

Unit 2 Counter service learner resources

<http://esol.britishcouncil.org/catering/counter-service-taking-food-orders>

Activity 1: Taking Orders



1. Vocabulary

What kind of food can you buy at a deli counter?

Make up a mind map of the food vocabulary below.



Photos from iStockphoto

cheese	mayonnaise	egg mayonnaise	chicken
smoked mackerel	brown baguettes	salmon	sliced bread
pastrami	cheese and onion	spinach	ham
salt and pepper	prawns	prawn cocktail	turkey
white baguettes	salad	soft white baps	beef
brown baps	butter	tuna	

Types of bread

Condiments/accompaniments

Deli counter food

Meat fillings

Vegetarian fillings

Fish fillings

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2. You are about to watch a video of a counter attendant serving a customer at a deli counter. What does the customer order?

3. Before you watch again, put the things the counter attendant says into the ten spaces in the dialogue. Then watch the video to check your answers.

Things the counter attendant says:

- And what salad would you like?
- Well, you can choose from the main fillings.
- There you go. Thank you.
- And is it take away or eat in?
- Well, first you can choose from our bread.
- Whatever you fancy.
- Do you want some mayonnaise with that?
- Would you like some butter with your baguette?
- And would you like brown or white?
- Anything else?

Customer: Hi.

Counter attendant: Hiya, are you alright?

Customer: I'd like a sandwich. Can you tell me what you have?

Counter attendant: Yeah, sure. 1. _____ - we've got brown baps, brown baguettes, white baguettes, soft white baps or these little buns or there's normal sliced bread – brown or white, whatever you wish.

Customer: Maybe a baguette, please.

Counter attendant: 2. _____

Customer: Brown, please.

Counter attendant: Sure, (it'll) just be a second.

Customer: It looks really nice.

Counter attendant: 3. _____

Customer: Yes, please. Butter would be great.

Counter attendant: What else?

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Customer: What do you have?

Counter attendant: 4. _____ I've got the vegetarian options: cheese and onion, egg mayonnaise, that's Perfetto cheese or the cheeses here. Or you can choose (like) the fishes: that's the fishes – salmon, smoked mackerel, tuna or prawns, prawn cocktail. Or meat - chicken, pastrami, beef, turkey, ham,
5. _____.

Customer: OK great, can I have the chicken?

Counter attendant: Chicken, just plain chicken?

Customer: Yeah, is that the only chicken?

Counter attendant: I haven't got any mixed chicken, so just plain.
6. _____

Customer: Yeah, mayonnaise would be lovely.

Counter attendant: OK. *(pause)* Yeah. 7. _____

Customer: Oh yeah, can I get spinach, please?

Counter attendant: 8. _____

Customer: Salt and pepper.

Counter attendant: Sure. Is that all?

Customer: Thank you, that's great.

Counter attendant: Yeah. Do you want it cut in half?

Customer: Yes, please.

Counter attendant: 9. _____

Customer: Take away.

Counter attendant: Sure. 10. _____

Customer: Thank you very much.

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4. Watch the last part of the video again. Count how many words are missing (sentences 1 – 5). Write the number of words you hear. N.B. that's = that is = 2 words.

Counter attendant: Yeah. 1. ____

Customer: Oh yeah, can I get spinach, please?

Counter attendant: 2. ____

Customer: Salt and pepper.

Counter attendant: Sure. 3. ____

Customer: Thank you, that's great.

Counter attendant: Yeah. Do you want it cut in half?

Customer: Yes, please.

Counter attendant: And 4. ____

Customer: Take away.

Counter attendant: Sure. 5. ____ Thank you.

Customer: Thank you very much.

Activity 2: Deli counter menu

1. Can you name any of these foods?



Photos from iStockphoto

2. On the next page is the salad menu from the British Council deli counter. Find these foods on the menu.



3. What would you order from the above menu?

4. Role play

Work with a partner: one person is the counter attendant and the other the customer. The counter attendant greets the customer and takes their salad order.

Change roles.

Activity 3: Special dietary needs

1. Vocabulary. Match these words/phrases with the definitions:

Severe allergic reaction	a person who doesn't eat any animal products
Gluten intolerance	a sudden body response to certain foods, etc., sometimes fatal
Lactose intolerance	a person who doesn't eat meat
Vegetarian	unable to eat cereals, especially wheat
Vegan	unable to eat milk products

Can you think of other special dietary needs?

2. Here's a quiz to find out what you already know about special dietary needs.

Are the statements below true or false?

1. People can die from an allergic reaction to food.
2. Very few foods can cause an allergic reaction.
3. Foods that commonly cause severe allergic reaction include cereals, milk, eggs, fish, nuts and mustard.
4. If you're allergic to a certain food, even a tiny amount can cause a severe reaction.
5. About 1 in 1,000,000 people need to avoid gluten.
6. Bread, pasta, pizza, pastry, biscuits, cakes and many other foods contain wheat (gluten).
7. Menus always contain information about foods that can cause severe allergic reactions.
8. If a customer with a food allergy asks you whether a dish contains a certain food, you should guess the answer.
9. If you're not sure whether a dish contains a certain food, and you can't check, tell the customer you don't know.
10. If a customer asks for a meal without a certain food and you give them a meal that does contain it, then you could be prosecuted.

Adapted from:

<http://tna.europarchive.org/20120209132957/http://tna.europarchive.org/20120209132957/http://www.food.gov.uk/safereating/allergyintol/guide/caterers/>

Visit this interactive website for practice in identifying 'allergens' in dishes:

<http://allergytraining.food.gov.uk/english/in-the-restaurant/>



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3. Watch the video of another customer at the deli counter.

What special dietary needs does she have?

- Gluten intolerance
- Lactose intolerance
- Nuts allergy
- Vegetarian
- Vegan

4. Which of these foods can the customer eat? Think of her special dietary needs.

bread	fish	salad
meat	eggs	cheese
roast peppers	olives	feta cheese
spicy food	hummus	harissa
French dressing	Caesar dressing	chilli sauce

Watch the video again. Which of the above foods does the customer order?

5. Describing food

In the video, the customer asks 'what is harissa?'
The counter attendant replies 'it's like a chilli paste, it's kind of spicy.'



Photo from iStockphoto

Match these foods with their descriptions.

French dressing	It's a spicy paste with onion, ginger, garlic and hot chilli peppers.
Caesar dressing	It's Greek cheese, made with sheep's milk or goat's and sheep's milk.
chilli sauce	It's sliced smoked peppery beef.
feta cheese	It contains prawns, mayonnaise, tomato ketchup, lemon juice.
egg mayonnaise	It's olive oil, raw egg, mustard, garlic and anchovy dressing for salads.
pastrami	It's an olive oil, vinegar and mustard dressing for salads.
prawn cocktail	it contains boiled eggs, mayonnaise, mustard and spring onions.

6. Watch another customer ordering food from the deli counter. What does she order?
7. Here are some things the counter attendant says. There is one wrong word in each sentence. As you listen again, cross out the wrong word in each sentence and write the correct word.
1. What must I get you?
 2. If you are allergic to wheat I would not recommend it.
 3. Well, these are the vegetarian sandwiches.
 4. And what could you like it on – sliced bread,?
 5. And would you want some butter?
 6. Would you like anything spicy?
 7. And are you eating out or..?
 8. Away you go. Thank you.
8. Role play. Your teacher will give you role cards (customer or counter attendant). Prepare your role play, using language from the videos.

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Activity 4: Taking payments

<http://esol.britishcouncil.org/catering/counter-service-taking-payment-1>

1. Here are receipts from the British Council deli counter. You will see videos of three customers paying. Are any of these receipts for them?

a.



b.



c.



2. Watch each video again. Pay attention to what the cashier says in the first two video clips. As you listen, count the number of missing words in the spaces below, e.g. that's = 2 words (that is), £5.60 = 3 words (five pounds sixty).

Cashier: Chicken salad sandwich. 1. _____

Cashier: That's 2. _____

Cashier: Lovely, 3. _____

Cashier: 4. _____

2. Counting the missing words:

Cashier: Lovely, thank you very much, miss. 5. _____

Cashier: Thank you so much. 6. _____

Cashier: The 7. _____

3. Pay attention to what the customer says in the last video clip. How many missing words are in the spaces below?

Customer: Right, 8. _____ here.

Customer: Can 9. _____

Customer: Can 10. _____

3. Discussion:

- How many times did you hear 'please' and 'thank you'? How do restaurant staff and customers show politeness in your country/region?
- In the videos you've just watched, how do all the customers pay? What other methods of payment are there?



Photo from iStockphoto

4. Video: Victor's café in London.

<http://esol.britishcouncil.org/catering/counter-service-taking-payment-2>

Watch the video and answer the questions:

1. What kind of food did the customer order?

- cold snacks to take away
- cold snacks to eat in
- hot food to take away
- hot food to eat in

2. How does the customer pay?

- with cash
- by card
- with vouchers
- by cheque

Catering - Worksheets

Watch the video again and fill each gap with one word.

Waiter: Hi, how are you?

Customer: Fine thanks.

Waiter: Your order is 1. _____. Is it liver, bacon, mashed potatoes, peas, gravy, onion?

Customer: Yeah.

Waiter: And one roast chicken dinner and two bits of roast chicken and extra thick gravy on the side.

Customer: That's brilliant.

Waiter: 2. _____ else for you?

Customer: Can I pay by card?

Waiter: Yes, sure you can. It will be £15 3. _____. Thank you. Put your 4. _____ number please here for me.

Waiter: Thanks very much

Customer: Cheers, thanks a lot.

Waiter: Have a 5. _____ day.

Customer: And you. Thanks, bye.

Waiter: Thank you.

5. Make up a dialogue between a customer (A) paying for food to take away and a cashier (B).

A. Greet the cashier.

B. Greet the customer.

A. Describe your order.

B. Tell the customer the price.

A. Ask to pay by card.

B. Give customer card
payment instructions.

A. Ask for a receipt.

B. Thank the customer
and give a receipt.

A. Ask for a napkin.

B. Tell customer where
the napkins are.

A. Thank the cashier.

B. Thank the customer and
wish them a good day.