

职业英语系列—BWPC—ITP 美国职业英语丛书

Restaurant Employees

餐厅职员英语

(英汉对照)

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序 言

本书是《BWPC-ITP 美国职业英语》丛书中的一本。《职业英语》丛书是为具有一定专业知识同时也具有一定英语水平的学生而编写的。本丛书旨在传授一些学生们所需的专业术语,使们能在其专业领域内用英语进行交流。

学生们会发现《职业英语》丛书具有内容清晰,讲述生动,实用且使用简便等特点。书中每课讲述了一个专题。每课的开始部分都是一位专家和一个学生或受训人之间的一段对话。在这段对话中,涉及此课主题的关键术语出现在实际场景之中。对话部分之后是术语练习。在术语练习中对每个术语都给出了定义,并且提供三个例句说明其用法。在每课的最后部分都安排有简单的检查练习,以供学生测定他们是否掌握了对话中所出现的术语。书中还提供练习答案供学生自检。另外,每一本书都配有相对应的对话录音磁带,使用磁带非常有助于本书的学习。

《职业英语》丛书既可作为课堂用书也可供学生自学使用。

学生须知:如果你使用此书自学,下列建议有助于你用好书。

1. 从头至尾通读对话。
2. 研读术语练习。
3. 如果你有录音磁带,认真听一听。尤其注意术语练习中的生词,注意它们的发音和语调。
4. 反复朗读对话(如果你有录音磁带,可对照磁带检查你的发音)。
5. 做每课后的检查练习,以确保掌握课文中出现的术语。参照书后所附的答案检查你的答案。如果发现错误,可使用术语练习查找你没有掌握的词汇,并在对话中找到这些术语并重读对话,改正错误。
6. 上面步骤都做完后,你便可以继续学习下一篇课文了。

教师须知：下列这些建议有助于你在课堂上用好此书。

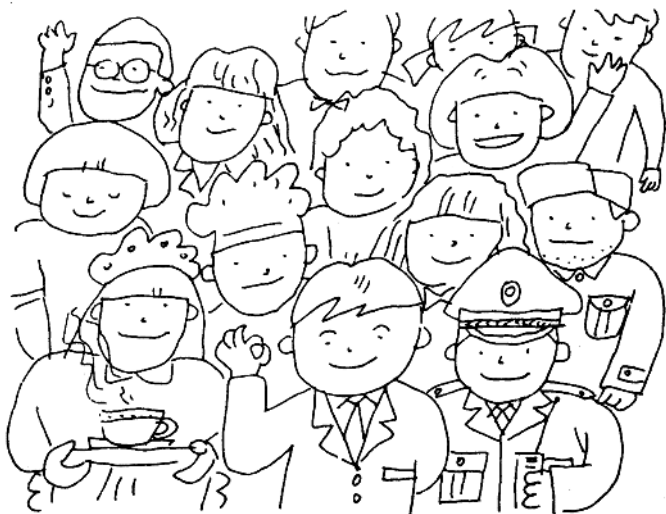
1. 要求学生默读对话。
2. 要求学生自己看术语练习。
3. 如果你有录音磁带，请在课上播放。建议学生边听边看书，并仔细听术语练习中的词汇，注意其语音和语调。
4. 朗读术语练习中的每一个生词，要求学生跟你读这些生词，检查他们的发音。要求学生们轮流朗读例句。
5. 让两名学生在对话中以不同的角色朗读对话（每一组对话你都可以请几对学生来朗读）。学生朗读对话时要纠正他们的发音和语调。
6. 要求学生做课后检查练习以确保他们掌握课文中介绍的单词。如果学生自己有书可以让他们把答案直接写在书上。如果别的学生还要用这本书，就请他们把答案写在另外的纸上。
7. 学生可根据书后答案检查自己的答案。如果他们答错，建议他们在术语练习中查找该术语，重读定义和例句并重读课文。然后改正错误。

CONTENTS

Lesson	page
1 Introduction	1
2 The Waiter and Waitress	6
3 The Busser	11
4 The Maitre d'	16
5 The Bartender	21
6 The Cashier	27
7 The Expediter	33
8 The Chef	38
9 The Dishwasher	44
10 The Prep Person	49
11 The Baker	54
12 The Steward	59
Key to Check-Ups	64

目 录

第 1 课	简介	(1)
第 2 课	男、女服务员	(6)
第 3 课	服务员助手	(11)
第 4 课	服务员总管	(16)
第 5 课	酒吧招待	(21)
第 6 课	出纳员	(27)
第 7 课	催菜员	(33)
第 8 课	厨师	(38)
第 9 课	洗碗工	(44)
第 10 课	备菜员	(49)
第 11 课	面包师	(54)
第 12 课	仓库保管员	(59)
测验答案		(54)



LESSON

1 Introduction

A. Reading

Good morning. I'm the manager of the restaurant and I'd like to give you a general introduction to some of our procedures. You'll receive specific instructions later on.

All good restaurants have an organization chart so that everyone understands who his or her supervisor is. The organization chart is part of the training manual which is now being passed to you.

The department heads for the front of the house are the head bartender, the maitre' d', and the head cashier. In the back of the house they're the chef, the baker, and the steward. The department heads report directly to the manager. They're responsible for scheduling their staffs and for making sure that the rules of the house are followed. Please refer to your training manual for the rules of the house.

In this restaurant we have a modified à la carte menu. Although there are also prix fixe and table d'hôte menus, we've found that the à la carte menu is the most popular with the customers.

Out of the choices of French, Russian, and American service, we've chosen a mixture of French and American service. Most of our foods are plated up in the kitchen, but some are prepared at the table. We use hand service, not tray service, in our dining room.

In our dining room we have 10 four tops, fifteen deuces, and one table for eight. Ten of the deuces face a banquette. Although we considered booth seating, we decided against it.

Finally, we believe that the customer is always right. Therefore, please be courteous and attentive to the needs of our customers. If you have any problems, go immediately to your supervisor for assistance.

B. Terminology Practice

à la carte: describing a type of menu in which all items are priced separately; a **modified à la carte** menu is one in which vegetables are included with the entrée at no extra cost

Is this an à la carte or a modified à la carte menu?

This restaurant has an à la carte dinner menu.

If you order from the modified à la carte menu, you'll get two vegetables with your entrée.

American service: an informal type of service in which the food is put on plates in the kitchen and brought to the dining room by hand or on trays
American service is less formal than French service.

Why did your restaurant choose American service?

American service requires only one waiter for each table.

back of the house: the area of a restaurant that is not visible to the public

The kitchen, storerooms, and dishwashing area are in the back of the house.

Do you work in the front or back of the house?

The kitchen staff works in the back of the house.

banquette: a cushioned bench used for seating people along a wall
The banquettes in this restaurant are upholstered in red velvet.
Banquette seating is a very efficient way of seating customers.
Brush the banquettes and make sure they are clean.

booth: a seating arrangement made up of a table situated between two benches that face each other

Booths are more private than other types of seating.

Which booth would you like today?

Clear those booths for the customers who are waiting.

department head: a person in charge of a group of employees

Who is the department head of the kitchen staff?

All department heads will attend a meeting today at three o'clock.
Department heads are responsible for supervising their staffs.

deuce: a table for two people

Those deuces face a banquette.

Set up all the deuces for dinner.

Many couples prefer deuces to four tops.

four top: a table for four people

How many four tops are in this dining room?

It's better to avoid seating two people at a four top.

In formal restaurants four tops are used to give the customer more space.

French service: a formal type of service in which the food is cooked or completed at a side table in front of the guests

French service requires two waiters at each table.

Restaurants which offer French service are generally expensive.

Is French service available only in French restaurants?

front of the house: the area of a restaurant that is visible to the public

Front-of-the-house employees should wear attractive uniforms.

Have you ever worked in the front of the house?

The kitchen isn't part of the front of the house.

house: a term used to refer to a restaurant

Are you familiar with the rules of the house?

The customers would like to know what the specialties of the house are.

I think I'll order the house wine.

menu: a list of dishes available at a restaurant

Do you see any omelettes on the menu?

This customer would like to keep his menu as a souvenir.

I'd like to order the third item on the menu.

organization chart: a diagram indicating which employees supervise others

The manager or owner appears at the top of an organization chart.

Where does the chef appear on the organization chart?

Sometimes we must update the organization chart.

plate: to put food on plates

We must plate all the orders for that table at the same time.

Is the veal chop ready to be plated?

Food should be plated up only on warm plates.

prix fixe: describing a menu offering a choice of several meals at a fixed price

I like prix fixe menus because they allow me to know the cost of the entire meal before ordering.

Does "\$35.00 per meal" indicate that this is a prix fixe menu?

Let's change our lunch menu to a prix fixe menu.

Russian service: a formal type of service in which all food is prepared in the kitchen

In the last century, French service was known as Russian service.

In Russian service, food is brought to the table on platters.

Be sure you serve from the right in Russian service.

table d'hôte: describing a menu offering all of the guests the same meal at a fixed price

We can have the tomato soup, filet of sole, chocolate cake, and coffee if we order from this table d'hôte menu.

Table d'hôte menus are not often used in this country.

Have you ever been to a restaurant with a table d'hôte menu?

C. Check-Up

Fill in the blanks with the proper terms from the list.

à la carte	front of the house
American service	four top
deuce	plate
French service	prix fixe

1. We seat four people at a _____.
2. When we prepare food at tableside, we are using _____.
3. I like to order an entire meal for one price, so I prefer a restaurant that has a _____ menu.
4. A table for two people is known as a _____.
5. _____ is usually less formal than other types of service.
6. Let's _____ up these orders on warm plates.
7. The maitre d' works in the _____.
8. Items are priced individually on an _____ menu.

第 1 课 简介

A. 阅读

早晨好！我是餐厅经理，我现在就餐厅的一些工作步骤做个总体介绍，以后你们还将接受具体指导。

所有上乘的餐厅都有组织系统图，以便使每个人都清楚谁是他(她)的上司。现在发给你们的组织系统图是训练手册中的一部分。

前堂部门负责人是酒吧侍者领班、侍者总管和出纳总管。后堂则是厨师、面包师和管理员。部门负责人直接向经理汇报，他们负责给他们的下属排班，并确保人人遵守餐厅的规则。关于餐厅规则，请参阅你们手里的训练手册。

在这个餐厅，我们备有变式点菜菜单。虽然我们也有定价客饭和套餐菜单，但我们发现还是点菜菜单最受顾客欢迎。

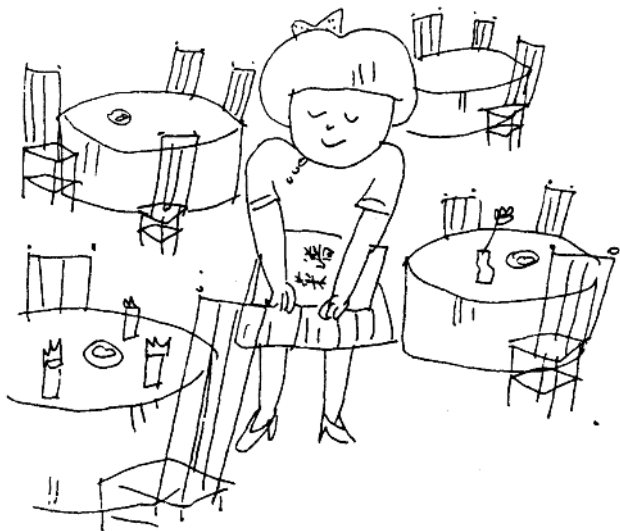
服务方式有法式、俄式和美式可选，我们还提供法式美式混合式。我们大部分食物是在厨房装盘，但也有一些是上桌后完成的。在我们餐厅使用双手服务，而不是托盘服务。

餐厅内有十个四人桌，十五个双人桌，一个八人桌，其中有十个双人桌面对的是一条长条软座。虽然我们也曾考虑过火车座形式，但还是决定不采用。

最后，我们相信顾客总是正确的。所以，请对顾客的要求要礼貌而且殷勤。如果遇到问题，立即向你的上司请求帮助。

B. 术语练习

à la carte [alə'ka:rt]	点菜菜单	banquette	长条形软座
modified à la carte	变式点菜菜单	booth	火车座
	单	department head	部门负责人
American service	美式服务	deuce [dju:s]	双人桌
back of the house	后堂	four top	四人桌
French service	法式服务	plate	摆盘，装盘
front of the house	前堂，前厅	prix fixe ['pri:'fiks]	定价客饭
house	餐厅		的菜单
menu	菜单	Russian service	俄式服务
organization chart	组织系统图	table d'hôte ['tæbl'dot]	套餐



LESSON

2

The Waiter and Waitress

A. Dialogue

Manager: As waiters and waitresses you act as salespeople. Your concern for our customers is vital to our success. Please show that concern by being personable and polite to the customers and by paying attention to your personal hygiene.

Waiter: Does the restaurant supply uniforms?

Manager: The restaurant will furnish only the white aprons and ties you will need. You must furnish all other clothing.

Waitress: Are there any special instructions for setting up the dining room?

Manager: Yes. Please refer to our diagram of our standard table setting. The tables are set up by the waiting staff before meal service begins. Your assignments are posted to the right of the door to the kitchen. Your setup assignments will rotate, so please look at the schedule every day. You'll also be assigned a station.

Waiter: Where can we pick up customer guest checks?

Manager: From the maitre d'. The maitre d' will record the numbers of the checks assigned to you in the check register. You will then be required to sign the register. On the guest check, fill in your server number, the date, and, after the customers are seated, the table number and the number of customers.

Waiter: How will we know what numbers to use?

Manager: The maitre d' will go over those with you a little later. Once the checks have been assigned, wait until the customers are seated and comfortable, then greet them, write their orders on the guest check, and have the check rung up by the cashier. The next step is to fill out a duplicate check and take it to the kitchen.

Waiter: Where do the customers pay their guest checks?

Manager: After the customer has asked for the check, it is presented on a tray. When the customer leaves money or a credit card on the tray, you take the money to the cashier and get change or fill out the credit card form and return it to the customer for a signature.

Waitress: What should we do if a customer has a problem or complaint?

Manager: If there is a problem with a customer over any item of service or payment, refer that problem to the maitre d' or the manager.

B. Terminology Practice

check register: a book in which the numbers of the guest checks are recorded

Most restaurants require the waiters and waitresses to sign the check register when they receive their guest checks.

Who's in charge of the check register?

The maitre d' will assign guest checks and record them in the check register.

credit card: a card that entitles the holder to charge purchases or services to his or her account

Which credit cards do you accept?

People traveling on business usually use credit cards.

Credit cards are often used in American restaurants.

guest check: the bill presented to a customer at the end of a meal
Many restaurants have their name and address printed on the guest checks.

How many guest checks did we use this evening?

The cashier collects the guest checks after they have been paid by the customers.

maitre d': the employee who seats customers and is in charge of the waiting staff

The maitre d' will give you your guest checks.

Does the maitre d' seat customers?

Some restaurants have a hostess instead of a maitre d'.

meal service: the period of time when the restaurant is open for business
Meal service begins at twelve p.m.

The staff prepares the dining room before meal service.

Meal service is often referred to simply as service.

server number: the identifying number given to a waiter or waitress
My server number is eleven.

Does our server number change every day?

Don't forget to write your server number on the check.

setup: the readying of the dining room for service

Your setup duty today is napkin folding.

Who is in charge of setup today?

Setup for dinner usually begins one hour before service.

station: a group of tables in a restaurant for which a particular waiter or waitress is responsible

Your station includes those four tables in the dining room.

What's my station assignment today?

Give the customers in your station the best service possible.

table setting: an arrangement of plates, silverware, and glassware on a table

Where should we place the glasses in the table setting?

The salt and pepper shakers are to be placed in the middle of the table in our table setting.

That's an elegant table setting.

uniform: The required clothing for a certain job

What's the proper uniform for a waitress?

Uniforms must be cleaned often.

All waiters in this restaurant wear the same uniform so that the customers can recognize them easily.

waiter or waitress: the employee who takes food orders from customers and serves meals

Waiter refers to a male employee, whereas waitress refers to a female employee.

The waiting staff is composed of waiters and waitresses.
What are the principal duties of a waiter?

C. Check-Up

Fill in the blanks with the proper terms from the list.

check register	meal service
credit card	station
guest check	table setting
maitre d'	uniform

1. The salt and pepper shakers go in the middle of the table in our _____.
2. Your _____ assignment today consists of three tables.
3. The _____ manages the waiting staff.
4. If a customer doesn't want to pay for a guest check with cash, he or she can use a _____.
5. Take only those guest checks that have been entered in the _____.
6. Today's _____ begins promptly at twelve noon.
7. The _____ is presented to a customer at the end of a meal to indicate the cost of the meal.
8. Most restaurant employees wear a _____.

第2课 男、女服务员

A. 对话

经理： 作为服务员，你们就要表现得像个推销员一样，你们对顾客的关心是我们成功的关键。请把你们的关心表现在对待顾客的优雅风度和礼貌态度上，表现在对自己个人卫生的注意上。

男服务员： 餐厅提供制服吗？

经理： 餐厅只提供白围裙和所需的领结，其余的服装自备。

女服务员： 布置餐厅有没有一些特别的指示？

经理： 有，请参阅我们标准的餐桌位置图。餐桌在营业前由服务人员摆好。你们负责的范围是从大门的右手起到厨房，摆桌的任务要轮换，所以请每天看安排表，你们

还要被分配到岗。

男服务员：从哪儿领取客人点菜帐单？

经理：从侍者总管那儿。侍者总管将在帐单记录本上记下给你的帐单的号码。然后你们还需要在记录本上签字。在客人帐单上，填上你的服务员编号、日期，在客人落座后填上桌号和客人人数。

男服务员：我们怎么知道哪些数字有用呢？

经理：稍后侍者总管将详细跟你们说。领完帐单，等顾客坐定舒服了，再去招呼他们，在客人点菜帐单上写下他们点的东西，并请出纳把帐单记入现金出纳机，下一步就是填一份帐单副本送交厨房。

男服务员：顾客在什么地方付帐？

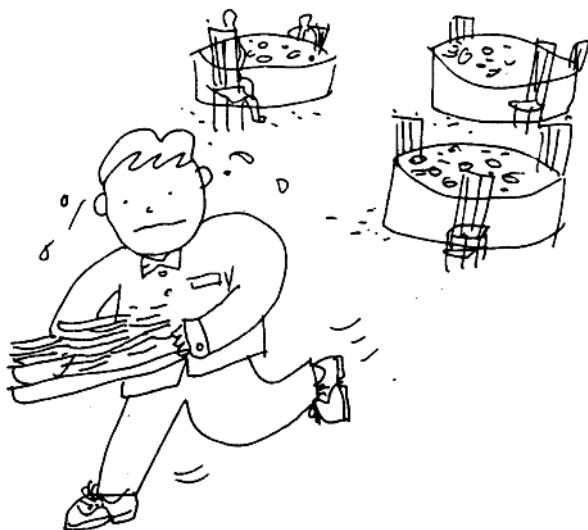
经理：顾客要求要帐单时，帐单要用托盘递给他们。当顾客把现金或信用卡放在托盘里，你就要把钱拿到出纳那里并找好零钱，或者填好信用卡表格并把它拿回让顾客签名。

女服务员：如果顾客有问题或抱怨，我们该怎么办？

经理：如果客人对服务或付帐的任何一个环节有不满，请向侍者总管或经理汇报。

B. 术语练习

check register 顾客点菜帐单号	setup 准备工作
码记录本	station 岗位
credit card 信用卡	table setting 摆桌
guest check 顾客点菜帐单	uniform 制服
maitre d' [ˌmɛitrə'di:] 侍者总管	waiter or waitress 男服务员；女服务员
meal service 营业中	
server number 服务员编号	



LESSON

3

The Busser

A. Dialogue

Manager: Let's discuss your uniform. We'll furnish a coat and side towels, but you should provide your own white shirt, black pants, and black shoes.

- Busser:* Is the logo of the restaurant on the coat?
- Manager:* No. The coat is white. It is hiplength and double-breasted, with white buttons. In some restaurants certain features of a uniform, such as stripes on the sleeves or the color, indicate your position on the staff. Our restaurant is more informal, however, and we don't make these distinctions.
- Busser:* Do my daily duties include any side work?
- Manager:* Yes. The bus staff is responsible for bringing supplies from the kitchen and storerooms, in order to refill the sugar bowls and creamers, for example. The bus staff also sets up the dessert station.
- Busser:* Are the bussers responsible for setting up the bus stations as well?
- Manager:* Yes, they are. The bussers check each bus station to make sure that all the required condiments are there. Also, make sure that there is a sufficient supply of china, glassware, and silverware ready to turn the tables. Finally, the bus staff is responsible for setting up the coffee station.
- Busser:* What are my responsibilities during meal service?
- Manager:* At the beginning of the meal you should fill and refill the water glasses and bring bread and butter to the tables. During service, remove the dishes and silverware after all the customers at a table are finished, and set up new silverware and china for the next course. Also, please empty the ashtrays.
- Busser:* Are there also duties at the end of the meal?
- Manager:* Yes. You should set up the coffee service and refill coffee cups when required. After the customers have left, turn the table for the next customers. And finally, when meal service is over, break down the coffee, dessert, and bus stations.

B. Terminology Practice

- break down:** to put the restaurant in order after the customers have left
 Break down the stations before you leave.
 When do we start breaking down the dining room?
 The staff begins breaking down the stations after the last customer leaves.