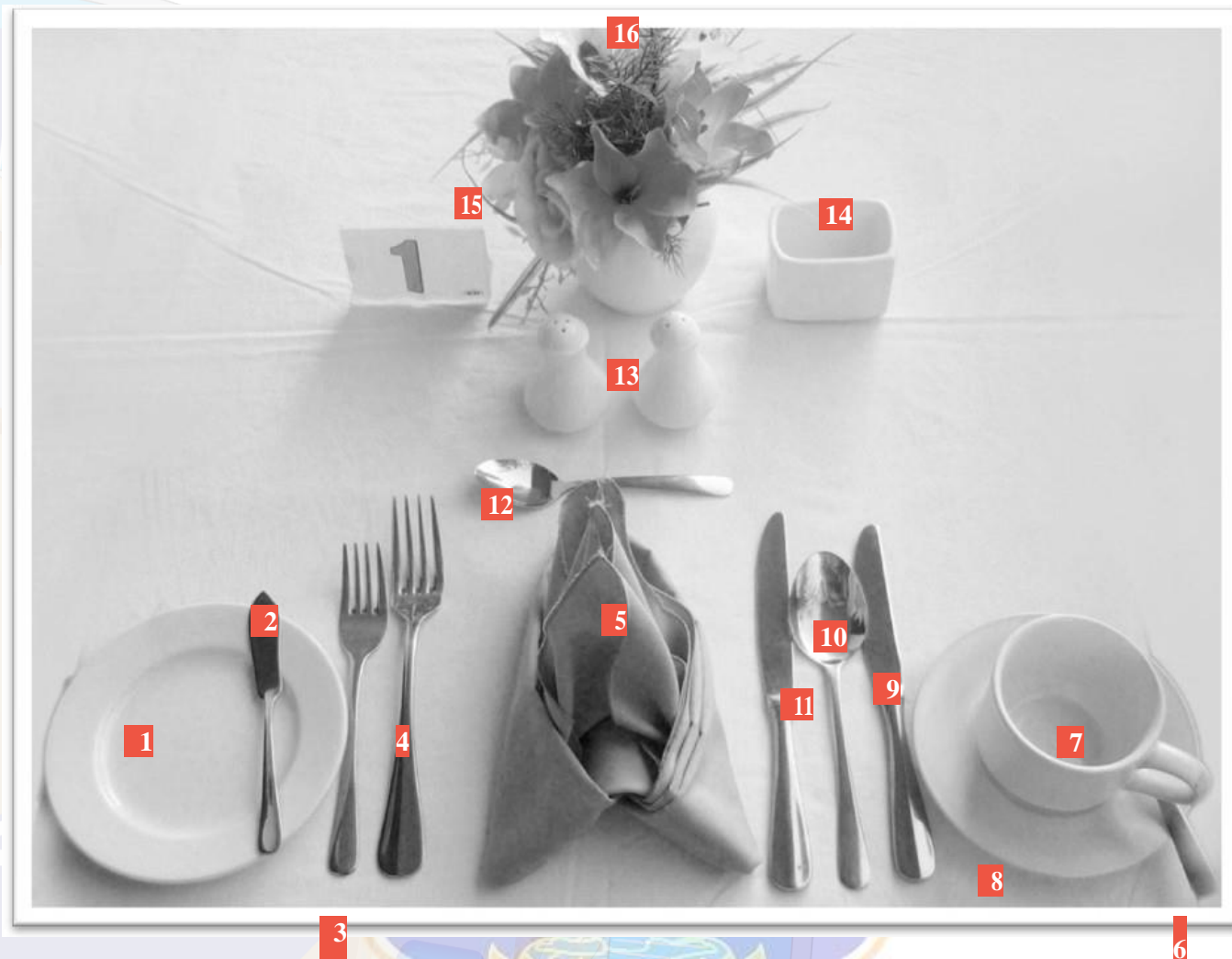


REMARKS

1. B & B Plate
2. B & B Knife
3. Dessert Fork
4. Dessert Fork
5. Napkin

6. Water Goblet
7. Salt & pepper
8. Flowervase
9. Table Number

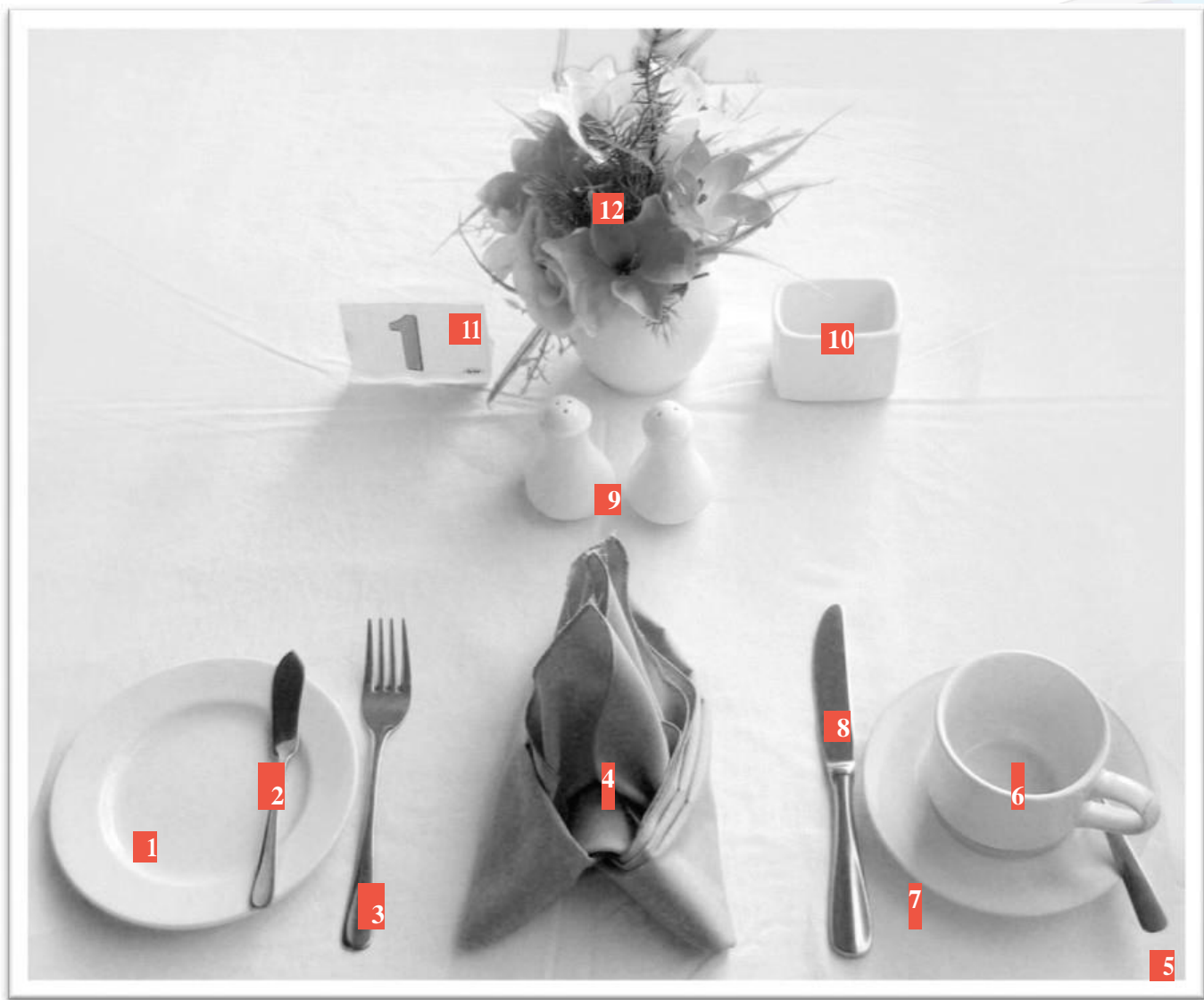
BreakFast TaBLE D'HotE Cover (BreakFast FULL Set Up Standard)



REMARKS

- | | |
|------------------|--------------------------|
| 1. B & b Plate | 9. Dessert Knife |
| 2. B & B Knife | 10. Cereal Spoon |
| 3. Dessert Fork | 11. Dinner Knife |
| 4. Dinner Fork | 12. Tea Spoon |
| 5. Napkin | 13. Salt & pepper shaker |
| 6. Tea Spoon | 14. Sugar Bowl |
| 7. Coffee Cup | 15. Table number |
| 8. Coffee Saucer | 16. Flower vase |

BreakFast A' La Carte Cover (BreakFast Single Set Up Standard)



REMARKS

1. B & B Plate
2. B & B Knife
3. Dessert Fork
4. Napkin
5. Tea Spoon
6. Coffee Cup

7. Coffee Saucer
8. Dessert Knife
9. Salt & Pepper
10. Sugar Bowl
11. Table Number
12. Flower Vase

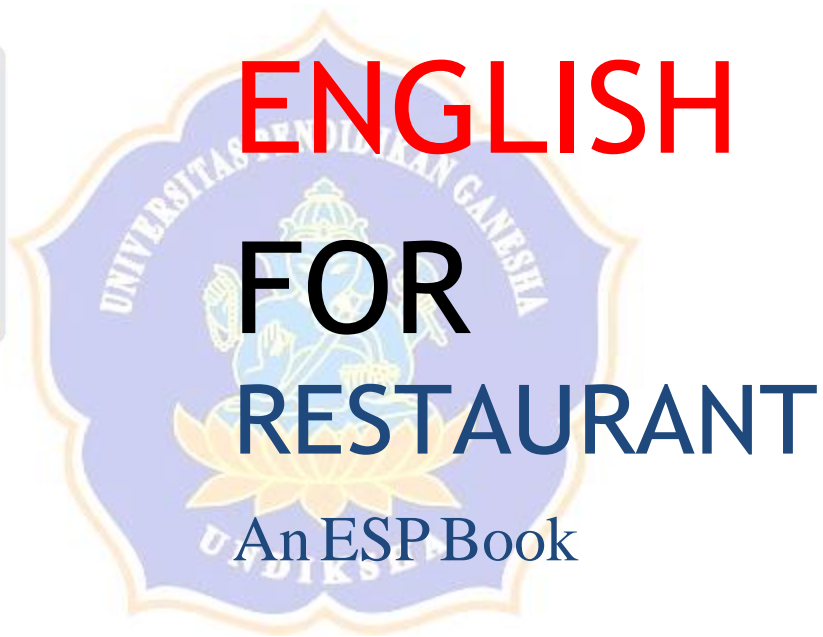
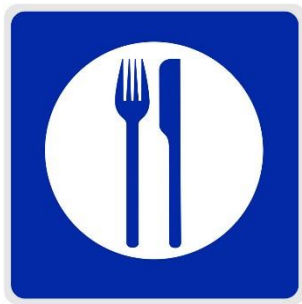


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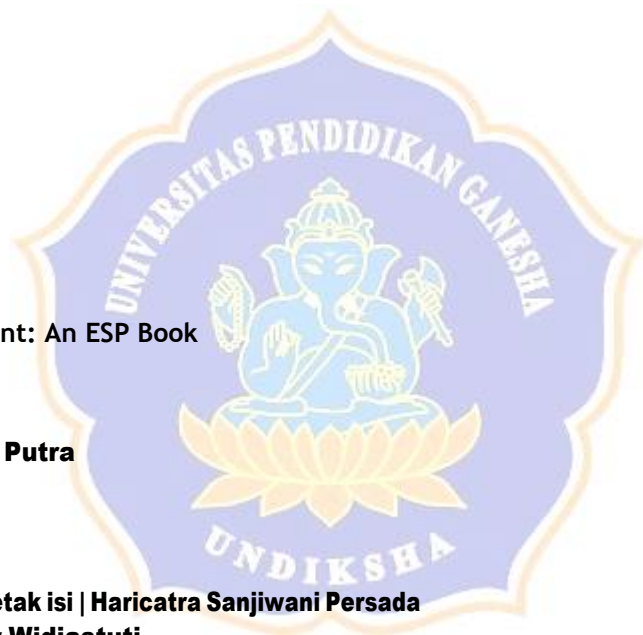
ENGLISH

FOR

RESTAURANT

An ESP Book

Ketut Eni Ariyanthi



English for Restaurant: An ESP Book

Ketut Eni Ariyanthi

I Nyoman Adi Jaya Putra

Kategori: ESP

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Introduction

English for Restaurant is a practical guide designed to help course participants of English develop their English proficiency related to the restaurant department. This book offers eight units containing a variety of activities to improve the English skills needed for the hospitality industry. The objective of this book is to encourage students to be more active in class. The English for the restaurant has been developed explicitly for the prospective waiter or waitress who will work in the cruise line, hotel or restaurant industry, where it based on basic and standard competencies. It is also based on target learning needs from analysis research. Therefore, it provides active materials that students need to use. This book comes with files which covers four aspects: input, content focus, language focus, and tasks as suggested by Hutchinson and Water (1987).

I tell students, ‘you are in the driver’s seat – I just help you make the map and choose your destination.’

–George Pecchio, MHS High School English Teacher.



INPUT

Each unit begins with monologue and dialogue related to the restaurant activities which are related to material being discussed and some relevant pictures or illustrations. Each activity involves group work or pairs to encourage students to stimulate their comprehension about the topic that they will learn. In this case, the students are expected to think about the subject of material being discussed by drawing on what they have already known, eliciting their opinion through the monologues or dialogues and pictures or illustrations that have been provided. They are expected to be able to motivate and attract the course participants' attention and motivation then meet their needs.

CONTENT FOCUS

This section contains the materials that students need to be understood. It is designed based on the materials needed for the restaurant, which were contained example materials for restaurant knowledge and activities. The students are expected to be ready to know the implementation of these materials in restaurant activities.

LANGUAGE FOCUS

This section more focuses on the ability of a material to encourage students in using the language. It contains some language expression which needs to be considered by course participant connected to the materials being discussed. In this section, course participants are given information about the language patterns in the form of grammar review which example related to the restaurant activities.

TASK

This section is designed to lead to communicative competence based on what they learned on the input, content focus, and language focus. It contains some exercise for the fourth language skills: listening, speaking, reading, and writing which, the grammar exercise also provided.



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UNITI

PROCEDURE OF HANDLING CLEANLINESS

Basic competence:

Adequate understanding of the concept of cleanliness procedure in workplace.

Indicators of achievement

1. Practice the procedure of cleanliness.
2. Show steps to define and prevent hygiene risk.

INPUT

ACTIVITY 1

Read the following dialogue! Find out what is being discussed by the waitress and the guest!



Waitress : Good Morning, Sir. How may I help you?
Mr. John : Yes, I booked a table for 2 persons.

Waitress : Of course, Sir. Please come this way.

Mr. John : Thank you, May I have a menu? Do you have a salad here?
Waitress: Yes, Sir.

Mr. John : May I order 2 portion of Caesar salad and 2 glass of lemon ice?
Waitress : Yes Sir. I'll take your order, Please wait a moment.

Mr. John : Excuse me, May I know if this restaurant is certify with cleanliness procedure?

Waitress : Of course. We have a certificate of cleanliness from HACCP Auditor HACCP (Hazard Analysis Critical Control Point). We also do regular cleaning after end shift. All food materials have been checked before we kept them in proper place to avoid contaminations

Mr. John : That's good. Cleanliness is most important for Restaurant Business!
Waitress : Yes, it is.

Waitress : (several minutes later) Excuse me, Sir. Here are your salad and lemon ice.

Mr. John : Thank you.

Waitress : You are welcome. Is everything up to your satisfaction, Sir? Mr. John : Yes. Your salad is so delicious.

Waitress : Thank you.

ACTIVITY 2

Choose the picture that has relation to cleanliness procedure at working area and please explain why you think so!



Picture 1



Picture 2



Picture 3



Picture 4

CONTENT FOCUS

Kitchen and service staff need to implement safety and procedure of food preparation and serve to the guest. This section describes how we can identify procedures of cleanliness and how to access to a safe food environment.

❖ **Practice the procedure of cleanliness**

1. All staff in charge must be in well condition (body temperature is not more than 37.3) when start working, if it is more that than 37.3°C, the employee is encourage to see a doctor and not allowed to work at hotel / restaurant.



2. Washing the hand, change the disposable gloves

themselves, personal habits cleanliness; personal hygiene and health. Because its might impact with the safety and quality of food served to the guest.

3. Cleaning and sanitizing of food utensils, equipment, areas and preparation surfaces in every four hours. Always use detergent and sanitizer to clean food item, surfaces equipment, crockery and cutlery.

4. Need to keep food equipment, utensils including food thermometers in properly areas and ensure to maintain such as refrigerator, freezers, hot and cold holding units.

5. Specific food handling techniques is a must to optimize food safety.

6. Use of food thermometers to check food and equipment temperatures.

7. Waste disposal to enable the proper removal of waste from kitchens and from the garbage storage area.

There are some systems internal safe food handling to implement such as:

- Identify the workplace food safety hazards and ensure at each stage of the food handling process and in all areas food is handled.
- Ensure all food are keep under control (example the food is always handled and stored within parameters, ensure it remains under control and safe to eat)
- Describe specific action we must take if there is food becomes unsafe, either need to disposing to avoid any problem.
- Identify the records and maintain a safe food environment. This record must be completed as required for the individual record type and also if there is an auditor then we have a note.

❖ **Step to define and prevent hygiene risk**

Staff must be aware about personal hygiene, health and alert to the possibility of any risk post by hygiene hazards in the workplace.

Because its might impact with the safety and quality of food served to the guest.

What is food hazard? Food Hazard is a food hazard may be seen as any microbiological, chemical or physical contaminant in food

There are 4 caused of Microbiological contamination such as:

1. **Bacteria:** it might be found in the air, soil, on our hands, equipment and utensils. Bacteria live in both humans and animals, growing and multiplying, aided by warmth, moisture, time, food and oxygen. Bacteria reproduce rapidly and the average bacteria take 10 or 20 minutes to produce.
2. **Spores:** it will change into spores when some bacteria can survive in harsh environments. The spores is very tough and difficult to kill. When bacteria form into spores, they can re-form back into bacteria when conditions return to being favorable
3. **Moulds:** moulds is very dangerous if they are eaten by humans. It can be harmful or useful to food but in certain moulds damage the food on which they grow.
4. **Viruses:** not same like bacteria, viruses cannot multiply or grow in food. Viruses are very small and simplest forms of existence, almost 20 times smaller than the average bacteria. Viruses reproduce by invading a living cell and making the living cell reproduce the virus.

There are some step to define and prevent hygiene risk such as:

1. Be always aware about food hygiene / safety risk and hazard
2. We need to know about food safety which can be categorize from microbiological sources, chemical sources or other sources
3. We need to observe for possible hygiene risk in workplace
4. Report to supervisor if any food safety problem we cannot fix
5. Ensure food safety is taken promptly such as any food items, equipment, utensils and food contact surfaces involved.
6. Coordinate with housekeeping teams in order to controls the application of chemical for kitchen equipment
7. Be always to keep external waste areas are clean also all internal / external rubbish containers.
8. Be always to wash hands after handling waste

The most important that we have the technique of high risk food handling situations that may include microbiological contamination include:

- When working with any high risk/potentially hazardous foods
- When the amount of time high risk food spends in the Temperature Danger Zone must always be minimize

60°C, cold food may rise above 5°C), plus there is always the danger members of the public (untrained in correct food handling procedures) may contaminate the food.

- When any situation requiring thawing and re heating always poses a risk because the food may stay in the Temperature Danger Zone too long.

LANGUAGE FOCUS

Learn the following sentences and make sure that you can pronoun correctly!

Here is the....

This is yours.....

Here you are.....

I keep some vegetables in the fridge

Please wash your hand before take any food.

First apply shampoo to hair and then rinse thoroughly.

VOCABULARY FOCUS

Study and practice the vocabulary in the box below!

Vocabulary	Pronunciation	Vocabulary	Pronunciation
hygiene (n)	/haijien /	hazard (n)	/haezard/
safety (n)	/seiftie/	bacteria (n)	/baek;tiriea/
cleanliness (n)	/'klenlienas/	wash (v)	/'wasy/
sanitary (n)	/'saene'terie/	health (n)	/helth /
sanitizer (v)	/'saene'taizer/	rinse (n)	/rins/

Note: n = noun; v = verb; adj. = adjective; adv. = adverb

TASK 1

READING ACTIVITY

Read the dialogue about cleanliness and preparing breakfast at restaurant. Please practice with your friend!



On Sunday morning, Mr. Simons called one of waiter who was in charge for breakfast. He got complaint because he finds cockroach on his fried rice. He asked to speak to Restaurant Manager!

Mr. Simons : Hi.... Can you come here please?!

Waiter : Yes, how may I help you, Sir?

Mr. Simons : Look at my dish! How come I eat fried rice with cockroach on it!

Waiter : I do apologize, Mr. Simons. I will replace it with a new one.

Mr. Simons : Call your manager. I'll speak to him.

Waiter : Yes Sir, I call my manager

Manager : Excuse me, Mr. Simons. My name is Made. I am the manager of this restaurant.

Mr. Simons : You are manager here? Look. There is a cockroach in my five-star hotel fried rice. I am being upset now!

Manager : I do apologize Mr. Simons; would you mind if I change with the new one and also, I will serve additional dessert for you. Special dessert menu today is chocolate pancake with ice cream.

Mr. Simons : I just wondering if your restaurant does not have cleanliness and hygiene procedure....

hygiene procedure. We also have certificate of cleanliness from auditor and we do deep cleaning every week. Mr. Simons : I see but how come the cockroach was in my dish?

Manager : Yes sir, once I do apologize and please wait for minute, I will back soon with new fried rice and dessert for you.

Mr. Simons : ok Thanks

Manager : Thank you for your kind understanding. I will promise it will never happen again.

TASK 2

WRITING ACTIVITY

Fill in the dialogue with suitable words in the Column!



Waitress : Good evening Ms. Cho. How may I assist you Ma'am? Guest : I need something cold.

Waitress : Yes mom, (1)..... drink today are Singapore slim and ice Dalgona coffee

Guest : Do you (2)..... the menu?

Waitress : Here is the menu mom.

Guest : Thank you. May I (3).....one glass of Singapore slim and Caesar salad please?

Waitress : Of course Ma'am, I will (4)..... Your order

Guest : Thank you

Waitress : Excuse me Ms. Cho, here are your Singapore slim and Caesar salad. Guest : (in 5 minute later) Ms. Cho called a waitress. Hello. Excuse me!

Waitress : yes Ma'am, what can I do for you? Guest: Your salad is so

(5).....



Waitress : Is there something wrong Ma'am?

Guest : Look! There is a paper napkin on my plate

Waitress : oh I do apologize Ma'am; it should not (6) with your salad.
May I

(7)With new salad mom?

Guest : ok please be quick! I am so

(8)..... Waitress : yes Ma'am, I will
come back soon. Waitress : Here is your
new salad mom.

Guest : Thank you. Why it was so (9)? Do you have safety
and hygiene procedure in this restaurant?

Waitress : Yes Ma'am, we have (10).... And (11)procedure
here. I do apologize because now we are less in manning and
we asked our trainee to take the order.

Guest : All right, it's no problem.

Waitress : Yeah Ma'am, I do apologize for the inconvenience. We
promise it will not happen next time.

Guest : Ok. Thanks!

special	order	take	drink	disgusting
happen	safety	change	hungry	messy

TASK 3

Please find ten difficult words about cleanliness, safety, hygiene, food hazard,
write down on the Column and discuss with your seatmate!

1.
2.
3.
4.

Individually, write a 5-10 sentence paragraph about what you have learned in this unit!



MAINTAINING KITCHEN & RESTAURANT EQUIPMENT

Basic competence to be achieved

Adequate understanding how to maintain kitchen and restaurant equipment

Indicators of Achievement

1. Identify the equipment
2. Maintain kitchen and restaurant equipment

ACTIVITY 1

Please explain why we need to maintain kitchen and restaurant equipment!



Picture 1



Picture 2

Activity 2: Read the following monologue. Find out what is being discussed by Yumiko as General Manager at a 5-star hotel in Bali!

Good Morning all head of department, today I want to inform you that next month we will have auditor HACCP (Hazard Analysis Critical Control Point). Pleased inform your staff to clean all the areas. Especially for chef and restaurant manager, please ask your teams to maintain kitchen and restaurant equipment.

Ensure all equipment are clean such as cutlery, glassware, chinaware. The auditor will walk through the kitchen and restaurant area. They will also have lunch here. The assessment from cleanliness all areas, equipment and food hygiene. If you have any question please feel free to ask me.

Thank you – Yumiko



CONTENT FOCUS

As discussed in Unit 1 about cleanliness procedure, cleanliness for kitchen and restaurant equipment are also important. When the public enter restaurants it is the cleanliness that is first noted. The first impression of our guest is cleanliness. After we well understand about cleanliness, in this unit we describe how to maintain kitchen and restaurant equipment.

❖ Identify the equipment

There is some equipment in kitchen and restaurant area such as:

1. Utensils

- Chopping boards
- Stainless steel bowls
- Pots
- Pans
- Plates
- Platters
- Crockery
- Cutlery
- Glassware
- Fork
- Spoon

2. Sink

- Hand washing sink
- Food washing sink
- General purpose sink

3. Stove

4. Coffee Machine

5. Refrigerator (fridge)

6. Bar equipment



❖ How to maintain kitchen and restaurant equipment

All equipment above need to be maintained and cleaned in accordance with the Food safety Plan (FSP) for the premises. It is really important to keep all equipment clean to stop bacteria spreading to food.

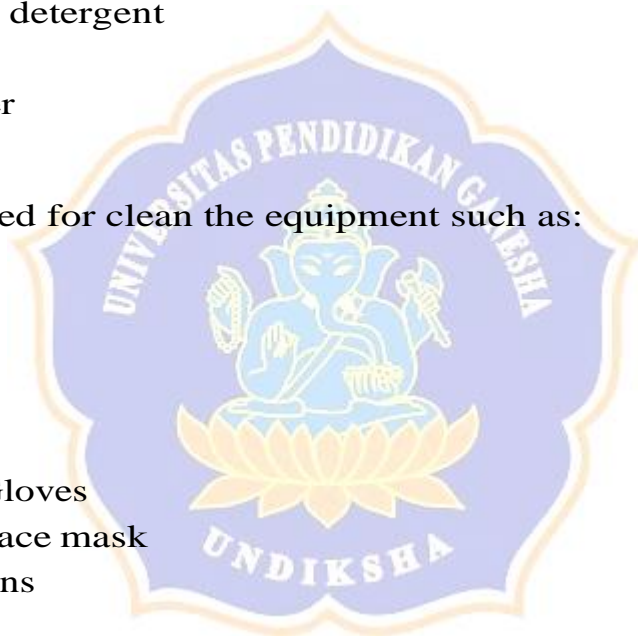
1. Equipment must be cleaned and sanitized in between handling raw high-risk food and handling cooked, ready to eat food.
2. Equipment must be cleaned and sanitized at least after each service session. It is not advised to use a piece of equipment such as a meat slicer throughout the day and only cleaned once at the day.
3. Specific items that need to be cleaned and sanitized are Crockery, Glassware, Cutlery, Utensils (spatulas, slotted spoons, scoops, lifters), pieces of food preparation, food storage and food display equipment such as cool rooms, refrigerator, stoves, ovens, deep fryers.
4. Store and protect equipment and utensils after being cleaned and ready for re use.
5. Store cleaning items and chemicals after clearings has been completed.

Some chemical that used for clean the equipment are:

- General detergent
- Dishwasher detergent
- Bleach
- Oven cleaner
- Grill cleaner

What tools are used for clean the equipment such as:

- Cloths
- Sponge
- Buckets
- Brushes
- Dishwasher
- Protective Gloves
- Protective face mask
- Warning signs



Storing cleaned equipment

- Must be clean
- Must be dry
- Must be stored to prevent contamination
- Must be protected from contamination
- Must be ready for being used next time

LANGUAGE FOCUS

The following expressions are useful in asking and answering the questions!

- + Please ensure washing utensils after being used!
- + Put the coffee machine always on during your shift
- + Use detergent when you wash frying pan!
- + Please always clean the sink!
- + Polish all glassware before being set up on the table
- + Yes I washed (it, them) already
- + Of course sir!
- + I always use detergent
- + Yes mom!

VOCABULARY FOCUS

Study some vocabulary and its pronunciation in the table below!

Vocabulary	Pronunciation	Vocabulary	Pronunciation
equipment (n)	/l'kwipmantl/	wash (v)	/ 'wasy/
utensils (n)	/ 'yuw'tensel /	blender (n)	/ 'blend r/
pan (n)	/ 'paen/	chemical (n)	/ 'ke mi kal /
stove (n)	/ 'stowv/	clean (adj)	/ 'klien /
sink (n)	/ 'singk/	detergent (n)	/ 'ditarjant /

Note: *n* = noun; *v* = verb; *adj.* = adjective

TASK 1

Reading activity

Please pick your question by rolling your dice twice. The 1st roll determine one number on the top. The 2nd roll determine the number on the left



	1	2	3	4	5	6
1	1 Ask questions	What is your hobby?	Identify 5 utensils used to clean in kitchen	What is the name of the place to wash dishes?	Why do we need maintain the cleanliness	Ask questions
2	What is your favorite drink?	Please explain why we need to maintain the equipment?	What is a function of spatula?	Ask questions	What a job are you looking for?	Do you like a coffee?
3	Please describe some Restaurant equipment?	Why do you need to clean the equipment?	Identify 5 utensils used to clean in restaurant	Please explain how to maintain the equipment?	Why do we need polish glasses after been used	What is your favorite food?
4	Do you like a salad?	Ask questions	Do you think we need to store all equipment after been used?	Identify types of kitchen equipment	Ask questions	What is your opinion when you have dinner at café with unclean spoon?
5	What is the name of making coffee?	What is function of refrigerator	Why do need to clean glassware after been used?	Please tell your main job as a waitress?	What is a function of blender?	Do we need to clean stove after been used?
6	Ask questions	What is a name of the cooking equipment?	Please explain some chemical that used for cleaning equipment?	Ask questions	What is your expectation when entering one restaurant?	Ask questions

TASK 2

Write the name of each kitchen and restaurant utensils next to the correct picture!





3



4



5



6



7



8



9



10

-  Frying Pan
-  Coffee machine
-  Refrigerator
-  Utensils
-  Glassware
-  Chinaware
-  Bar equipment
-  Sink
-  Blende
-  r
-  Stove

TASK 3

Speaking activity

Please take 1 card and answer the question, share with your friend in front class!

Speaking Cards

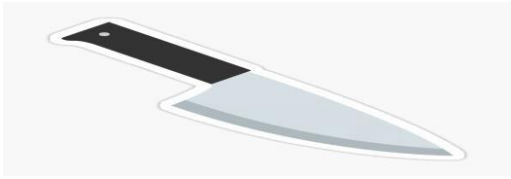


Why do we need to clean the



What chemical are used for cleaning





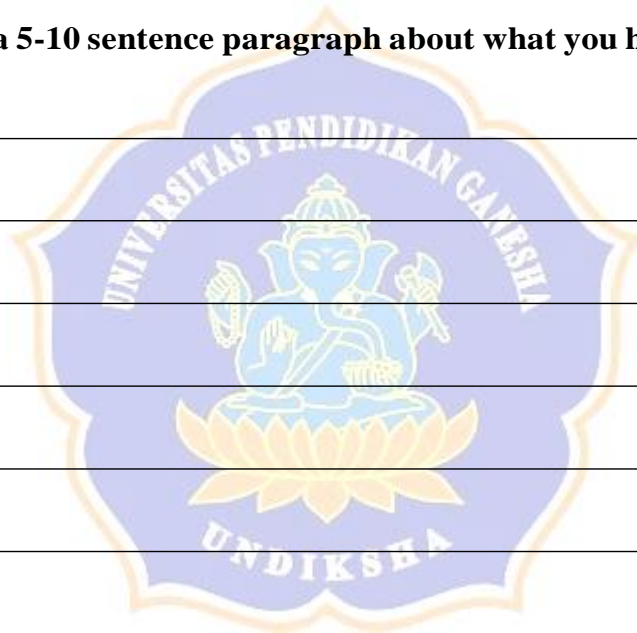
Please describe some equipment in
kitchen and restaurant area?



Please explain some tips in maintaining
this equipment?

REVIEW SECTION

Individually, write a 5-10 sentence paragraph about what you have learned in this unit!



RENEWING LOCAL KNOWLEDGE

Basic Competence to be achieved:

Adequate understanding the concept of local knowledge.

Indicators of Achievement

1. Develop local knowledge

INPUT

Activity 1: Read the following dialogue. Find out what is being discussed in the dialogue.



Ms. Shabrina comes from Thailand. This is the first time in Bali. She is staying at Hotel Pelangi Resort for 7 days. One day she comes to restaurant for having lunch. She asked for one of the favorite menu in Indonesia to a waiter.

Waiter : Good Afternoon ma'am, how may I assist you?

Ms. Shabrina: Hello, good afternoon! May I have a menu?

Waiter : Yes, certainly ma'am! This is our menu.

Ms. Shabrina : What is your favorite Indonesian menu?

Waiter : Here we have nasi goreng, Ma'am.

Ms. Shabrina : Nasi Goreng?

Waiter : Nasi goreng or in English it is fried rice. The ingredients are steam rice, some vegetables, meats, egg. It is cooked using sweet soy sauce. It is often accompanied by additional chicken satay, fried chicken and condiment such as sambal, acar and krupuk.

Ms. Shabrina : Oh, I see. It sounds so yummy. May I have one portion? Waiter : Of course, ma'am. Would you like to order drink also? Ms. Shabrina : Yes, one glass of orange juice please!

Waiter : Sure ma'am, wait a moment please.

Waiter : Excuse me. Here are your order nasi goreng and orange juice



Ms. Shabrina : It is so delicious! Oh ya, this is my first-time visiting Bali. Do you have

any recommendation for sightseeing tour?

Waiter : Yes ma'am. Actually Kintamani tour is a favorite destination for new visitor. You can see volcano and on the way back you can visit our mother temple. We have tour desk here, if you are interested in this package tour then I can ask the staff to book it.

Ms. Shabrina : Thank you. Yes, please book for tomorrow.

Waiter : Alright ma'am. Tomorrow they will pick you up at 7am. Please be ready at the lobby. Do not forget to bring your camera to take pictures!

Ms. Shabrina : Oh I see. I cannot wait to get sightseeing tour, Thank you.

ACTIVITY 2

Please explain the following menu and describe the ingredients. Discuss with your group!



Bubur ayam



Ayam betutu



Sop Buntut

ACTIVITY 3

Please read the following monologue. What is your favorite food?

Share with you friend at front class!



One of my favorite food is Gado gado. Gado gado is an Indonesian salad of slightly boiled steamed vegetables and hard-boiled eggs, boiled potato, fried tofu and tempe. It will be yummy if accompanied with lontong or rice wrapped in banana leaf. Gado gado is served with a peanut sauce dressing and more complete if served with krupuk. How about you?

CONTENT FOCUS

❖ Develop Local Knowledge

Why local knowledge is important about your venue, town, region or country:

1. To share and present our tradition, culture to tourists/visitors. We need to enhance the knowledge and experience
2. Inform tourists/visitors about what is happening locally and convince them to spend more time and money in your area which will help create more jobs

and generate even more tourism, offering them your favorite restaurant, bar

or club surrounding

3. Meet tourist/visitor expectation. Tourists/visitors expect staff at a venue to be able to advise them about local events and attractions

There is an information topics when developing local knowledge

1. General information on the tourism industry
2. Local tourism destinations, facilities and infrastructure
3. Tourism products including tourism services, facilities and rates
4. Environmental issues including eco-tourism
5. Local attractions, tours, events and places of interest
6. Local customs. This can include information about what visitors should not say or do, and information about local food and drinks.

❖ **Renew Local Knowledge**

Something basic we can share local knowledge to customer are:

1. Opening hours for a venue such as temple counter, restaurant, pub, discotheque, Water Park, hospital etc.
2. Prices to enter, cost of tickets and tours
3. Schedules and timetables of shows, buses, trains
4. Information about sightseeing, fun activity
5. Please tell them the dos and the don'ts when they enter the temples

Ask guest the place where they have already been and what they have already seen so you can:

1. Recommend attractions and local destinations they have not yet seen
2. Provide them with information/brochures about those places
3. Give the information clearly and give your first-hand impressions about the attraction or destination, where applicable

Please remember that tourist or guest are not local, so you must give the correct information to them. You have to speak in good English clearly so they will fully understand. The main point is that it never hurts to check with tourists/visitors that they fully understand and appreciate even the basics of your society and culture.



There are some tips to renew your local knowledge such as:

1. Be always active to get information from newspaper, internet or source local information
2. Take notes about information you discover
3. Share new local information with your colleague so they also can update the information
4. Develop a suitable local tour for visitors to enjoy such as half day or full day trips
5. Develop a list of local contacts you can turn to in order to help visitors with extra need for local information
6. Involve your colleagues to offer help for all guest or visitor if needed.

LANGUAGE FOCUS

The following expressions are useful in asking and answering the questions!

- ◆ Excuse me, where is the nearest Hospital in here?
- ◆ Could you please let me know what time the Bank is closed?
- ◆ Do you know where I can change the small money?
- ◆ What is the best place for sightseeing?
- ◆ Can you please tell me how long does it take to get to Mother temple?

- ◆ Yes, the nearest Bank is at Legian street, mom!
- ◆ The Bank is closed at 3pm, Sir!
- ◆ There is a money changer overthere mom!
- ◆ The best place for sightseeing tour is Panelokan Kintamani tour!
- ◆ Is takes around 2 hours to get Besakih Mother temple!

VOCABULARY FOCUS

Study some vocabulary and its pronunciation in the table below!

Vocabulary	Pronunciation	Vocabulary	Pronunciation
local (n)	/ˈləʊkəl/	restaurant (n)	/ˈrestərɒnt/
knowledge (n)	/ˈnɒlɪdʒ/	ask (v)	/sɜːk/
loyalty (n)	/lɔɪəlti/	money	/ˈmʌniˈeɪnjər/
		changer(n)	
internet (n)	/ˈɪntənɪt/	hospital (n)	/ˈhɒspɪtəl/
welcome (n)	/ˈwelkəm/	honest (adj)	/ˈɒnɪst/

Note: n = noun; v = verb; adj. = adjective

TASK 1

Reading activity

Read the reading passage again and give your opinions regarding the following questions:

1. Give three reasons you should have local knowledge about your place, culture town, region and country
2. What is your recommendation if the guest want to go to water temple?
3. Answer 'True' or 'False' to the following statement: 'in the first time when you meet the guest in your work place. First thing you would like to share are your country, tradition, culture and favorite food. Give

us your reason!



- 4. Identify three of trips / tours we can offer to
- 5. In your opinion. What staff should be involved in communicating local knowledge to visitors?

TASK 2

Listen to the audio and complete the paragraph below with the missing words!

There are two types of menu such as (1)..... and (2) Both menu comes from (3)....., it makes from fresh fish that wrapping by banana left then (4).....or grilled.(5).....is an Indonesian spicy water (6) Dish from Lombok. (7) It is made from blanched kangkung leaf and served with (8)..... That is made from ground red (9)....., garlic, shallots, salt,

TASK 3

Complete these short dialogues!

Waiter : Excuse me sir, how may I help you?
Guest -----
: 1
Waiter : Yes sir, the nearest money changer is at Kuta street. Across from Indomaret.
Guest : 2
Waiter : Would you like to get Blue Bird taxi, Sir?
Guest : -----
Is it far? -----
Waiter : 3
Guest : Oh, I think so
Waiter : 4.
sir? Guest -----

REVIEW SECTION

Individually, write a 5-10 sentence paragraph about what you have learned in this unit!





PROVIDING LINKS BETWEEN KITCHEN AND SERVICE AREA

Basic Competence to be achieved:

Understanding the concept of providing a link between kitchen and service area.

Indicators of Achievement

1. Build cooperation between kitchen area and service area
2. Clean the food service area

INPUT

Activity 1: Read the following dialogue. Find out what is being discussed in the dialogue



Kitchen staff (Iluh) : Hi, Made. Can you please bring the captain order table no. 7 please?

Waiter (Made) : Yes sure, the guest order one portion of chicken Gordon blue with mashed potato. Don't forget to put chili sauce on it.

Kitchen staff (Iluh) : Alright!

Several minutes later, the food is ready to be served then Iluh called Made. Waiter (Made) : Thank you Iluh!

Kitchen staff (Iluh) : No worries.

Waiter (Made) : Iluh, we got a good compliment from guest, they said that the food was delicious.

Kitchen staff (Iluh) : Really?

Waiter (Made) : Yeah sure. Thank you for your nice cooperation. Kitchen staff (Iluh): You are welcome. Thank you for your nice job also.

Activity 2: Please explain the activities in each picture. Discuss with your group!



CONTENT FOCUS

After discussing about procedure of handling cleanliness, how to maintain kitchen and restaurant equipment, and update local knowledge in the previous unit, in this unit we learn about cooperation between kitchen and service area. The relation between kitchen and service area and the urgency of building cooperation with other departments.

- ❖ **Build cooperation between kitchen and service area**



Communication is really important in providing a link between kitchen and service areas such as giving examples of information which may need to be relayed, identifying the staff who may be involved and present appropriate communication techniques among staffs or in providing service to the guest. Therefore, between kitchen and service area need to build a good relation, good team work and cooperation. Some information which may need to be relayed from staff service to the kitchen are as follows.

- General food orders – as given by guests to waiters. The information includes table number, number of guests, dishes ordered, name of waiter.
- Specific guest's request for general orders for instance timing requirements for the overall meal, certain courses, typical ingredients or co-ordination of service (with other tables in the same group and with beverage service, speeches, dancing and other activities which may be part of the dining experience).
- Special requests related to personal preferences such as dietary/health needs, cultural requirements, and religious issues.
- Additional or side orders for the table or individual guests.
- Details of complaints made by guests so kitchen is aware of problems related to certain foods or dishes.
- Requests for additional items such as more bread rolls, butter, extra salad, and vegetables.

❖ **Clearing up food and service area**

Service staff needs to clean item such as food and drink from restaurant table. Term and procedure to clean the table is when the guest is finished with their food. And after that service staff needs to dust the restaurant table. All staffs need to be aware of cleanliness in working area.

There are some items which need to be cleaned as follows.

- Crockery and cutlery must be cleaned after being used.
- Plates and bowls
- Jugs
- All sorts of cutleries.
- Items are no longer needed by diners.

- Bread baskets and butter dishes
- Condiments
- Soiled napkins and unused serviettes
- High chairs
- Table top
- Linen – soiled and clean table cloths, waiter’s cloths and overlays.

Things to be noticed when we do clear-up.

- Always try to communicate with servers when clearing breakfast buffet. For ala-carte, we may ask if they need anything or ask for something. Eye contact can determine if they want something or they need you do something.
- Try to be back to the table after you return from the kitchen after taking something in the room or service point.
- Be quiet and professional. Stacking plates and clearing can potentially make noise so please minimize making any noises.
- Make sure the waiter’s station or service area is clear before you take food into dining area or service area.
- Please walk at a safe pace when removing items. Avoid knocking or loading your tray and consider several moves such as scraping plates, taking cutlery off plates, balancing the load, and not stacking items too high.



LANGUAGE FOCUS

Here are some expressions when communicate with staff service

Giving Guest Order

1. *Have you gotten the order?*
2. *Table no.2 has order 1 spaghetti bolognaise.*
3. *Would you like to put chili sauce on the food?*
4. *Can you please make 1 orange juice for table no.5?*
5. *Thank you for your help!*

Answering Question

1. *Yes I do*
2. *Of course*
3. *Yes I will prepare extra chili sauce on separate plate*
4. *Yes, I do*
5. *You are welcome*

TASK 2

Writing activity

Vocabulary Building

Please complete the chart below. All the words are related with operational / situations during working hours in the restaurant!

A Appreciate to team	O Offering menu
B	P Process of payment
C Clearing up	Q Queuing at cashier
D	R
E	S
F	T
G Greeting to the guest	U
H	V Victimization
I	W
J	X

TASK 3

Listen to the words and circle the correct sound

Information	Conversation
Tradition	Location
Explanation	Religion
Accommodation	Television
Description	Innovation
Cooperation	Communication

REVIEW SECTION

Individual work. Please write a paragraph that consists of 5 – 10 sentences about what you have learnt in this unit!



PROVIDING GUERIDON SERVICE

Basic Competence to be achieved:

Understanding the concept of providing gueridon service.

Indicators of Achievement

1. Prepare trolley and Gueridon equipment
2. Recommend Gueridon menus to customers
3. Serve Food

Activity 1: Please identify the appetizers and soups that are suitable for Gueridon Service, see the following column!



Appetizers

- a. Hors d'oeuvres
- b. Ketoprak
- c. Canapés
- d. Rujak Cingur
- e. Savouries
- f. Antipasto
- g. Tapas
- h. Asinan sayur
- i. Egg tofu
- j. Finger foods

Soups

- a. Cream soup
- b. Broths
- c. Purées
- d. Onion soup
- e. Cream soup
- f. Goulash soup

ACTIVITY 2

Please answer the question, discuss with your group!



How to promote Gueridon Service to the guest?

ACTIVITY 3

Read the dialogue below then answer the following questions!

Staff : Good Evening, Mr. and Mrs. Barrington, welcome to our cruise fine dining! Guest : Good Evening, I have reservation for 2 persons please

Staff : All right your table is over there, Ma'am, my name is Made and I will assist you!

Guest : Thank you

Staff : My pleasure

Guest : May I have a menu?

Staff : Of course, Ma'am, tonight we have tapas, canapés, and Hors d'oeuvres for appetizers. For soups there are cream soup and Purées. We have pasta, beef steak, salad, and many kinds of dessert.

Guest : It sounds so nice, may I order 1 portion of beef steak, 1 pasta with cheese, 2 portions of canapés, 1 bowl of cream soup and 2 glasses of white wine, please.

Staff : Certainly, Ma'am, I will take your order. May I repeat again, so your order are 1 portion of beef steak, 1 pasta with cheese, 2 portions of canapés, 1 bowl of cream soup and 2 glasses of white wine, that's all, Ma'am?

Guest : Yes, Made.

Staff : Alright Ma'am, please wait for a moment. Guest : Sure.



1. What are the expressions used in welcoming guest in fine dining?
2. What is the menu in Gueridon Service?
3. What should the staff do in order to be able to serve Gueridon to the guest well?
4. What is the guest's order for dinner?
5. What is the guest's order for drink?

CONTENT FOCUS

Gueridon is trolley or side table used for service or preparing food in the dining room. Gueridon can be a table on small wheels that can be pushed, made of expensive wood and equipped with fancy cooking utensils with silverware, or just an ordinary dining table.

Gueridon service (French service) is one type of serving food of which preparing, cooking, or cooking of part of the menu items are done in front of the customer. This is usually prepared on a movable trolley that can be positioned in front of respective table.



There are some advantages of Gueridon as follows.

- The service is categorized very unique so need skill of professional staff.
- Offer menu items to surrounding tables that can increase the revenue of restaurant.
- Engaged the guest.
- Provide higher level of entertainment and service.
- Increase personalized service.
- Give customers the experience of cooking process.



And there are disadvantages of Gueridon Service as follows.

- Need specific equipment.
- Need high-skilled staff.
- Highly labor intensive.

- Increase safety risk as the cooking process is conducted in dining environment and close to guest.
- The space is limited that needs more tables and chairs.

❖ Prepare trolley and Gueridon equipment

There are several important things before preparing Gueridon service as follows.

1. Selecting and assembling the equipment and utensils needed for gueridon service is part of the process known as ‘mise-en-place’. This is a French term meaning ‘to put in place’. It means getting everything ready before you start cooking or preparing items in front of customers so that you don’t have to interrupt the preparation process while you are looking for something.

What is *Mise en Place*? *Mise en Place* is some preparations for all equipment and supplies that will be used in serving food in front of guest.

Gueridon is trolley in French, therefore there are things that are needed in preparing trolley and gueridon equipment as follows.

1. Trolley is prepared properly that includes equipment and linen.
2. Ensure the cleanliness and feasibility of trolley before it is used for service.
3. Prepare food and liqueur by kitchen based on the type of menu and technical service
4. Ensure that the materials are in good condition (please don’t use materials that are stale or broken)
5. In the arrangement of items / materials strived as attractive as possible in order to attract the attention of customers.
6. After using the trolley, it must be cleaned according to the standard of that has been applied.

There are pieces of equipment and utensils are commonly found on a Gueridon trolley as follows.

1. Silver service gear
2. Crockery items
3. Silverware
4. Sauce boats
5. Serving spoons and ladles
6. Serving plates, bowls and platters
7. Glassware
8. Linen and napkins



Silverware



Crockery items



Sauce boat

10. Rubbish bin.

The following trolleys are different types of Gueridon trolleys with its respective function.

1. Flambé trolleys – these trolleys are primarily used to cook food items, commonly using a flambé or sauté process.
2. Hot carving trolleys – these trolleys primarily are used to keep cooked meat warm and to provide sufficient space for meat to be carved and plated.
3. Hors d'oeuvres trolleys – these trolleys are required to cook, assemble or display small items or entrees preceding main meals.
4. Dessert trolleys – these trolleys may be used to display and carve different dessert, fruit and cheese dishes. They are normally used to visually tempt customers who are opposed to playing an active role in the cooking process of dessert.
5. Liqueur trolleys – these trolleys are used to prepare and display a range of beverages either to be served during the meal or at the end of a meal. This can include special coffee, cognacs and ports.

❖ Recommend Gueridon menus to customers

In service of Gueridon, it needs the ability to recommend a Gueridon service menu to the guest as follows.

- The menu or menu name is clearly defined and delivered in clear language and use terms that are easy to understand by the customer so that the customer has clear picture of the menu served.
- The nature and manner of this service are clearly explained to the customer.
- The materials and ingredients that are used should be clearly explained to the customer so that the customer



acknowledge the type of materials and ingredients on the menu that is being selected or purchased.

Items that are needed to bring during giving recommendation of Gueridon service as follows.

- Wine list, drink list
- Tent cards
- Recipe sheet
- Fliers
- Brochures.

There are some ideas that we can use when we explain the Gueridon service as follows.

- Recommend what you like.
- Recommend what is popular.
- Recommend the specialty of the menu that the kitchen has asked you to promote.
- Ask some questions first to the guest in order to determine their preference.

The common information about a dish that needs to be explained to the customer namely ingredients, methods of preparation of cookery, culinary styles, time to prepare or cool, portion sizes available, alternate or substitute items in dishes, prices, and ingredients that customers commonly have allergic to.

❖ Serve Food

We must be concerned with the standard or SOP (Standard Operational Procedure) in serving food, it must be kept in mind that the safety of customers is the main concern, the following things to consider in serving foods are as follows.

1. Items to be prepared or served must be in accordance with company operational standards
2. Condiment or accompanying main food must be served together.

There are a range of food menu items using for Gueridon service as follows.

- Carving meat: boneless roasts, pork tenderloin, boned and tied leg of lamb and beef.
- Sautéing food: fish, calamari, egg and most of vegetables can be sautéed
- Filleting fish: various kinds of fish
- Preparing salads: tomato salad, cucumber salad, green salad, Caesar salad
- Serving cheese: many types of cheese including flavor and texture
- Serving desserts: cake, ice cream, omelet, muffins



- Cocktails: for blended cocktail such as Pina colada, margarita, frozen daiquiri
- Fortified wines: sherries, vermouth, ports, muscat, tokay, cognac
- Liqueur coffee

There are several accompaniments dishes for Gueridon service as follows.

- Roast accompaniments: potatoes, pumpkins, carrot or steam vegetables like broccoli.
- Seafood accompaniments: mayonnaise, parsley, salsa, tabasco sauce, rice, potatoes, salad.
- Salad accompaniments: bread with toast, an accompaniment to meat.
- Desserts accompaniments: fruits, ice cream, yoghurt, sauces hot and cold.
- Cheese accompaniments: nuts, dried food, crackers including bread, toast, rolls.

LANGUAGE FOCUS

Being seated at Fine Dining Restaurant

Customer :

- I booked a table for 2 persons please.
- The booking under name Mr. Va Der Mass
- May we sit in this table?
- I have reservation at 7.30pm

Waitress:

- Yes Sir, we have your booking.
- Alright, Sir.
- Of course. Please come this way!
- Your table isn't ready yet, it may be around 5 minutes or more!
- My pleasure, ma'am!

Customer:

- May I have a menu?
- May I order 1 portion of tenderloin steak, rare please?
- I love this steak.
- Yes. May I have a cup of cappuccino?
- I like chocolate ice cream with banana split.

Waitress:

- Can I take your order, Sir?
- What would you like to drink, Sir?
- How would you like your steak?
- Do you want a salad with it?
- Do you want a dessert?



VOCABULARY FOCUS

Study some vocabulary and its pronunciation in the table below!

Vocabulary	Pronunciation	Vocabulary	Pronunciation
order (n)	/ˈɔː(r)də(r)/	salad (n)	/ˈsæləd/
vegetarian(n)	/ˌvedʒəˈteəriən/	rare (adj)	/reə(r)/
repeat (v)	/riˈpi:t/	dessert (n)	/dɪˈzɜː(r)t/
coffee maker (n)	/ˈkɔːfimeɪkər/	allergic (adj)	/əˈlɜː(r)dʒɪk/
vegetable (n)	/ˈvedʒtəb(ə)l/	adjust (v)	/əˈdʒʌst/

Note: n = noun; v = verb; adj. = adjective

TASK 1

Writing & Speaking Activity

Please make a dialogue with your partner about the following situations and practice it in front of class!

Student B

2. You are the guest
4. Order menu
6. Refuse the beverage because you don't like alcohol

Student A

1. You are a staff who handle Gueridon Service.
3. Offering the menu Gueridon.
5. Recommend liqueur.

TASK 2

Listen and complete the following conversation!

Waiter :

Guest : Yes, May I have a glass of champagne please?

Waiter : Certainly,

Guest : And 1 portion of beef steak Medium-rare please!

Waiter : Certainly, madam!



Talk about “like” and “dislike”! Please circle the numbers that give the best expression of “like” and “dislike” then compare with your partner.

Questions: Do you like coffee?

- | | | | | | |
|-------------------|---|---|---|---|---|
| 1. Latte | 1 | 2 | 3 | 4 | 5 |
| 2. Cappuccino | 1 | 2 | 3 | 4 | 5 |
| 3. Regular coffee | 1 | 2 | 3 | 4 | 5 |
| 4. Espresso | 1 | 2 | 3 | 4 | 5 |
| 5. Arabica | 1 | 2 | 3 | 4 | 5 |
| 6. Robusta | 1 | 2 | 3 | 4 | 5 |
| 7. Dalgona | 1 | 2 | 3 | 4 | 5 |
| 8. Black coffee | 1 | 2 | 3 | 4 | 5 |
| 9. Luwak coffee | 1 | 2 | 3 | 4 | 5 |
| 10. Flat white | 1 | 2 | 3 | 4 | 5 |

- 1. I hate it/ them
- 2. I don't like it / them very much
- 3. It's / they are ok
- 4. I like it / them
- 5. I love it / them

REVIEW SECTION

Individual work. Please write a paragraph that consists of 5 – 10 sentences about what you have learnt in this unit!

UNIT VI

ITIV

PROVIDING SILVER SERVICE

Basic Competence to be achieved:

Understanding the concept of provide silver service.

Indicators of Achievement

1. Using Silver Service Technique
2. Collaborating with kitchen staff
3. Providing a table/side stand for silver service

Activity 1. Read the following dialogue! Find out what is being discussed by Bagas (Restaurant Manager) and Ayu (Waitress) at restaurant!



Bagas : Morning

Ayu Ayu : Morning Sir

Bagas : Ayu, can you please polish all glasses at the bar! Ayu : Yes Sir, I did already with trainee.

Bagas : Oh, thank you Ayu. How many guests are having lunch at restaurant now?

Ayu : Only 2 persons sir, mostly they are going for tour today.

Bagas : Oh, maybe after come back from tour they will having dinner here! Ayu : Yes, I think so sir, hopefully we are lucky tonight.

Bagas : Please ensure all cutleries, glasses, and plates are clean. Ayu: Yes, Sir.

Activity 2. Now get into pairs and tell your friends about example of wine glassware and equipment used in silver service

1.
.....
.....

2.
.....
.....

3.
.....
.....

4.

Activity 3. Please describe different menu items that are served using silver service. Please discuss with your partner.

1.
.....
.....

2.
.....
.....

3.
.....
.....

4.

CONTENT FOCUS



Silver Service, also known as Russian Service. Silver Service is method of food service in higher level. That is one food service technique where the food is arranged properly and pulls on a dish (platter, vegetable dish, and soup tureen) from the kitchen and will be served on the customer's plate from the left side of the guest by using a service set that is opposite to the needle hour.

There are advantage and disadvantage for Silver service as follows.

- To provide a unique point of differences.
- To involve the customers.
- To provide higher level of entertainment.
- To increase personalized service.
- To show the skill of staff.
- To increase interaction of customer.
- To promote menu restaurants and increase revenue.

Disadvantages of Silver Service

- Need special equipment.
- Need to be skillful staff.
- It is highly labor intensive.
- Food and beverage condition may be compromised.



Limit the space that actually can be used for more tables and chairs.

❖ Using Silver Service Technique

There some items that are needed to implement Silver Service as follows.



1. Linen such as white gloves, napkins, waiter clothes, service clothes.
2. Crockery such as dessert plate, fruit plate, main plate, coffee set, cappuccino set, tea pot, and saucers.
3. Cutleries such as large spoon, small spoon, soup spoon, large knife, steak knife, large fork, and small fork.
4. Glassware such as beer glasses, wine glasses, jug drinks, cocktail glasses, and all purposes glasses.

THINGS YOU NEED TO KNOW










Crockery Chart			
	Side Plate		Cappuccino Set

Crockery Chart			
	Fruit Plate		Tall Tea Cup
	Dessert Plate		Stackable Set
	Entrée Plate		Coffee Set
	Main Plate		Saucers
	Show Plate		Tea Pot
	Platter		Coffee Pot

Crockery Chart			
	Soup Bowl		Consommé Bowl
	Breakfast Bowl		Bouillon Cup
	Cloche/Dome		Salad bowl
	Soup Tureen		Salt and Pepper Grinders
	Sugar Bowl		Sauce Boat
	Milk Jug		Escargot Plate

Crockery Chart			
	Bud Vase		Oyster Plate

Cutlery Chart			
	Large Knife – Main course.		Large Spoon. – Serving.
	Small Knife – Entrée course, buttering, pâté, cheese and fruit.		Medium Spoon – Desserts and pasta.
	Steak Knife – Steak.		Soup Spoon (round) – Soup.
	Fish Knife – Fish (and some seafood items) and lifting delicate items.		Small Spoon (tea) – Teas, coffee, prawn cocktails, ice cream, sugar coupes and sorbets.
	Cheese Knife.		Parfait Spoon (long handle) – Desserts and ice cream.
	Carving Knife – Slicing roast and cutting large items.		Escargot Tongs – Snails.

Cutlery Chart			
	Bread Knife – Slicing bread and rolls.		Lobster Picks – Lobster/crayfish.
	Large Fork – Main course and serving		Lobster Cracker – Lobster/crayfish/
	Small Fork – Entree, pasta, salad, dessert and fruit.		Gateau Slice – Cakes and flans
	Fish Fork – Oysters and prawn cocktails.		Ladle – Soup and sauces
	Long Pronged Fork – Snails (Escargot).		

❖ **Collaborating with kitchen staff**

Communication between kitchen staff and service is very important to achieve one goal in operational. Building up good communication is essential in a silver service environment. Since the complexity of silver service, communication among staff is extremely important. Working as a team is required to achieve guest satisfaction.

There several examples of communication happened between kitchen and service area.

- Communicate about guest orders.
- Communicate about special request.
- Communicate about dietary consideration.



- Communicate about other information between Silver Service waiter and kitchen staff.

❖ **Providing table or side stand for Silver Service**

In providing table or side stand for Silver Service, we have to know all necessary equipment and utensils required for Silver Service. Silver Service session is hectic with serious time restraints due to the high levels of labor intensity, any preparations should be done in advanced.

Some steps items that need to be set up for providing table for Silver Service as follows.

- **Set up furniture:** main task in preparing a food and beverage service area for service is to set up the furniture in the room. The furniture are tables and chair
- **Update floor plan:** a floor plan is a map of how the tables are to be positioned in a dining area or restaurant.
- **Prepare and adjust the environments:** ensure the temperature settings on the climate control or air conditioning systems, the lighting, and sound systems.
- **Check and setup service equipment** such as plate, glasses, bowl, and ensure all equipment are clean.
- **Prepare condiments:** condiments are served with a meal to enhance or complement the flavor. The condiments include tomato, barbecue, sweet, chili, tabasco, soy, and fish sauce.
- **Prepare butter and lemons:** butter is also a condiment and it is usually the responsibility of waiting staff (not kitchen staff) to prepare the butter for service.
- **Prepare waiter's session:** to provide the service staff with a location on the floor from which they can work.
- **Cleaning and checking the area:** ensure all has been checked for cleanliness or cleaned prior to service.

❖ **Service dishes**

After the order has been taken and inform to kitchen staff. Then when the dishes area ready, we need to serve. There are some steps for serving the dishes as follows.

- Adjusting cutlery such as steak knife, soup spoon, fork, dessert spoon
- Adjusting service ware such as wine glass, water goblet
- Adjusting service wear setting such as plate, bowl and anything based on the menu

1. Appetizer such as tapas, sandwich, canapés, finger food, Hors d'oeuvres
2. Soup such as clear soups, broths, purees, cream soup, bisque – a thick creamy soup of oyster.
3. Pasta
4. Salad containing limited items such as lettuce, tomato, cucumber with a simple dressing and possibly be added by variety of hot or cold meat, raw or cooked vegetables, nuts and seeds, cheeses and hot or cold dressings.
5. Meat and poultry. Meat such as beef, lamb, veal, goat, pork. Poultry such as chicken, turkey, squab, pheasant and duck.
6. Fish such as flat fish, round fish, fillets, whitefish and oily fish.
7. Seafood such as oyster, mollusk, crustaceans, octopus and squid.
8. Vegetables such as asparagus, bok choy, broccoli, carrot, corn.
9. Sauces
10. Dessert such as pudding, cake ice cream. Fritter, crepes or omelet, prepared fruit, soufflé

LANGUAGE FOCUS

Study the following vocabularies about Silver Service!

Vocabulary Part of speech	Meaning	Example in a sentence
Crockery (Noun)	A term used to identify plates, cups, saucers and bowls normally made from porcelain; also called Chinaware	Please ensure all glasses, saucers, bowls and plate are clean!
Cutlery (Noun)	A term used to identify knives, forks, spoons, teaspoons and service utensils, usually made from stainless steel	Have you set up steak knife on the table no.7?
Full silver service (Noun)	Silver service is where food items are prepared and carved or separated into individual portions and placed on platters by kitchen staff. Then waiting staff use spoons and forks to	My brother is working on the cruise line, his job is to handle for Silver Service

serve food from service



	platters, and serve sauces to guests on an individual basis from a sauce boat	
A la carte (Noun)	It is the term used for a menu that has individually priced dishes. A la carte means 'from the card'	Do you have A la carte menu?
Dining environment (Noun)	Dining area	Please ensure dining area is clean!
Pasta (Noun)	is a common item that is prepared using silver service	Do you like pasta ?
Salad (Noun)	Salads are usually served with a dressing to combine the ingredients, to add flavor and to lubricate.	May I order one portion of Caesar salad please?
Fruit Place (Noun)	A place to put any kind of fruit	Please put all fruits on the plate

TASK 1

Reading activity

Please practice the dialogue with your friend in front of classroom then answer the following questions.

Handling Fine Dining at Cruise Ship

- Waitress : Good evening, welcome to Salsa Restaurant. I am Dewi, how may I assist you?
- Guest : Hi Dewi. I have reservation for 2 persons for dinner. My husband will arrive later.
- Waitress : Oh yes ma'am, your table number is No. 20. I will assist you to get your table.
- Guest : Thank you. What is your special menu tonight?

For dessert with have carrot cake, muffins, and ice cream

Guest : May I have 2 portions of lamb shop and 1 glass of ice cream,
please Waitress : Certainly ma'am, I take your order and would you
like to order drink

ma'am? We also provide for small and large beer here.

Guest : Yes. 2 bottles of large beer
please Waitress : Sure ma'am, please
wait a moment

Questions:

1. What are the special menus that are available?
2. Where the location that guest having for dinner?
3. What is guest's order for food?
4. What is guest's order for drink?
5. Which country is the special menu from?

TASK 2

Writing activity

Please match the following items, discuss with your friends.

 <p>1</p>	a. Soup spoon
 <p>2</p>	b. Cheese Knife
 <p>3</p>	c. Bread knife
 <p>4</p>	d. Bud Vase

<p>5</p> 	<p>e. Gateau Slice – Cakes and flans</p>
<p>6</p> 	<p>f. Ladle – Soup and sauces</p>
<p>7</p> 	<p>g. Large Fork – Main course and serving</p>
<p>8</p> 	<p>h. Tall tea cup</p>

TASK 3

Speaking activity

Now get into pairs and practice a dialogue with theme “dealing problems”
You are as a customer and your friend as a waiter/s (express how you solve the problem)

Customer

- Excuse me, I have a steak knife and I need steak fork also!
- I’m sorry but this is too cold
- I am sorry the fish is not fresh!
- I am sorry, but can I change my order?
- I don’t like your coffee....!

PROVIDING FOOD & BEVERAGE SERVICE

Basic Competence to be achieved:

Understanding the concept of provide food and beverage service.

Indicators of Achievement

1. Preparing restaurant/restaurant area for service
2. Set up table
3. Welcome customers
4. Take orders
5. Clearing up table
6. Closing restaurant area

INPUT

ACTIVITY 1

Read the dialogue below then answer the following question!



- Waitress : Good morning, how may I help you
sir? Guest : Morning, I want to have breakfast
please?
- Waitress : Yes sir, may I have your room number and for how many
persons? Guest : My room number is 523, breakfast for 4 persons
- Waitress : Alright sir, I will show your
table Guest : Thank you!
- Waitress : You are welcome sir! For your information, our breakfast is
buffet set up and we have many variants for breakfast. There
are Indonesian Food such as dry noodles, friend rice and
chicken porridge. For intercontinental breakfast, we serve
bread, toast, pancakes, sausage and dessert we have many
kinds of fruits. We also provide some juice like orange juice,
mixed juice, guava juices.
- Guest : Oh it sounds so great! Do you serve a cup of coffee?
- Waitress : Of course, Sir. What kind of coffee you would like to
order sir? Guest : I want to order 1 coffee latté and 1 cappuccino
for my wife.
- Waitress : Yes sir, please wait a moment! This is your coffee sir and
please enjoy your breakfast.
- Guest : Thank you!

Questions:

1. What are they talking about?
2. What is the dialogue about?
3. Where does the dialogue normally take place?
4. What are the expressions used in welcoming the guests?
5. What are the steps in serving the guests at the restaurant?

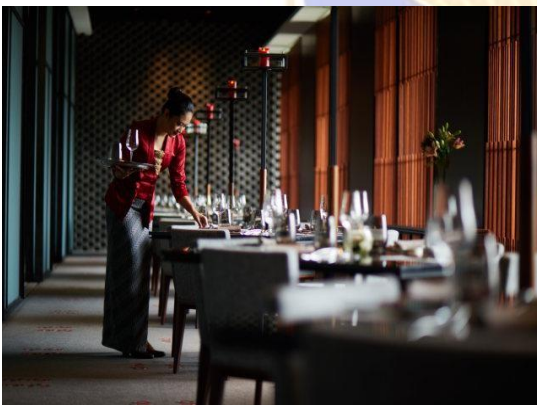
ACTIVITY 2

Look at the picture and please explain how to set up table for handling lunch for 4 people at restaurant.



ACTIVITY 3

Now get into pairs and please mention 5 different things about the picture below!



Picture 1



Picture 2

CONTENT FOCUS

❖ Preparing restaurant area for service

In preparing restaurant area, we must follow some steps as follows.

1. We need to check all requirement such as checking reservation, checking menu section, consider anticipated trade for example social media: Facebook, trip advisor, yellow page, trust you.
2. We need to check the cleanliness of restaurants facility such as cleaning and checking restaurant area and customer facility such as furniture's, wall hanging, plants, glass windows, toilet, and waiting area.
3. We need to set up dining area such as set up furniture, update floor plan, customer and service personal access, check and prepare equipment for service, check the lighting and music, display food and beverage items
4. We need to process incoming reservations to the establishment such as importance of following up, reservation information to do confirmation.



❖ Setting up table

It is very important to set up table in accordance with the company standard and depends on the venue or location.

There are some steps for set up the table such as

1. Match table setting to menu for the session such as cover, A la carte setting, table d'hôte setting, function settings, house specials, meal periods and service style.
2. Set table and dress such as importance of professional table setting, prepare napkins, prepare cutleries, prepare crockery, prepare glassware, prepare salt and paper shakers, dressing tables, place table accoutrements, prepare condiments, prepare butter and lemons and prepare waiter's station properly.
3. Complete final inspection of room and table set up such as



removing, cleaning or replacing items, checking cleanliness,
prior checking to the



tables before giving service, verifying the menu prior to service and do final confirmation.

❖ Welcoming customers



A good personality, friendly, inner beauty are the basic things for restaurant staff. We need to greet our customer when they arrive because it will give good first impression of our restaurant. Some tips to welcome customers as follows.

1. Welcome guest on arrival: greet and check reservations, be alert to the opportunity to maximize sales, be alert with special needs customers
2. Seat guest at nominated or designated tables: escorting and seating customers
3. Offer pre-meal service
4. Present menus and wine or drink list
5. Provide service advice and information to guest: asking questions, giving general information, giving information on food and beverages, describing the specials menu, making recommendations, presenting food and wine combinations, additional information and leaving table.

❖ Taking orders

In order to take orders, the following steps are compulsory to do.

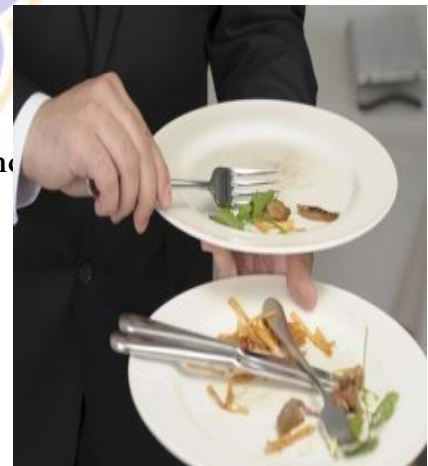
1. Take beverage and food orders: taking orders option, the role of the order, guidelines for taking the order, operate the ordering system according to enterprise procedures.
2. Be active in selling restaurant product: menu for food and beverage.
3. Recommend wines and drinks to accompany selected foods: food and wine combination.
4. Follow up guest queries regarding menu considerations.
5. Give order to kitchen staff or bartender.
6. Adjust setting or covers to reflect menu items selected: adjusting cutlery, adjusting glassware, adjusting service wear, and process for adjusting settings.
7. Liaise with other staff regarding intended service delivery: providing assistance, staff involved in provision of food and beverage experience



❖ Clearing up table

The following tips are useful when clearing up table.

1. Try to start with guest who has finished with food and left their plate.
2. Always clear from the right of the guest.
3. Pick up the plate first, cutlery with your hand.
4. Secure the end of the fork handle under your thumb
5. Slide the knife, cutting end first, under the fork to secure it from sliding away.
6. Move clockwise around the table, clear the guest's plate.
7. Secure the knife by sliding it under the securing fork.
8. Continue this procedure until all the plates and cutlery are cleaned.



❖ Closing restaurant area

Things to check when closing restaurants area as follows.

1. Turn off electrical and service-related equipment.
2. Remove used items.

3. Store, stock and service-related equipment
4. Dispose of waste.
5. Clear and clean service area and service items.
6. Conduct session debriefing.
7. Handover to the next shift.

LANGUAGE FOCUS

Expression in Taking Order

“Are you ready to order now?”

“Would you like to order now?”

Expression In Giving Recommendation

“We have two specialties menu today.

. They are....”

“The specialties for this week are..... and.....”

“Our breakfast is buffet, Sir.”

“We serve Indonesian food such as....”

Expression In Giving Alternatives

“I am sorry, sir, but there is no more broccoli available.”

“I am afraid we are out of carrot Sir.”

“I would recommend the potatoes salad instead.”

“You may like to try the cucumber mousse instead”

Expression in Confirming The Order

“How would you like your steak done?”

“How do you want your steak done/ medium/ rare?”

“How do you like to have any extra cooked?”

“Would you like to have any extra vegetable or salad?”

Would you like our dessert today?

VOCABULARY FOCUS

Study some vocabulary and its pronunciation in the table below!

Vocabulary	Pronunciation	Vocabulary	Pronunciation
menu (n)	/menyuw'/	salad (n)	/saeled/
a la carte (n)	/a'la kart'/	plate (n)	/pleu/
dinner (n)	/dinar/	table (n)	/taebl/
lunch (n)	/ 'l\nc/	condiments (n)	/kandamant/
cook (v)	/kuk/	clear up (v)	/klir up/

Note: n = noun; v = verb; adj. = adjective

TASK 1

Writing activity

Complete the 10 sentences with the word on the left.

- a. Steak
- b. A cup
- c. Food
- d. Order
- e. Bill
- f. Appetizer
- g. Credit card
- h. Service
- i. Fork
- j. Drink



1. Excuse me. I have a knife, and I need a for my steak!
2. I really like the of the restaurant. The meat is so tasty and fresh. Moreover, the spot and soft music make me feel relaxed. All staffs are friendly make me feel welcome.
3. May I have of coffee, please?
4. Latte coffee is my favorite.....
5. Tenderloin steak is my favorite.....?
6. Are you ready to your food?
7. I am really hungry, may I order a smallbefore I eat main course?
8. How much is the cost of our meals? May I have a?
9. May I pay by..... ?
10. Thank you for your.... I will come back again

TASK 2

Speaking activity

Work in pairs! Make a short of conversation about: Cases A. the guest will pay the bill after finish breakfast, cases B, another guest is queuing and asking for menu. Please practice how you have to solve those situations.



TASK 3

Listen and complete the following conversation!

Waiter: Excuse me Sir, I'm sorry to keep you waiting

Guest: 1-----

Waiter: Here are your gazpacho soup and lemon juice with ice cube
Guest: 2-----

Waiter: Would you like to chili sauce in your soup Sir?
Guest: No, thank you

Waiter: 3-----?

Guest: It was so lovely I really like it.

Waiter: 4----- sir?

Guest: Yes, it meets my satisfaction thank you very much.
Waiter: 5----- Sir

Guest: I will enjoy it. Thank you

REVIEW SECTION

Individual work. Please write a paragraph that consists of 5 – 10 sentences about what you have learnt in this unit!



PROVIDING ROOM SERVICE

Basic Competence to be achieved:

Understanding the concept of provide room service.

Indicator of Achievement

1. Record room service order
2. Setup tray and trolley room service
3. Serving room service orders
4. Service room service bills
5. Clean room service area

INPUT

ACTIVITY 1

Look at these pictures and read the sentences. The sentences tell you how the dishes are served. Match the pictures with the following sentences.



1.....

2.....

3.....



4.....

5.....

6.....

<p>1. Millefoglie Italian cake with diplomat cream. Ingredient are 4 egg yolks. 3 tablespoons sugar. 3 tablespoons flour. 1 teaspoon vanilla extract (or 1 vanilla pod, scraped) 1 lemon, zested. 2 cups (500 ml) milk, warmed. 1 1/4 cups (310 ml) chilled single cream, whipped to firm peaks</p>	<p>2. Vegetable Fritter Some variant of vegetables. There are 2 cups shredded zucchini. 2 cups shredded carrots. 2 cloves garlic, minced. 2/3 cup all-purpose flour. 2 large eggs, lightly beaten. 1/3 cup sliced scallions (green and white parts) 2 Tablespoons olive oil. Sour cream or yogurt, for serving.</p>	<p>3. Mozzarella in caprese Italian salad with 1 cup balsamic vinegar. 1/4 cup honey. 3 large tomatoes, cut into 1/2-inch slices. 1 (16 ounce) package fresh mozzarella cheese, cut into 1/4-inch slices. 1/4 teaspoon salt. 1/4 teaspoon ground black pepper. 1/2 cup fresh basil leaves. 1/4 cup extra-</p>
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		virgin olive oil.
--	--	-------------------



<p>4. Gazpacho Ingredients with 2 pounds large tomatoes, halved ½ pound country- style bread, crust removed, cut into 1/2- inch pieces (about 4 cups) 1 red bell pepper, seeded. 1 cup chopped peeled English hothouse cucumber. 1 cup chopped red onion. 1/4 cup Sherry wine vinegar. 1/4 cup extra-virgin olive oil. 1 cup water</p>	<p>5. Caesar Salad Combine garlic, lemon juice, sauce, Dijon mustard, raw egg, anchovy filets and pepper in a blender. Blend all the ingredients until smooth and put ¼ cup parmesan cheese. Served in salad bowl combine with lettuce, croutons and parmesan cheese.</p>	<p>6. Calamari Ring Ring of squid coated in a super crispy, crunchy shell, accompanied with tartar sauce or chili sauce.</p>
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ACTIVITY 2

Look at these pictures and practice a short dialogue.



Staff : Good afternoon, Wayan's speaking, how may I help you?

Guest : Hello, I would like to order room service please. Staff : Yes Mrs. Silvain, what would you like to order?


Guest : I would like to have beef Angus tenderloin steak please. Staff : How would you like your steak to be cooked, Ma'am? Guest : Medium rare, please

Staff : Would you like mashed potatoes and vegetables or salad and fries?

Staff : For sauce, which sauce would you prefer? Pepper sauce, mushroom or red wine?
 Guest : Pepper sauce please.
 Staff : Would like to have a drink,
 Ma'am? Guest : A glass of orange juice
 Staff : Certainly sir, I will deliver to your room shortly. Guest : Thank you!
 Staff : You are welcome, Ma'am!

ACTIVITY 3

Please answer these questions and share with your friend!

	Classmate name	Who? What? Where? When? Why? How? Additional information
<p>..... I ate salmon with butter lemon sauce</p>		
<p>.....want to have breakfast at restaurant?</p>		
<p>..... know someone who delivered this pasta to my room?</p>		
<p>.....hungry now?</p>		
<p>.....I was at my room when you call room service</p>		
<p>.....like chicken parmesan?</p>		

Do you?

Did you?

Are you?

Were you?

Yes I do
No I Don't

Yes I did
No I didn't

Yes I am
No I am not

Yes I was
No I wasn't

CONTENT FOCUS

Room service is a service to provide guest with food and beverage in their respective room. In 4- 5-star hotel, villas and residential clubs, room service offer different types of room service ranging from a full compendium with 24 hour service.

Recording room service order

Guest may have several options to place a room service order. The telephone is the most common tools. When talking with the customer, room service staff may need to advice in selecting menu. Once the order has been taken from customer that room service staff will repeat the order



and take a note in details. Food orders will be divided between the various kitchen areas, entrees and salads from cold kitchen. Main courses and hot dishes will be produced in the main kitchen. Dessert or snack may come from a patisserie area.

One of types of room service is serve breakfast which guest order via a doorknob menu hung on the door. The doorknob menu may be collected by porters escorting to guest rooms, security staff doing their rounds or housekeeping doing turn down service or can be delivered to reception by the guest.

Setting up tray and trolley room service

When setting up tray, some equipment that are needed to prepare as follows.

1. Trolley and hot boxes, tray trolley and refrigerated trolley.
2. Food trays of different sizes.
3. Tray covers.
4. Cutlery – various plates, bowls and jugs, cup and saucers.
5. Crockery for juices, water, beer, wine and champagne.
6. Tea and coffee pots, hot water pots.
7. Plate warmer/ clothes or plate covers.
8. Salt and pepper shakers.
9. Bud vases, toasters, bread baskets.
10. Pen and order forms.
11. Other equipment such as wine cooler, espresso coffee



Important things that considered in delivering room service as follows.

1. Ensure set up tray and trolley work properly.
2. Request entry to guest room in accordance with enterprise standards.
3. Enter guest room and prepare for in room service in accordance with guest request or preferences.
4. Serve beverage items in accordance with company standard and guest request.

Presenting bills for room service

We can ask the guest to settle payment when the order is taken. Room service deliveries will require room services staff to obtain a signature. Things to check when processing room service bill as follows.

1. Room number.
2. Registered guest name.
3. Account type, paid on delivery by credit card or cash or charged to guest room account.
4. Delivery item / date.
5. A list of items and the cost of each including any surcharges such as delivery fee.
6. Total cost.

Cleaning room service area

After room service has been delivered, use trays and trolleys need to be collected. Room service staff will have to do a floor check to collect trays in corridor (normally start from 6-7pm). This must be done regularly by staff room service. After the tray and trolleys has been collected from rooms and floors, they need to be returned to the room service areas for cleaning and resetting.

Room service staff need to build cooperation with other department to meet guest request and perform other duties such as collecting door knob menus or distributing messages.

LANGUAGE FOCUS

Vocabulary Part of speech	Meaning	Example in a sentence
Room Service (noun)	The service of food and beverage items in Guests rooms by designated room service waiter. Also called In room dining	Please call room service by dial 2
Menu (Noun)	A range of food items offered for service usually written and including prices	May I have room service menu ?
Compendium (noun)	Handbook or folder hard copy or electronic which contains information about the venue including the Room service Menu	A menu is inside the compendium , ma'am!
Guest Folio or Account (Noun)	A record of all financial transactions between the Guest and the venue during the guests stay	Please post this bill into guest account !
Condiments (Noun)	Items such as sauces, mustards and other seasonings or side dishes which are served as an accompaniment to a dish	Can you put some condiments on my salad?
Hot Box (Noun)	A small pre-heated insulated box that fits under a trolley or at the base of a multi tray trolley to keep hot food hot.	Do not forget to bring hot box when deliver guest order!
Floor check (Noun)	An activity aimed to check floor by floor for used items	There are many trays in south wing corridor, have you do floor check ?

Writing activity

Find some words about “taste” hidden in letters below!

1.....	E S W E E T O N S R T
2.....	E T A U P S T A I R S
3.....	L R B A S O U R F T U
4.....	E H A L L I F I L U P
5.....	V O S A L T Y L O P D
	A B I T T E R R O S R
	T V M E N B S T R T I
	O B E N S S P I C Y N

TASK 2

Speaking activity

Work in pairs! Practice the following conversation! You may choose Guest 1, 2 or 3.

Those guests will order food from room service!

Guest/Room number/Timing	Meal Order
1. Ms Van Der Boss Room 515 Lunch at 12.00 p.m.	Chicken Broth Roast Pork and green steamed vegetables One [1] pot of Tea
2. Mr Silvain Room 412 Dinner at 08.00 p.m.	Seafood chowder Grilled Flounder with garden salad Chicken and Vegetables with steamed rice Hot Chocolate Pie & Cream Pot of Coffee and House Riesling 1 glass
3. Mr Cappelut Room 320 Breakfast at 08.00 am	Tomato Juice Toasted Muesli & cold Milk Ham & Cheese Omelette with toast Crispy Bacon Breakfast pastries & spreads

TASK 3

Listen to the questions and write them in the space provided. Then, choose the best answer to each question.

- 1.....
- a. Yes, I do
 - b. No, I do not

- c. She, does
- d. No, it wasn't

2.....

- a. Yes, I have
- b. No, I haven't
- c. Yes, she does
- d. No, it wasn't

3.....

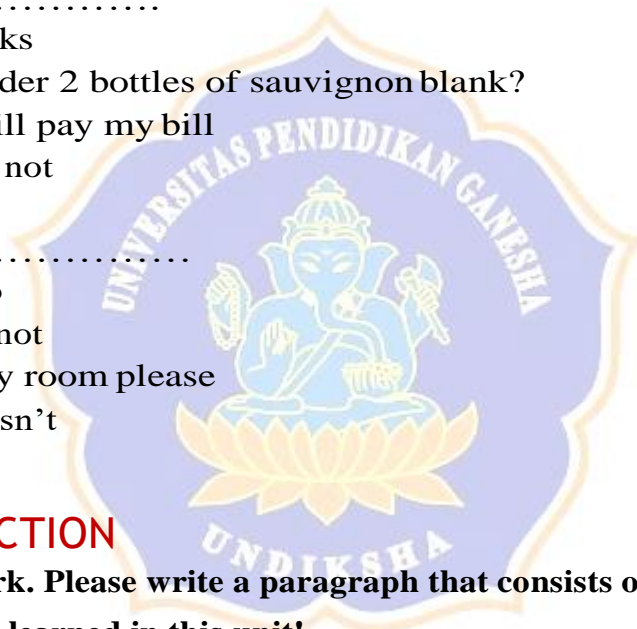
- a. No, thanks
- b. Certainly Sir
- c. Yes, she does
- d. Sorry this table has been reserved

4.....

- a. No Thanks
- b. May I order 2 bottles of sauvignon blank?
- c. Yes, I will pay my bill
- d. No, I did not

5.....

- a. Yes, I do
- b. No, I do not
- c. Put to my room please
- d. No, it wasn't



REVIEW SECTION

Individual work. Please write a paragraph that consists of 5 – 10 sentences about what you have learned in this unit!



TAPESCRIPTS

Unit 1. Task 2 – Procedure of handling cleanliness

1. Special
2. Have
3. Order
4. Take
5. Disgusting
6. Happen
7. Change
8. Hungry
9. Messy
10. Safety and Hygiene

Unit 2. Task 2 –

1. Utensils
2. Frying Pan
3. Coffee Machine
4. Refrigerator
5. Stove
6. Chinaware
7. Sink
8. Blender
9. Glassware
10. Bar equipment



Unit 3 Task 1 – Developing local knowledge

1. To inform what is happening and to convince the visitor to spend more money and time, to meet visitor expectation, to share and present our tradition, culture and religion to the guest
2. Suggest to go to Tanah Lot water temple, they also can see sunset
3. True
4. Full day, half day, 2 hours
5. All staff

Unit 3 Task 2 – Developing local knowledge

1. Pepes ikan
2. Plecing Kangkung
3. Indonesia
4. Steam
5. Plecing Kangkung
6. Spinach
7. Plecing Kangkung
8. Sambal
9. Chille Pepper
10. Shrimp Paste

Unit 3 Task 3- Developing local knowledge

1. I want to change my money. Do you know where the money changer is?
2. How can I get there?
3. Is about 30 minute from here
4. Would you like to take taxi?
5. I will call taxi for you

Unit 4. Task 1. – Provide connection between kitchen area and service area**Vocabulary Building**

- | | |
|--|------------------------------|
| A Appreciate to teams / Assignment | O Operational / |
| Organizational B Briefing | P Process Payment / |
| Procedural C Clearing up / Communication | Q Queuing at |
| cashier / Quality D Delivering food | R Repeat the order / Resolve |
| E Expected good service / escalate | S Settled payment / |
| Satisfaction F Follow up a task | T Taking Order |
| G Greeting to the guest | U Usable / Utilization |
| H Handling guest | V Verbal |
| I Implementation | W Waiting for guest order |
| J Job | X Xerox the document |
| K Knowledge | Y Yield management |
| L Liaise problem to Manager | Z Zero / |
| Zippy M Manage the operational | |
| N Negotiate | |

Unit 4. Task 3. – Provide connection between kitchen area and service area

1. Conversation
2. Location
3. Explanation
4. Accommodation
5. Innovation
6. Cooperation
7. Communication
8. Collaboration
9. Evaluation
10. Description

Unit 5 Task 2 – Provide Gueridon Service

1. Good morning, How may I Help you, ma'am?
2. Certainly, would you like to order food?
3. All right ma'am, please wait a ma'ament!

Unit 6 Task 1- Provide Silver Service

1. Tenderloin steak and lamb chop
2. Fine dining restaurant at cruise ship
3. 2 Portions of lamb chop
4. 2 Bottles of large beer
5. America

Unit 6 Task 2- Provide Silver Service

1. Fruit plate (b)
2. Cappuccino set (c)
3. Tea pot (d)
4. Salad bowl (a)
5. Soup tureen (f)
6. Milk jug (g)
7. Salt and pepper grinder (e)
8. Bread knife (j)
9. Cheese knife (I)
10. Soup spoon (h)
11. Large fork – main course and serving (n)
12. Bud vase (k)

13. Tall tea cup
14. Ladle soup and sauces (m)
15. Gateau slice – cakes and flans (1)

Unit 7 Task 1- Provide food and beverage service

1. Fork
2. Steak
3. A cup
4. Drink
5. Food
6. Order
7. Appetizer
8. Bill
9. Credit Card
10. Service

Unit 7 Task 3 Provide food and beverage service

1. Yes, is never mind
2. Thank you
3. Do you like the food, sir and do you need something?
4. Thank you
5. Please enjoy your meal!

Unit 8 Task 1 Provide room service

1. Spicy
2. Sweet
3. Bitter
4. Salty
5. Sour

Unit 8 Task 3 Provide room service

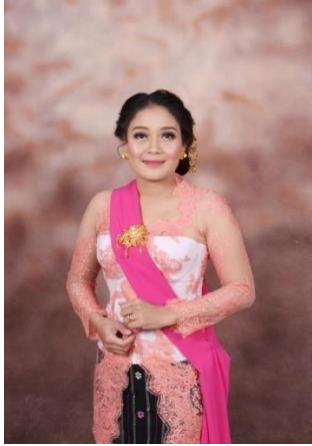
1. Do you like a coffee? Yes I do (a)
2. Have you ordered some food? Yes I have (a)
3. Could you please send a bill to my room? Certainly Sir (b)
4. Good morning, is Rinjani speaking. How may I assist you? May I order 2 bottles of sauvignon blank, please (b)
5. How would you like to settle the bill? Put to my room please (c)



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- <https://www.google.co.id/search> waitress





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