

**CAREER
PATHS**

Hotels & Catering

Virginia Evans
Jenny Dooley
Veronica Garza



Express Publishing

**CAREER
PATHS**

Hotels & Catering

Book

1

Virginia Evans
Jenny Dooley
Veronica Garza



Express Publishing

Scope and Sequence

| Unit | Topic | Reading context | Vocabulary | Function |
|------|---------------------------|------------------|--|-----------------------------|
| 1 | Meet Our Staff | Newsletter | bellhop, check in, concierge, doorman, elevator operator, front desk clerk, housekeeper, maintenance worker, night auditor, teamwork, valet | Clarifying information |
| 2 | Welcome! | Training Manual | additional, address, atmosphere, baggage, car trunk, introduce yourself, luggage, take one's bags, title, welcome | Making an introduction |
| 3 | Hotel Amenities | Brochure | check email, fitness center, heated pool, hotel restaurant, ice machine, relax, surf the web, vending machine, WiFi internet, work out | Giving directions |
| 4 | Family-Friendly Lodging | Webpage | babysit, childcare specialist, children's menu, crib, kid-friendly, pay-per-view, picky, playroom, stroller, upon request | Requesting more information |
| 5 | Valet Service | Pamphlet | car key, convenient, park, parking attendant, parking garage, pick up, safe, uniform, valet, valet parking, valet ticket, valuable | Giving assurance of help |
| 6 | The Guest Room | Brochure | coffeemaker, deluxe, desk, dining room, feel at home, hair dryer, iron, ironing board, living room, luxury suite, mini-bar, TV | Making comparisons |
| 7 | Checking In | Training Guide | assign, damage deposit, double, non-smoking, registration form, reservation, reservation number, room key, single, smoking, vacancy, walk-in | Confirming details |
| 8 | Meet the Restaurant Staff | Job Listing | busser, clear a table, dish, front-of-house, head waiter, host, hostess, napkin, server, shift, utensil, waitstaff | Describing work experience |
| 9 | Taking a Reservation | Restaurant Log | al fresco, book, booster seat, cancellation, high chair, log, open table, opening, party room, party, table for | Making a reservation |
| 10 | Breakfast Service | Voucher | à la carte, bagel, brunch, buffet, continental breakfast, coupon, eggs over easy, fried eggs, gratuity, pancakes, pastry, refill, scrambled eggs, toast, voucher | Asking for directions |
| 11 | At the Bar | Flyer | bartender, beer, cocktail, domestic, happy hour, house wine, ID, imported, minor, pitcher, red wine, top shelf, well drink, white wine, wine list | Offering options |
| 12 | Meet the Kitchen Staff | Magazine Article | behind the scenes, butcher, caller, head chef, line cook, pastry chef, prep cook, sous chef, special, station, swing cook | Talking about time |
| 13 | Utensils | Magazine Article | can opener, chef's knife, cutting board, grater, knife roll, ladle, spatula, spoon, vegetable peeler, whisk | Asking for assistance |
| 14 | Food Service Equipment | Letter | automatic timer, burner, deep fryer, fry basket, gas range, griddle, mixer, oven, oven rack, sheet pan, stainless steel, stockpot | Agreeing with an opinion |
| 15 | Food Preparation | Prep List | chop, cooler, dice, grate, ingredient, julienne, mince, peel, plastic wrap, shred, slice | Giving instructions |

Table of Contents

| | |
|---|----|
| Unit 1 – Meet Our Staff | 4 |
| Unit 2 – Welcome! | 6 |
| Unit 3 – Hotel Amenities | 8 |
| Unit 4 – Family-Friendly Lodging | 10 |
| Unit 5 – Valet Service | 12 |
| Unit 6 – The Guest Room | 14 |
| Unit 7 – Checking In | 16 |
| Unit 8 – Meet the Restaurant Staff | 18 |
| Unit 9 – Taking a Reservation | 20 |
| Unit 10 – Breakfast Service | 22 |
| Unit 11 – At the Bar | 24 |
| Unit 12 – Meet the Kitchen Staff | 26 |
| Unit 13 – Utensils | 28 |
| Unit 14 – Food Service Equipment | 30 |
| Unit 15 – Food Preparation | 32 |
| Glossary | 34 |

**CAREER
PATHS**

Hotels & Catering

Book
2

Virginia Evans
Jenny Dooley
Veronica Garza



Express Publishing

Scope and Sequence

| Unit | Topic | Reading context | Vocabulary | Function |
|------|-----------------------------|------------------|---|-------------------------|
| 1 | Making a Room Reservation | Webpage | discount, eligible, garden view, high season, kitchenette, ocean view, off-season, rack rate, room preference, special offer, subject to availability, upon arrival | Offering options |
| 2 | Loyalty Programs | Brochure | complimentary, early check-in, enroll, exclusive, guaranteed, level, loyalty program, partner, repeat customer, reward, turndown service | Asking for details |
| 3 | Confirming a Reservation | Email | adjacent, base rate, booking agent, confirm, confirmation number, inquiry, occupancy, respond, special request, with reference to | Making a correction |
| 4 | Housekeeping | Employee manual | “do not disturb” sign, carpet, counter, disinfect, make the bed, sheet, sink, stay-over, toilet, toiletry, towel, towels and trash service, trash bin, tub, vacuum, VIP | Changing topics |
| 5 | Concierge | Letter | arena, exhibition, hotspot, insider, local attraction, match, multi-lingual, museum, on duty, podium, shopping district, trendy | Expressing a preference |
| 6 | Airport Transfers | Brochure | bus schedule, bus stop, check-in counter, depart, fare, hail a cab, on-call, route, run, shuttle, taxi, tip | Making an appointment |
| 7 | Evacuation | Poster | arch, earthquake, elevator, evacuate, exit, fire alarm, heavy furniture, intercom, loudspeaker, precaution, sprinkler | Giving directions |
| 8 | Checking Out | Hotel Bill | amount due, balance, bill, copy, credit card, direct, long-distance call, personal check, record, room service, settle the account, summary of charges | Making a payment |
| 9 | Greeting and Seating Guests | Magazine Article | booth, buzz, comped, customer flow, make a good impression, on the house, pager, paging system, patron, seat, turn tables, wait time | Changing a reservation |
| 10 | Explaining the Menu | Menu | à la mode, baked, broiled, cooked to order, entrée, fry, grilled, platter, roasted, sauce, simmered, sour, spicy, steamed, sweet | Making a recommendation |
| 11 | Taking an Order | Magazine Article | catch a mistake, double-checking, guesswork, medium rare, notepad, pivot point, rare, six-top, substitution, take an order, well done | Confirming details |
| 12 | Room Service | Menu | cart, cutlery, delivery time, dial, fee, in-room, kitchen load, late-night, room service attendant, sign for, tray | Giving instructions |
| 13 | Banquets | Job Description | banquet captain, banquet manager, banquet server, beverage machine, bus tray, coffeemaker, dishware, glassware, liquor liability laws, maitre d', micro-wave, pre-meal meeting, Queen Mary cart, sidework, silverware, toaster, urn | Clarifying information |
| 14 | Food Storage | Poster | beef, canned goods, dry goods, expiration date, fridge, on ice, pantry, pork, poultry, preservation, ready-to-eat, seafood, set the temperature, spoilage, walk-in freezer | Asking for assistance |
| 15 | Ordering Food Supplies | Inventory List | distributor, food budget, inventory, out of, packing date, par level, quantity, reorder, running low, storeroom, vendor | Discussing quantities |

Table of Contents

| | |
|---|----|
| Unit 1 – Making a Room Reservation | 4 |
| Unit 2 – Loyalty Programs | 6 |
| Unit 3 – Confirming a Reservation | 8 |
| Unit 4 – Housekeeping | 10 |
| Unit 5 – Concierge | 12 |
| Unit 6 – Airport Transfers | 14 |
| Unit 7 – Evacuation | 16 |
| Unit 8 – Checking Out | 18 |
| Unit 9 – Greeting and Seating Guests | 20 |
| Unit 10 – Explaining the Menu | 22 |
| Unit 11 – Taking an Order | 24 |
| Unit 12 – Room Service | 26 |
| Unit 13 – Banquets | 28 |
| Unit 14 – Food Storage | 30 |
| Unit 15 – Ordering Food Supplies | 32 |
| Glossary | 34 |

**CAREER
PATHS**

Hotels & Catering

Book

3

Virginia Evans
Jenny Dooley
Veronica Garza



Express Publishing

Scope and Sequence

| Unit | Topic | Reading context | Vocabulary | Function |
|------|-------------------------------|-------------------|---|------------------------------|
| 1 | Special Functions | Brochure | anniversary, ballroom, block of rooms, cash bar, open bar, changing room, contingency plan, contract, cork fee, event coordinator, gala, group sale, outside caterer, venue, wedding, wedding party | Discussing possible outcomes |
| 2 | Business Travelers | Newsletter | attendee, business center, conference room, corporate retreat, fax machine, onsite, photocopier, state-of-the-art, technical support, trouble-shoot, venue, workshop | Declining an offer |
| 3 | Responding to Requests | Webpage | blanket, cot, essential, extra, first come, first served, late checkout, laundry service, luggage storage, phone charger, pickup, pillow, spare, toothbrush, wake-up call | Correcting an error |
| 4 | Reservation Problems | Memo | cancellation, compensate, CRS, mix-up, no-show, oversell, partner hotel, protocol, room-move, third party, wait list | Making an apology |
| 5 | Broken! | Online Forum | air conditioning, battery, bedbug, clog, cold shower, flush, foreign object, give out, maintenance, overflow, remote control, turn on | Estimating time |
| 6 | Responding to Complaints | Employee Handbook | abusive language, assure, cigarette smoke, complaint, hospitality industry, inconvenience, locked out, neighbor, noisy, professional, rude, solution | Making a complaint |
| 7 | Hotel Safety | Letter | dead bolt lock, escort, injury, lost and found, operator, peephole, report, safe deposit box, security door chain, security guard, suspicious activity, theft | Describing an event |
| 8 | Money Matters | Webpage | break, buy back, commission, countersign, currency exchange, exchange rate, local currency, make change, serial number, traveler's check | Talking about money |
| 9 | Making Suggestions | Restaurant Review | classic dish, connoisseur, cuisine, enlist, game, house special, make suggestions, recommend, signature dish, sommelier, take, wine pairing | Making a recommendation |
| 10 | Problems in the Dining Room | Letter | burned, complain, enclose, exception, inedible, out-of-town, overcooked, replace, too salty, undercooked, underdone, underseasoned | Offering assurance |
| 11 | How Will You Pay? | Webpage | bill to, cashier, check, debit card, ID, identity theft, mandatory, method of payment, patronage, run the card, separate checks, split plate charge, vigilant | Expressing disappointment |
| 12 | Working Together | Newsletter | behind schedule, challenge, cooking time, coordinate, fire, in the weeds, plate, punch in, put out, quick-witted, rush, time, two-minute check | Giving instructions |
| 13 | Kitchen Safety and Sanitation | Poster | apron, burn, citation, closed-toe shoes, disposable gloves, dispose, drainboard, guidelines, hairnet, harbor germs, health code violation, hygiene, inspection, oven mitts, slip | Delivering bad news |
| 14 | Writing a Résumé | Résumé | certification, clerical duties, code of conduct, native, oversee, PBX operator, PBX, proficient, switchboard, WPM | Expressing gratitude |
| 15 | Job Interviews | Magazine Article | attire, call-back, follow up, interview, interviewee, interviewer, job candidate, job offer, paperwork, reference, relevant, résumé, salary, thank-you note, transcript | Discussing work experience |

Table of Contents

| | |
|--|----|
| Unit 1 – Special Functions | 4 |
| Unit 2 – Business Travelers | 6 |
| Unit 3 – Responding to Requests | 8 |
| Unit 4 – Reservation Problems | 10 |
| Unit 5 – Broken! | 12 |
| Unit 6 – Responding to Complaints | 14 |
| Unit 7 – Hotel Safety | 16 |
| Unit 8 – Money Matters | 18 |
| Unit 9 – Making Suggestions | 20 |
| Unit 10 – Problems in the Dining Room | 22 |
| Unit 11 – How Will You Pay? | 24 |
| Unit 12 – Working Together | 26 |
| Unit 13 – Kitchen Safety and Sanitation | 28 |
| Unit 14 – Writing a Résumé | 30 |
| Unit 15 – Job Interviews | 32 |
| Glossary | 34 |

5 Valet Service

Get ready!

1 Before you read the passage, talk about these questions.

- 1 Where do people put their cars at a hotel?
- 2 What services do hotels offer to help guests with cars?



parking attendant

valet ticket

parking garage

car keys

uniform

valuables

Relax and Leave the Parking to Us!
After all, you're on holiday!

The Royal Point hotel is happy to offer all guests **convenient valet parking**. To use the service, follow these steps:



- **Park** your car in front of the hotel.
- Be sure to take any **valuables** out of the car.
- Give your **car keys** to one of the parking **attendants**. Just look for the employees in the blue **uniforms**.
- Take the **valet ticket** that the parking attendant gives you.
- Know that your car is **safe** in our **parking garage** until you need it.
- To **pick up** your car, give the valet ticket to the parking attendant. Please pay at this time.



Reading

2 Read the pamphlet about a hotel's valet service, and then mark the following statements as true (T) or false (F).

- 1 ___ The hotel offers valet service for free.
- 2 ___ The hotel advises guests to remove expensive items from their cars.
- 3 ___ Guests need their valet tickets in order to pick up their cars.

Vocabulary

3 Complete the sentences with words from the word bank.

Word BANK

uniform park valuables convenient
parking attendant valet parking

- 1 There are not a lot of places to _____ a car downtown.
- 2 The Wilsons use the hotel's valet service because it is more _____ than looking for a parking space.
- 3 Mrs. Peters puts her jewelry and other _____ in a drawer where nobody else can find them.
- 4 The _____ took the car keys and parked the guest's car.
- 5 Allen wears a _____ to work so people will know he is an employee.
- 6 James uses _____ instead of driving around for a parking space.

4 Choose the correct word or phrase in bold.

- 1 The parking attendant gives Mr. Wilson a **valet ticket** / **parking attendant** so that he can get his car back easily when he returns.
- 2 Gertrude uses the **car keys** / **parking garage** to unlock her car and turn the car on.
- 3 James puts his car in the garage so it will be **valuable** / **safe**. He doesn't want anything bad to happen to his car.
- 4 The hotel's **uniform** / **parking garage** is very large and can fit many cars inside.
- 5 Laura **parks** / **picks up** her car, pays for the valet service, and leaves.

- 5 Listen and read the passage again. What color clothes do parking attendants wear?

Listening

- 6 Listen to a conversation between a hotel guest and a parking attendant. Then choose the correct answers.

- What does the hotel guest want?
 - help finding her valuables
 - for the attendant to park her car
 - directions to the parking garage
 - instructions for picking up her car
- What item does the parking attendant need from the guest?
 - the valet ticket
 - the parking fee
 - the room number
 - the car keys

- 7 Listen again, and fill in the blanks.

Hotel Guest: Excuse me, do you work here?

Parking Attendant: Yes, ma'am. I'm a 1 _____.

Hotel Guest: Perfect! I'd like to use the 2 _____.

Parking Attendant: I can help you with that. May I have your 3 _____?

Hotel Guest: Sure, 4 _____ . Do you need anything else?

Parking Attendant: No, but please make sure to remove any 5 _____ from your car.

Hotel Guest: Of course. I have my purse and cell phone with me.

Parking Attendant: Okay, here's your 6 _____ . You need that in order to pick up your car.

Speaking

- 8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE SUCH AS:

I need to use the valet service.

May I have your car keys?

Do you need anything else?


Student A: You are a hotel guest, and you need to use the valet service. Ask Student B questions to find out:

- what items the parking attendant needs
- what you need to do before you leave your car
- how to pick up the car

Student B: You are a parking attendant at the Royal Point Hotel. Answer Student A's questions. Give Student A instructions for picking up his or her car.

Writing

- 9 Use the pamphlet in Task 2 and the conversation in Task 8 to complete the valet ticket. Create some personal details.



VALET TICKET

Guest's name: _____

Guest's room number: _____

Instructions to pick up car: _____

Success Magazine / Page 14

Getting the Job

Tips for a Successful Interview

Job **interviews** can be stressful; however, with the proper planning and preparation, you *can* get the job. Read these tips to help you survive the interview and get a **job offer!**

Before the Interview

- Research the company and prepare **relevant** questions. **Interviewers** appreciate when job **candidates** demonstrate interest in the company and the available position.
- Organize all **paperwork**, including your résumé, official **transcripts**, and **references** from previous employers.
- Plan responses to common interview questions and practice interviewing with a friend.
- Prepare for questions about your **salary** expectations by finding out how much employees in the position you are applying for are typically paid.

During the Interview

- Make a good first impression by arriving on time for the interview. Make sure to dress in clean and professional **attire**. Finally, be polite and use the interviewer's name when speaking.
- Respond to all questions clearly. **Interviewees** should provide solid examples of how their previous experience relates to skills needed for the new position. Also, be sure to explain your future career goals.

After the Interview

- **Follow up** immediately with a **thank-you note** restating your interest in the position.
- Employers may request a **call-back** to obtain more information.



Get ready!

- 1 Before you read the passage, talk about these questions.

- 1 How do people prepare for a job interview?
- 2 What items do people bring to job interviews?

Reading

- 2 Read the article from a magazine, and then mark the following statements as true (T) or false (F).

- 1 ___ A job candidate should ask about the company during an interview.
- 2 ___ Interviewees make a good impression by dressing professionally for the interview.
- 3 ___ A call-back is a typical way for job candidates to follow up after an interview.

Vocabulary

- 3 Complete the sentences with words or phrases from the word bank.

Word BANK

interview relevant followed up
salary interviewee

- 1 Mac _____ by thanking his interviewer.
- 2 After the _____, Ms. Mills wasn't sure if Tara was right for the position.
- 3 Mr. Jones is paid a good _____.
- 4 The _____ arrived early and waited until the manager was ready.
- 5 Mr. George didn't write his height on the application because it was not _____.

4 Choose the correct words/phrases to go in the blanks.

1 transcript / résumé

- A Mary's _____ lists her professional background.
B Steve requested a _____ from his university.

2 interviewer / job candidate

- A The _____ was impressed by Ms. Jones and offered her the job.
B Mr. Cruz decides to interview the _____.

3 attire / paperwork

- A The dress code requires professional _____.
B Ms. Jessup had to fill out some _____ before she could begin her new job.

4 reference / call-back

- A Traci received a _____ after the interview.
B Jason asked Ms. Watson if he could list her as a _____ on his job application.

5 thank-you note / job offer

- A Bob declined the _____ because he found a position at another company.
B Paige sent Mr. Trujillo a _____ for helping her complete the project.

5 Listen and read the article again. How should you address the interviewer?

Listening

6 Listen to a conversation between an interviewer and a job candidate. Then mark the following statements as true (T) or false (F).

- ___ The man wants a job as a manager.
- ___ The man has never worked in the hotel business before.
- ___ The man helps train new employees at his current job.

7 Listen again, and fill in the blanks.

Candidate: Well, I'm currently working as an assistant hotel manager, but I'm looking to **1** _____.

Interviewer: Okay. According to your résumé, you've **2** _____ for five years, right?

Candidate: That's correct.

Interviewer: And what would you say has been your **3** _____ during those five years?

Candidate: Last year I created a very successful **4** _____ for new hotel employees.

Interviewer: Really? That's great.

Candidate: Yes, it's really helped our hotel run **5** _____.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

Why are you interested in working as ...?

I'm currently working as a ...

What would you say has been your greatest accomplishment?

Student A: You are an interviewer at the Royal Point Hotel. Ask Student B questions about:

- work experience
- relevant job skills
- future goals

Student B: You are a job candidate in an interview. Respond to Student A's questions.

Writing

9 You are an interviewer. Use the article and the conversation to write an article giving advice on how to prepare for an interview (100-120 words). Make sure to talk about the following:

Interview advice

- *Preparing before an interview*
- *Making a good first impression*
- *Common interview questions*

Glossary

reorder [VT-U15] To **reorder** something is to purchase more of it.

repeat customer [N-COUNT-U2] A **repeat customer** is a person who uses a business again and again.

respond [V-I-U3] To **respond** to something or somebody is to answer that person.

reward [N-COUNT-U2] A **reward** is something given in return for doing something good.

roast [VI/VT-U10] To **roast** something is to use the dry heat of an oven to cook food.

room preference [N-UNCOUNT-U1] A **room preference** is the kind of room a guest wants.

room service [N-UNCOUNT-U8] **Room service** involves bringing food and drinks to hotel rooms at the guest's request.

room service attendant [N-COUNT-U12] A **room service attendant** is the hotel employee who brings your food and drink order to your hotel room.

route [N-COUNT-U6] A **route** is the specific course that vehicles take while they are driving.

run [V-I-U6] To **run** is to travel.

running low [V PHRASE-U15] To be **running low** on something is to almost be out of it.

salty [ADJ-U10] If something is **salty**, it tastes of salt or has a lot of salt in it.

sauce [N-COUNT-U10] A **sauce** is a thick liquid served with food to give it flavor.

seafood [N-UNCOUNT-U14] **Seafood** is food that is made from fish and other animals that live in the water.

seat [V-T-U9] To **seat** someone is to show him or her to a seat in a business.

seek protection [V PHRASE-U7] To **seek protection** is to look for a safe place.

service charge [N-COUNT-U8] A **service charge** is money added to the price of a bill when a service is done for someone.

set the temperature [V-PHRASE-U14] To **set the temperature** is to adjust how hot or cold something is.

settle the account [V PHRASE] To **settle the account** is to pay the total amount owed.

sheet [N-COUNT-U4] A **sheet** is a piece of cloth that protects mattresses.

shopping district [N-COUNT-U5] A **shopping district** is a part of a city where there are many places to buy different items, like clothes.

shuttle [N-COUNT-U6] A **shuttle** is a private vehicle, usually a van, that takes passengers to and from locations.

sidework [N-UNCOUNT-U13] **Sidework** is any small task done in addition to a person's regular job duties.

sign for [V PHRASE-U12] To **sign for** something is to show that you have received an item or service, by writing your name on a receipt. This signature sometimes confirms that you will pay for the item or service you received.

silverware [N-UNCOUNT-U13] **Silverware** are sets of forks, spoons, and knives used for eating.

simmer [V-I or T-U10] To **simmer** something is to cook food slowly, at a temperature close to boiling.

sink [N-COUNT-U4] A **sink** is a bowl-shaped item that people use to wash their hands and clean items.

six-top [N-COUNT-U11] A **six-top** is a restaurant term that refers to the number of guests at a table. For example, a six-top is a table with six guests. A four-top is a table with four guests, etc.

sour [ADJ-U10] If something is **sour**, it has a sharp, acidic taste.

special offer [N-COUNT-U1] A **special offer** is a lower price on an item, usually for a limited time.

special request [N-COUNT-U3] A **special request** is the act of asking for a different or unusual thing.

spicy [ADJ-U10] If something is **spicy**, it tastes strong and hot. It may produce a burning sensation in the mouth.

spoilage [N-UNCOUNT-U14] **Spoilage** is the condition of food that is ruined and unsafe to eat.

sprinkler [N-COUNT-U7] A **sprinkler** is a safety device that sprays water in a building in the event of a fire.

**CAREER
PATHS**

Hotels & Catering

Career Paths: Hotels and Catering is a new educational resource for hospitality professionals who want to improve their English communication skills in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Hotels and Catering** addresses topics including hotel equipment, bookings, food and beverage services, security issues, and career options.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



Express Publishing

ISBN 978-0-85777-608-2



9 780857 776082