

## ERASMUS+ PROJECT COOK SERVE AND SPEAK ENGLISH LESSON PLAN

(English language, secondary school)

### INFORMATION ABOUT THE GROUP:

Age of the student:

Language Level: A2/B1

Number of students:

Aims:

Language:

- to learn and practise the following vocabulary: customers/serve/orders/duties/visitors/manner/cross-contamination/health and safety regulations
- to develop reading, speaking and listening comprehensions skills in English

Content: to present and discuss the activities performed by the waiter

Materials: worksheet 1, worksheet 2

### LESSON TOPIC: Duties of the waiter

#### A. Warm-up:

1. Show the student the short film:

<https://www.youtube.com/watch?v=PPUqwYn-YVY>

2. Ask them the following questions:

What did the waiter do in a correct way?

What mistake did he do?

3. Ask the students to give examples of the duties of the waiter

#### B. Procedure:

Task 1. Please complete the text with the words provided (there is one extra item)

customers serve orders menu duties visitors

1. Waiters and waitresses ..... foods and drinks to guests or customers in a polite and friendly manner. They work at hotels, bars, and restaurants.
2. They are responsible for taking .....from customers or guests and presenting it to the kitchen staff exactly the way the customer wants it, and delivering the prepared food or drink to the customer as soon as possible.



3. Other tasks include suggesting to customers the .....to pick and collecting the pay for the dishes ordered.
4. They also perform ..... such as informing customers of the day's specials and prices, and presenting menu information to them.
5. They should also have good knowledge of formal dining room service standards, health and safety regulations so as to provide superior and enjoyable service to .....or guests.

Task 2. Tick the tasks and duties of the waiter's job.

1. Greet and welcome all guests
2. Clean the customer's home
3. Serve food and drinks to guests
4. Take the menu order politely
5. Take payment from the customers in cash or credit cards
6. Be responsible for serving and cleaning tables
7. Wash cups, glasses and mugs as instructed
8. Follow health and safety regulations to avoid cross contamination
9. Repair the customer's car
10. Keep work environment neat and organized
11. Teach some recipes to customers
12. Pay the bill for the customers
13. Keep good relationship with guests, customers, and colleagues
14. Follow the restaurant's dress code

**C. Follow up (homework, project):**

Task 1. Please match the expression with a relevant duty of the waiter.

1. Greet and welcome guests
2. Serve food and drinks to guests
3. Take the menu order politely
4. Take payment from the customers in cash or credit cards

A.

Waitress - May I take your order?

Customer 1 - Yes. I'd like the fish and chips

Waitress - And what would you like to drink?

Customer 1 - I'd like a cup of coffee, please.

Waitress - And what would you like to order?

Customer 2 - I'll take the spaghetti and a salad.

Waitress - What would you like to drink?

Customer 2 - Just water, please.

B.

Waitress: Here you are, Enjoy your meal!

C.

Customer 2 – Could we have the bill, please

Waitress: Certainly, I will bring it right away  
(after a minute)

Waitress: Here is your bill

Customer 2: Ok, thank you. (Gives the payment) Keep the change, please.

Waitress: Thank you!

D.

Waitress: Good evening, welcome to our restaurant! Have you got a reservation?

Customer: No, we haven't got one, but we would like a table for two, if possible, please.

Waitress: Certainly, please follow me.



## Task 2.

This is a role play. Divide the class into two groups: some of the students will be waiters, some of the students will be customers. The students (customers) will get worksheet 1 (restaurant menu), the customers will get the worksheet 2 (evaluation sheet). The waiters perform their duties and the customers order dishes and also complete the evaluation.

SAMPLE SAMPLE SAMPLE