

ENGLISH FOR



FOOD AND BEVERAGE

BSA COLLEGE
2021





*“Ask or you will
never know the world”*

BSA College



CONTENTS

Greeting Guest and Introduction.....	1
Restaurant and Bar Service.....	7
Spelling.....	8
Common Sign and Abbreviation in Tourism/Hotel.....	9
Reservation by Telephone.....	13
Sitting the Guest I.....	16
Sitting the Guest II.....	19
Taking Order I.....	22
Taking Order II.....	26
Taking Order III.....	29
Taking Order IV.....	34
Recommending Food.....	41
Room Service.....	45
Explaining the Menu I.....	55
Explaining the Menu II.....	60
Explaining the Menu III.....	68

The Bill I.....	75
The Bill II.....	80
Basic Terms for Bartender.....	86
Ice Breaking in Bar Conversation.....	88
Cooking Methods.....	92
Cooking Tools.....	94
Types of Meat.....	98
Types of Breakfast.....	99

GREETING GUEST AND INTRODUCTION



Learning Objectives:

1. Be able to use various expressions for greetings, asking condition, and farewells.
2. Be able to introducing themselves and asking guest's identity.

First impressions last a life time, or at least until the guests check out, so it is important to make a good first impression. There are numerous expressions that can be used when first greeting people. Some are very formal and appropriate for greeting guests and some are more informal and should only be used with friends or co-workers. Obviously, employees of the hotel industry should use the more formal expressions; however, the less formal expressions will also be presented to give learners a well-balanced repertoire to choose from.

REETING GUEST EXPRESSIONS

More Formal Expressions	Less Formal Expressions
Good morning (sir/madam)	Hello
Good afternoon (sir/madam). Welcome to (name of hotel/restaurant, etc)	Hi
Good evening (sir/ma'am). How are you today? How are you this morning/afternoon?	What's up? How's it going?

After the greeting, the dialogue must be continued which **depends on the situation**. When interacting with hotel guests usually involves determining what the guest wants or needs. A couple of standards that can be used in the hotel industry are:

1. How can I help you today madam / sir?
2. Can I be of assistance?
3. How may I assist you?
4. May I assist you with anything?
5. What can I do for you today?

ASKING SOMEONE'S CONDITION

Asking Expressions	Response "IF GOOD"	Response "IF SO-SO"	Response "If BAD"
How are you?	Great	Could be worse	Not too good.
How are you doing?	Couldn't be better	Fair to middling.	I've had better days.
How's it going?	Fantastic	I can't complain.	No, it was lousy.
How has your day been?		So-so	Terrible
How do you feel?			
How was your day?			
Did you have a good day?			
How have you been?			
Have you had a good day?			

EXPRESSION OF FAREWELL

After greetings, introductions, and polite conversation people will go their separate ways. There are numerous expressions that can be used when giving farewells. Some are more formal than others. Obviously the more formal expressions are more appropriate when interacting with guests

More Formal expressions

Goodbye

Thank you for coming. Have a pleasant day.

Goodbye, please come again.

Goodbye, I hope to see you again.

Less Formal Goodbyes

See you later (soon) So long

Good bye (bye) Please come again

I have to run I have to be going now

Catch you later. See you again

INTRODUCTION

1. Introduce Yourself

A : My name is John Smith. What's your name?

B : My name is David.

Now, ask and answer in pairs in the same way with your friend in the class.

2. Ask for given names

A : What's his name?

B : His name is Richard.

A : What's her name?

B : Her name is Cathy.

3. Confirm and correct information

A : Are you Paul Roberts? B : Yes, I'm.

A : Are you David Roberts? B : No, I'm not. I'm Paul Roberts.

Look at above-mentioned people ask and answer like this:

- Are you Vinc Hall? B : _____
- Are you David Roberts B : _____
- Are you Nina Jones? B : _____

Is your name Paul Rooberts? B : Yes, it is.

Is your name David Roberts? B : No, it isn't. It's Paul Roberts.

4. Greet People at Different Time of the Day

A : Good morning, Mr. Hall

Good afternoon, Sir.

Good evening, Madam.

Good night, Mr. Hall.

Now, greet the people throughout the day:

- | | | |
|---|--------------------------|-----------------------|
| - | Mr. John Smith (10.15) | - Miss Tina Charless |
| | (18.20) | |
| - | Mr. Daniel Jones (15.40) | - Mr. Jims Robson |
| | (7.30) | |
| - | Miss Sally (18.00) | -Anna Paulina (12.30) |

b) A : My name's Vince Hall

B : Good morning, Mr. Hall.

Practice in the same way with the people in exercise 4 above.

Work in pairs. Introduce yourselves to each other in the same way. Use your own name.

DIALOGUE 1

Employee : Good morning.

Diana : Good morning. My name's Diana Trent.

Employee : Ah, yes, Mrs. Trent. Room 201. Here's your key.

Diana : Thank you

Employee : And what's your name, sir?

Paul : Roberts.

Employee : Roberts. Are you Mr. David Roberts?

Paul : No, I'm not. I'm Paul Roberts.

Employee : Ah, yes. Here's your name, Mr. Paul Roberts.

Your room number is 205.

Paul : Thank you.

Employee : And here's your key, Mr. Roberts.

Paul : Thank you.

Restaurant & Bar Service



Learning Objectives:

1. Be able to write guest's name through its spelling.
2. Be able to use terms and abbreviation used in hotel.
3. Be able to handle reservation by telephone.
4. Be able to sit the guests.
5. Be able to take guests' order.
6. Be able to recommend food to guests.
7. Be able to take room service.
8. Be able to explain the menu to guests.
9. Be able to give bill to guests or handle the payment.

TWO USEFUL STANDARD CODES FOR CLARIFYING SPELLINGS OVER THE TELEPHONE

A lpha
B ravo
C harlie
D elta
E cho
F oxtrot
G love
H otel
I ndia
J uliet
K ilo
L ima
M ike
N ovember
O scar
P apa
Q uebec
R omeo
S ierra
T ango
U niform
V ictor
W illiam
X -ray
Y ankie
Z ulu

A ndrew
B enyamin
C harlie
D avid
E dward
F redrick
G eorge
H arry
I saac
J ac
K ing
L ucy
M ary
N ellie
O liver
P eter
Q ueenie
R obert
S ugar
T ommy
U ncle
V ictor
W illiam
X mas
Y ellow
Z ebra

COMMON SIGN AND ABBREVIATION IN THE TOURISM / HOTEL

In	: Masuk
Out	: Keluar
Entrance	: Pintu masuk
Exit	: Pintu keluar
Way Out	: Jalan keluar
Way Up	: Jalan naik
Push	: Dorong
Pull	: Tarik
Open	: Buka
Close	: Tutup
Arrival	: Kedatangan
Departure	: Keberangkatan
Ladies	: WC Wanita
Gentlemen	: WC Pria
Enganged	: Isi
Vacant	: Kosong
To let	: Disewakan
For hire	: Disewakan
For sale	: Dijual
No Smoking	: Dilarang merokok
No Parking	: Dilarang parkir

No Waiting	: Dilarang menunggu
No Through Road	: Jalan buntu
No Admittance	: Dilarang masuk
Bathing Prohibited	: Dilarang mandi
Do not Touch	: Jangan sentuh
Do not Disturb	: Dilarang mengganggu
Stick No Bill	: Jangan tempel plakat
Do not lean out	: Jangan keluarkan badan
Keep of the grass	: Jangan injak rumput
Private road	: Jalan pribadi
Private property	: Milik pribadi
Caution	: Hati-hati
Restricted area	: Daerah terlarang
Keep Out	: Jangan masuk
Danger! Hight Voltage	: Bahaya! Tegangan tinggi
Beware of the dog	: Awas! Anjing galak
Wet paint	: Cat basah
Admission free	: Tidak ada pungutan
Staff Only	: Hanya untuk staff
Authorized Personel Only	: Hanya untuk karyawan/pejabat
Taxi Rank	: Tempat taksi
Fire Escape	: Tangga Kebakaran
Fire Extinguisher	: Alat pemadam kebakaran
Emergency Exit	: Pintu darurat
To Staircase	: Ke tangga
To Elevator (Am)	: Ke elevator
Litter	: Sampah

Ground floor	: Lantai dasar
First floor	: Lantai pertama
By airmail	: Dengan pos udara
Please forward	: Mohon diteruskan
To escalator	: Ke tangga berjalan

ABBREVIATIONS

SINGKATAN – SINGKATAN UMUM

a.m.	Ante meridiem (latin)	: sebelum tengah hari
p.m.	Post meridiem (latin)	: sesudah tengah hari
N.B.	Nota Bene (latin)	: catatan
i.e.	idem est (latin)	: yaitu
e.g.	exempli gratia (latin)	: misalnya
P.S.	Post scriptum (latin)	: tambahan
B.A.	Bachelor of Arts	: Sarjana Muda
M.A.	Master of Arts	: Sarjana Lengkap
Phd.	Doctor of Philosophy	: Doktor Ilmu Filsafat
AD	Anno Domini (latin)	: Tahun Masehi
BC	Befor Christ	: Sebelum Masehi
BE	Buddhist Era	: Tarikh Buda
c/o	Care of	: dengan alamat
Esq.	Esquire (British)	: Tuan yang terhormat
Jr.	Junior (American)	: nama yang sama dengan nama Bapak
m.p.h.	Milles per hour	: mil per jam
K.p.h.	Kilimetres per hour	: kilometer per jam
Rd	Road	: Jalan
Mt.	Mount	: Gunung
Sq.	Square	: Jalan Raya

Gdns	Gardens	: Kebun
St.	Saint	: st. (Santa)
Rev.	Reverend	: Pendeta
Yds	Yards	: Jar
Ft	Feet	: Kaki
Ins.	Inches	: Inci
Lbs.	Pound (weight)	: pon
Oz.	Ounce	: Ons
Hp.	Horse Power	: Daya Kuda
H.E.	His Excellency	: Yang mulia
PR.	Public Relation	: Humas
UK.	United Kingdom	: Kerajaan Inggris Raya
USA	United States of America	: Amerika Serikat (AS)

RESERVATION BY TELEPHONE

a. Taking a reservation by telephone

Lotus Restaurant

Waitress : *(answering the telephone): Good afternoon.*
Guest : Hello. I'd like to reserve a table for two at eight o'clock tonight, please.
Waitress : May I have your name please, sir?
Guest : Lennon.
Waitress : I beg your pardon, sir?
Guest : Yes, L-E-double N-O-N
Waitress : Yes, Mr. Lennon. So, that's a table for two at eight o'clock.
Guest : Yes, that's right.
Waitress : Thank you Mr. Lennon. Goodbye.

b. That evening at Kerta Gosa Restaurant

Waitress : Good evening, sir.
Guest : Good evening. I've got reservation for eight o'clock.
Waitress : May I have your name please, sir?
Guest : Yes, the name's Lennon.
Waitress : Oh, yes Mr. Lennon. That's a table for two, isn't it?
Guest : That's right.
Waitress : Would you like to follow me please, sir?

c. Expressions

1. Pick up the telephone

Good morning. Kerta Gosa Restaurant.

Good afternoon. Lumba-Lumba Restaurant.

Good evening. Room service.

2. Asking guest's name

May I have your name please, sir/madam?

3. Asking for repeat

I beg your pardon?

Could you repeat that please?

4. Asking for spelling

Could you spell that please?

5. Repeting the order

So that's)a table for.... at.....)

Is that correct, sir?

6. Before hanging up the telephone

Thank you Mrs. Thatcher. Goodbye and have a good time (penting untuk diucapkan).

7. Checking detail

That's a table for (two), isn't it?

d. Complete the following dialogue!

(The restaurant is nearly full. The guest has a reservation)

Waitress : Good.....sir.

Guest :Have you.....two please.

Waitress :reservation?

Guest :.....Richards,.....(jam
1 siang)

Waitress : Oh yes,

Follow.....?

Guest : Thank you.

Waitress :

SITTING THE GUEST I

1. Conversations

a. The restaurant is not full. A couple (= a man and a woman) come in.

Waiter : Good evening sir. Good evening madam A table for two?

Guest : Yes, please.

Waiter : Could you follow me, please?
Will this table will do sir?

Guest : Yes, thanks.

Waiter : I'll bring you the menu.

b. The restaurant is not full. Two young woman come in.

Waiter : Good afternoon.

Guest : Good afternoon. We'd like a table for two please.

Waiter : Of course, would you like to follow me, please?
Will this table be all right?

Guest : Yes, thank you.

Waiter : I'll bring you the menu.

c. The restaurant is not full. A family of four come in.

Waiter : Good morning, sir. Good morning madam.
A table for four?

Guest : Yes, please. I'd like table near the window, please.

Waiter : Of course sir, Please sit wherever you like. How about over there? Will that table be alright?

Guest : Yes, it's fine thanks.

Waiter : I'll get you a menu.

2. Expressions

1. Welcoming the guest

Good morning (sampai jam 12 siang)

Good afternoon (sampai jam 5 sore)

Good evening (sampai larut malam)

Good morning sir ("Good morning gentlemen" hanya kalau lebih dari satu).

'Miss' sebaiknya dihindarkan, kecuali untuk orang yang belum dewasa

A table for one/two/three...?

2. Asking guest about intended table

Where would you like to sit, madam?

3. Asking guest to follow you

Would you like to follow me please? (please) sangat penting digunakan.

Could you follow me, please?

4. Offering table

Will this table do?

Will this table be all right?

5. Offering the second table if the first table is refused

What about (this/that) one sir?

How about over there, madam? (sambil menunjukkan meja)

Near the window, in the corner, on the terrace, away from the door.

6. If the table is reserved

Guest : Is this table taken? / free?

Waiter : I'm sorry, sir. That table is reserved.

7. Asking guest to seat everywhere

You can sit wherever you like, sir.

Please sit wherever you like madam.

Please sit any where you like.

2. Complete the conversation below!

A : Good morningathere?

B : Yes please.

A : Where.....sit, sir?

B : We'da.....near.....

A : Yes, sir.....me,.....tableall.....?

B : It's too close to the door.

A :over.....sir, near the.....?

B : Yes.....

A :menu.

SITTING THE GUEST II

The restaurant is nearly full. The waiter must ask if the clients have a reservation.

Practice these conversation

A. The guest has reservation

Waiter : Good evening, sir. Good evening, madam.
Customer : Good evening. We'd like a table for two please.
Waiter : Have you got a reservation please, sir?
Customer : Yes, for Mc. Donald at 8 o'clock.
Waiter : Oh yes Mr. Mc. Donald. Could you follow me please?
Customer : Thank you.
Waiter : I'll get you the menu.

B. The restaurant is full.

Waiter : Good evening, ladies.
Customer : Good evening. Have you got a table for two?
Waiter : Have you got a reservation please, madam?
Customer : No, we haven't.
Waiter : I'm sorry madam, the restaurant is full now.
Customer : Oh. I see.
Waiter : Would you like to wait madam? We'll have a table in about a half an hour
Customer : Yes please. We'll wait. Where can we wait?
Waiter : You could wait in the cocktail lounge, if you like.

C. Expressions

1. Apakah anda sudah memesan meja?

Have you got a reservation, please? 9 N..B. please is important to say.

Tamu : We have a reservation for Smith at 10 p.m.

2. Menunjukkan Meja

Here is your table, sir.

Here is your table, madam.

3. Restaurant penuh

I'm sorry. (gentlemen). The restaurant is full now.

4. Mau menunggu / kembali nanti?

Would you like to wait, ladies?

Would you like to come back later sir?

Would you like to come back in ten minutes, madam?

5. Akan ada meja 5 menit lagi

Guest : When will you have a table?

Waiter : We'll have a table in about five minutes.

- in about an hour (N.B. ucapan "en auwe")
- in about half an hour (N.B. ucapan "half en auwe")
- in about fifteen minutes

6. Anda dapat menunggu di

- You can wait in the lounge, if you like.

in the lobby

at the bar

by the pool, beside the pool

- Would you like to wait in the cocktail lounge?
- Would you like to wait by the pool?

D. Complete the missing words :

Waiter :, sir.

Customer : Good evening.....a table.

Waiter :a reservation,?

Customer : No, we

Waiter : I'mThefull
.....wait?

Customer : When will you have a table?

Waiter :15 minutes.

Customer : Yes.....where.....

Waiter :cocktail lounge,
if.....

TAKING ORDER I

A. The waiter takes the orders for two guests

Dialogue 1

Waiter : Are you ready to order now, sir?
Mr. French : Yes please, what will you have Jam?
Mrs. French : I'll have a club sandwich, please.
Waiter : And you, sir?
Mr. French : I'll have gado-gado, please.
Waiter : (Waiter mencatat pesanan)
And would you like something to drink?
Mrs. French : I'll have a mineral water.
Mr. French : And I'll have a Bir Bintang, please.
Waiter : So that's one club sandwich, one gado-gado, a mineral water, and a beer.

Mr. French : Yes, that's right. Thank you.

Dialogue 2

Waiter : Would you like to order now, sir?
Mr. Little : I'll have cap cay please.
Waiter : Would you like rice with it, sir?
Mr. Little : Is rice extra?
Waiter : Yes sir, the rice is extra.
Mr. Little : O.K. I'll have rice please.
Waiter : And you madam?
Mrs. Little : I'll have Fu Yung Hai, please.
Waiter : With rice madam?
Mrs. Little : No thanks.
Waiter : Something to drink?

Mrs. Little : Have you got any mineral water?
 Waiter : Yes, we have mineral water, madam.
 Mrs. Little : I'll have a small bottle of mineral water then.
 Mr. Little : I'll have mineral water too, please.
 Make that a large bottle please.
 Waiter : Yes sir, so that's one large bottle of mineral water.
 Mr. Little : Yes, thanks.

B. Expression

a. Menanyakan apakah tamu mau memesan

Are you ready to order now, madam?
 Would you like to order now, sir?
 May I take you order now, ladies?

b. Menanyakan tamu berikutnya

And you sir?
 And how about you madam?
 And the children, madam? (menanyakan pesanan anak-anak kepada ibunya)

c. Menanyakan minuman yang dipesan

Would you like something to drink?
something to drink, sir?

d. Rice is "extra" (tidak termasuk dalam harga)

Guest : Is it served with rice?
 Waiter : No sir, rice is extra. Bread is extra.
 The vegetable is extra.

Tetapi hati-hati :

Guest : I'll have an extra bowl of rice
(tambah satu belum tentu gratis)

"some extra bread" = roti tambahan

e. Jika tamu merubah pesanannya

Make that large bottle of mineral water (dari bukan small bottle seperti dipesan tadi).

Make that two fried chicken, please (tadi hanya satu yang dipesan)

Make that a small bottle of beer, please (tadi botol besar yang dipesan).

f. Mengulang pesanan

So that's one cap cay, one plain rice (...)

C. Complete the conversation below!

Waiter :order.....

Man :club sandwich.

Waiter :madam?

Woman :any lobster today.....

Waiter :

Woman :lobster.....green
salad.....

Waiter :drink?

Man :Bram.

Waiter :sorry.....

Man :beer than.

Waiter :madam?

Woman :too,
please.

Waiter :lobster
with.....one.....
.....and.....

Man : Yes.....

TAKING ORDER II

DRINKS

A. Ordering a drink before dinner

Dialogue 1

- Waiter : Would you like something to drink before your meal, sir?
- Guest 1 : Yes, I'll have a beer, please.
- Waiter : And you, madam?
- Guest 2 : What have you got?
- Waiter : We have beer, wine, fruit juice, soft drink, ...would you like to see beverage list, madam?
- Guest 2 : No thank you. I will have a fruit juice, please. Have you got any orange juice, please?
- Guest 3 : I'll have an orange juice too, please.
- Waiter : Yes, sir. So that's one beer and two orange juices.

Expression

1) Menawarkan minum

Would you like ...

- Would you like something to drink? (mau minum)
- Would you like something to drink before you meal? (sebelum makan)
- Would you like something to drink with your meal? (sambil makan)
- What you like to drink, sir?

2) Ada apa saja? (Tamu: “what have you got?”)

Tamu: “Have you got my (nama minuman)?”
We have beer, wine, fruit juice, and soft drink.
(We = restaurant kami)

3) Daftar Minuman

Would you like to see beverage list? (daftar minuman)

Would you like to see the wine list? (daftar minuman beralkohol)

This is the beverage list, sir. (menunjukkan daftar minuman).

4) Kalau tamu memesan

I'll have a

I'd like a.....

N.B. “ a beer = a glass of beer (buka sebotol)

“two coffee” = two cups of coffee

5). Mengulangi pesanan

So that's one beer and two orange juices.

Please arrange the sentence become a good conversation!

- So that's one Bacardi and Coke. And one Bram.
- And sir?
- Yes, I think so What would you like Anne?
- Have you got any Bacardi?
- I'll have a Bram please, John.
- Would you like something to drink before your meal, sir?
- Yes, sir. We have Bacardi.
- Yes, that's right.
- I'll have a Bacardi and coke please.

Dialogue 2

Waiter : Would you like something to drink, sir?

Guest : I'll have a fruit juice, please.

Waiter : Yes, sir what kinds of fruit juice would you like?

We have orange juice, tomato juice, and pineapple juice.

Guest : I beg your pardon. What kinds of fruit juice have you got?

Waiter : Orange, tomato, or pineapple juice, sir?

Guest : I'll have an orange juice, please.

Dialogue 3

Guest 1 : I'll have an orange juice please.

Waitress : With ice, madam?

Guest 1 : I beg your pardon?

Waitress : Would you like ice with your orange juice, madam?

Guest 1 : No thanks.

Waitress : And you, sir?

Guest 2 : I'll have an orange juice too and with ice please.

Waitress : So that's one orange juice with ice and
one orange juice without ice.

TAKING ORDER III

A. Ordering Steak

Dialogue 1

Waiter : Are you ready to order now, madam?
Guest : Yes please. I'll have broiled snapper please.
Waiter : I'm very sorry madam. We're out of snapper, today.
Guest : Well. I'll have steak then please.
Waiter : How would you like steak cooked?
Rare, medium, or well-done?
Guest : Oh rare please.
Waiter : Would you like something with it?
Guest : Yes please. What kinds of salad do you have?
Waiter : We have Russian Salad or Green Salad, madam.
Guest : I'll have a Green Salad, please.
Waiter : Thank you madam

Dialogue 2

Guest 1 : I'll have a Pepper Steak, please.
Waiter : Yes, madam. And you, sir?
Guest 2 : I'll have that too, please.
Waiter : So that's two Pepper Steaks(sambil
mencatat) Would you like them
rare, medium or well-done please?
Guest 1 : Medium rare for me please.
Waiter : And you sir?
Guest 2 : Well-done please.
Waiter : Would you like some vegetables with it?
Guest 1 : What vegetable do you have?
Waiter : Today we have a choice of French asparagus,
braised spinach, or parsley potatoes.
Guest 1 : I'll have spinach please.
Guest 2 : And I'll have potatoes please.

Waiter : So that's one medium-rare: pepper steak with
braised spinach and one well-done pepper steak with
parsley potatoes.
Guest : Yes, that's right.
Waiter : Thank you sir.

Dialogue 3

Waitress : Are you ready to order now ladies?
Guest 1 : Yes. I'll have ham and eggs please.
Waitress : How would you like your egg cooked, madam?
Guest 2 : How do you prepared it?
Waitress : You can have egg fried, scrambled, boiled or
poached madam?
Guest 1 : I'll have scrambled eggs please.
Waitress : And you madam?
Guest 2 : I'll have same please.
Waitress : Would you like some tea or coffee ladies?
Guest 1 : Yes, tea for two please.

B. Expressions

a. Menanyakan tamu mengenai pesanannya.

How would you like you (steak/egg/...)?

How would you like it/them?

How would you like your (steak/it) (cooked/prepared)?

Contoh:

Would you like your steak rare, medium, or well-done?

Would you like your egg fried, poached, scrambled, or boiled?

Rare, medium or well-done, sir?

b. Menjelaskan penyajian makanan

Tamu : how do you (do/prepare/cook) them?

You can your (eggs) (boiled, poached, scrambled, or fried)?

Contoh:

We serve our (eggs) boiled or poached.

We serve our (potatoes) baked, sautéed, or grilled.

They are served sautéed or braised.

It is served with rice.

c. Something with it?

Would you like some (salad/vegetable)?

Would you like some vegetable with (it/them)?

Would you like something with (it/them)?

d. Menjelaskan pada tamu apa yang dipesan.

Today we have

Today we have a choice of (.....),
(.....), and (.....).

Today's special
is.....

I'm sorry. We're out
of(habis)

I'm sorry, We don't have(tidak ada
di menu)

C. Put this conversation in the correct order:

Yes. I'll have a mixed salad please.
O.K. I'll have that.
Medium please.
I'm sorry. We're out of Nasi Gudeg sir.
Would you like to order now, sir?
Today's special is minute steak.
What else do you suggest?
Would you like some vegetable with it?
How would you like it sir?
I'll have Nasi Gudeg please.

1. Complete this dialogue

Waiter : Would?
Diner : I can't
Waiter : Could.....?
Diner : Yes.....recommended?
Waiter : Would.....special fillet of
.....
Yes.....
Diner :
Waiter :
Diner :pardon?
Waiter :
Dinner :please.
Waiter :anything with.....?
Diner :kind.....vegetable.....
Waiter :choice.....
Beans or.....

2. Conversation

Work in pairs

- a. Guest belum bisa memilih. Waiter menawarkan pertolongan menyarankan today's special, Grilled Lobster.
Guest : Ada apa lagi?
Waiter : Hari ini ada juga Grilled Sirloin Steak.
Guest : (memesan steak).
(Penyajian?) Rare. (Dengan?) A green salad.
- b. Tamu memesan bacon and eggs (fried)
Dengan toast? (Ya). Minum? (Tea).
(Mau susu dengan tehnya?) Tidak – a piece of lime)

TAKING ORDER IV

1. Conversations

- a. Waiter : Is everything all right sir?
Dinner : Yes, thanks.
Waiter : Would you like something for dessert?
Dinner : Certainly. One moment, please. What do you recommend?
Waiter : The lemon pie is very good, sir.
- b. Waiter : Is everything O.K. madam?
Dinner : Yes, thanks.
Waiter : Perhaps, you'd like some dessert.
Dinner : Yes please. I'll have some apple pie any apple pies left.
Dinner : Oh...what do you suggest?
Waiter : Perhaps you'd choose from the dessert trolley.
Dinner : Oh that looks good! What's that?
Waiter : It's Black Forest Cake. It's a rich chocolate cake. It's delicious.
Dinner : Yes. I'll have that please.
- c. Waiter : Would you like to see dessert trolley?
Dinner : Yes, please...that looks good What's that cake?
Waiter : Which one, sir?
Dinner : That's oneon the top.
Waiter : This one, sir?
Dinner : No, the one on the other side. The big one.
Waiter : Oh, this one.

Dinner : Yes.

Waiter : It's called Gateau St Honoree, sir. It's delicious.

Situation

1. Waiter membawa dessert trolley. Tamu menanyakan kue. Yang ini? Bukan yang dibawanya. Fruit cake. Tamu memesan fruit cake.
2. Tamu menanyakan kue besar yang berisi kelapa parut (Gateau Nusa).

2. Expressions :

- a. When the waiter returns to the table.

Kalimat yang baik dipergunakan saat waiter mendekati tamu kembali. Setelah mereka selesai makan "main course" nya.

Is everything alright, sir?

Is everything O.K. madam?

- b. Suggesting Dessert

Would Perhaps	like	some something for	dessert
------------------	------	-----------------------	---------

- c. The dessert trolley

Would you Perhaps you'd	like to	see chose from	the dessert today
----------------------------	---------	-------------------	----------------------

- d. I'm sorry, we're out of apple pie.

There isn't any apple pie left. (tunggal)

There aren't any lynchies left. (jamak)

Exercise :

Re-write these sentence, using there isn't any...left or there aren't any ...left.

1. I'm sorry. We're out of beer.

.....

2. I'm very sorry. We're out of ice cream.

.....

3. I'm sorry, sir. We're out of mangoes.

.....

4. I'm sorry, sir. We're out of rice.

.....

5. I'm sorry, sir. We're out of topics.

.....

e. That cake looks good I-which one?

Which one? This one?

No not that one.....the one bellow it.

Which cake would you like? The big one.

The one with the chocolate.

Exercise:

Translate the phrase in 2 (e) into Indonesia.

3. Re-write dialogues to make conversation:

a. - Which one, sir?

.....

- Yes fine, thanks.

.....

- Yes. Could we see the dessert trolley please.

.....

- Oh yes. This one. It's delicious, sir.

.....

- Is everything alright, sir?

.....

- Oh. That tart looks good.

.....

- Would you like something for dessert?

.....

- One moment please, sir.

.....

- The fruit tart.

.....

b. – I'm sorry. We're out of fruit salad.

.....

- What do you recommend?

.....

- What's that?

.....

- Perhaps you'd like some dessert?

.....

- The black rice pudding is very good.

.....

- Yes, I'll have fruit salad, please.

.....

- It's a rice pudding made from a special type of local rice. It's delicious.

.....

4. Reading passage

“Have a nice meal”.

Before someone begins a meal, we can say “Enjoy your meal”, or “Have a nice meal” to him. But be careful. The structure “Have a nice...” is only used in a few common sentences, such as:

Have a	nice	meal
		holiday
	good	day
		trip
		time

We cannot make other sentences like these one.

Sentences like “Have a nice appetizer” and “Have a nice main course” are WRONG.

If the waiter wants to say it, he says “Enjoy your meal” to his clients. Do this at the beginning of the meal, when you serve the first course. Only say it once. Do not repeat it for every course which you serve.

Questions:

1. What can we say to someone before a meal?
2. Why must we be careful?
3. What could you say someone who is going to Jakarta.
4. What could you say someone who is going to watch a film?
5. When can you say “Enjoy your meal?”.
6. What could you say before dessert?

5. Complete the dialogue

Waiter :alright, madam?

Dinner : Yes, thank you.

Waiter :dessert?

Dinner : Yes,menu.....?

Waiter : Of.....

Dinner :typically Indonesian.

Waiter :tried Kue
Lapis?.....?
It's.....

Dinner :strawberries, please.

Waiter : I'm sorry.....recommend?

Dinner : Yes, please.

6. Revision

Taking a reservation by telephone.

Complete this dialogue.

Waiter : (is answering the telephone).....afternoon.

Guest : Hello. I'dreserve
.....for two.....eight.....tonight please.

Waiter :name.....?

Guest : Brown.

Waiter : Thank you.....

Guest : Yes, that's

Waiter :goodbye.....

RECOMMENDING FOOD

1. “I recommend today’s special”.

- a. Waiter : Are you ready to order, sir?
Guest : No, I’m still deciding.
Waiter : Of course sir. Please take your time. I’ll be back.

(Tamu memanggil waiter untuk menanyakan rekomendasi makanan)

- Guest : What do you suggest?
Waiter : I recommend today’s special, sir?
Guest : What’s that?
Waiter : Fillet of Sole “Meuniere”. It’s very good, sir.
Guest : No thank you. I want to try some Indonesian food.
Waiter : Well. Have you tried our Sate Pusut Ikan, sir?
It’s typically Indonesian food.
Guest : Which one is that? (Tamu mencari di menu)
Waiter : (Sambil menunjuk menu) Excuse me, sir.
This one, sir. Just here.
Guest : Oh yes (membaca menu). I’ll try that please.

b. Situation: Buatlah percakapan seperti di atas.

1. Tamu (seorang ibu) belum memilih. Waiter menyarankan “today’s special” (Chicken Cordon Blue). Tamu mau coba masakan Indonesia. Menyarankan udang goreng buncis.

2. Waiter menyarankan Soto Madura. Tamu mau coba masakan Prancis (French Cooking). Menyarankan Tournedos Choron.

c. "Could I help you, madam?"

1. Waitress : Would you like to order now, madam?
Guest : I can't make up mind.
Waitress : Could I help you, madam?
Guest : Yes, what do you recommend?
Waitress : Today's special is very good, madam. It's the Club House Sandwich.
Guest : What else do you have?
Waitress : Would you like to try our Indonesian food, madam? It's very good. The Babi Guling is very popular.
Guest : What's that?
Waitress : It's roast suckling pig. It's typically Balinese.
Guest : No thanks. I don't eat pork. I'll try the Lasagna please.
Waitress : Yes, madam. Would you like something to drink with it?

2. Situation:

Tamu laki-laki menanyakan saran waiter.

Waiter menyarankan today's special menu (mushroom crepe "Bualu")

Ada apa lagi? (Our Indonesian food, Ayam Goreng).

2. Expressions

a. Jika Tamu Belum Memilih

Please take your time.

I'll come back. (soon/in a few minutes)

b. Menawarkan Pertolongan

Could I help you?

Can't I help you?

May I help you?

c. Menanyakan (Guest : What do you recommend /suggest?)

I recommend (today's special) is very good.

Our Nasi Goreng is delicious / very popular.

Have you tried our steak / pancakes?

Would you like to try (our Indonesian food / one of cocktail?)

d. Masakan Daerah

It's typically Balinese.

(Gado-gado) is typically Indonesian.

(Gudeg) is typically Javanese.

Kodok Goreng is typically Chinese (food/cooking).

Cream Caramel is typically French cooking.

3. Susunlah kembali kalimat-kalimat berikut supaya menjadi sebuah percakapan.

- I can't decide.
- Yes, what do you suggest?
- Are you ready to order now, sir?
- Have you tried our Nasi Rawon? It's a special for today too.
- Can I help, sir?
- What else is there?
- Well, today's special is Gado-gado. It's very good, sir.
- O.K. I'll have Nasi Rawon, please.

Waiter : Would.....sir?

Guest : No, I'm

Waiter : May.....?

Guest :suggest?

Waiter : Would.....today's special?

Guest :

Waiter : Fried filler of red snapper. It's.....

Guest :else.....?

Waiter : Have you.....Indonesian.....?

Guest :recommend?

Waiter : Our.....Indonesian.

ROOM SERVICE

1. Names and Numbers

- a. Room Service : Good morning, Room Service.
Guest : Good morning, I'd like to order some breakfast please.
Room Service : Certainly, madam. Could I have your room number, please?
Guest : Yes, this is room number 251.
Room Service : Thank you, madam. And your name, please?
Guest : Mrs. Smith.
Room Service : Thank you Mrs. Smith. What would you like to order?
- b. Room Service : Good evening, Room Service.
Guest : Good evening. I'd like to order some drink, please.
Room Service : Yes, sir. May I have your room number and your name please?
Guest : Yes. This is Mr. Spies in room 1103.
Room Service : I'm sorry sir. Could you spell your name please?
Guest : Yes. S-P-I-E-S.
Room Service : S-P-I-E-S. That's you Mr. Spies. That's room 1103, isn't it?
Guest : Yes, that's right.

c. Expressions:

1. Mengangkat Telepon

Good morning Room Service. (kira-kira jam 4 pagi sampai jam 12 siang).

Good afternoon (jam 12 sampai kira-kira jam 5 sore)

Good evening (jam 5 sore sampai larut malam)

2. Menanyakan nomor kamar dan nama

(Could/may) I have your room number please?

(Could/may) I have your name please?

(Could/may) I have your room number and your name please?

(Setelah menanyakan nomor kamar):and your name please?

(Setelah menanyakan nama):and your room number please?

3. Setelah diberi penjelasan mengenai nomor kamar / nama

Thank you, sir. (Namanya tidak ditanyakan)

Thank you Mrs. Belo. (Namanya baru ditanyakan, sekarang dipakai langsung dalam percakapan).

4. Harap ulangi

I beg your pardon?

Could you repeat that please?

I'm sorry. Could you repeat that please?

5. Menanyakan ejaan nama

Could you spell your name please?

How do you spell your name please?

6. Mengecek kembali nomor kamar / nama

That is room 1103, isn't it?

That is Mr. Jones, isn't it?

d. Complete the conversation below!

Room Service :

Guest : Good evening.....
.....some supper.....

Room Service :?

Guest : Yes.....119

Room Service : I'mcould.....?

Guest :

Room Service :?

Guest : Covarrubias.

Room Service :

Guest : C-O-V-A-R-R-U-B-I-A-S.

Room Service : Thank
.....to order?

2. Taking Orders

a. Guest : Could I order one "continental" breakfast for tomorrow morning. Please?

Room Service : Certainly sir. Would you like orange juice or fresh papaya?

Guest : I'll have orange juice please.

Room Service : Yes sir. Tea or coffee?

Guest : I beg your pardon?

Room Service : What would you like to drink, sir? Tea or coffee?

Guest : Oh, tea please.

Room Service : Thank you sir. So that's one. Continental breakfast, with orange juice and tea, for room 210. Is that correct?

Guest : Yes, that's right.

Room Service : What time would you like to eat, sir?

Guest : Oh, at about half past seven, please.

Room Service : Certainly. Thank you sir. Goodbye.

Situation:

Tamu memesan one "Nusa Dua" breakfast untuk besok pagi. Buatlah percakapan seperti diatas, berdasarkan menu ini:

The Nusa Dua Breakfast
Choice of juice or fresh fruit
Two eggs any style, with ham, bacon, or sausage
Fresh roll, Danish pastry toast
Butter, jam honey
Coffee or tea

Tamu menanyakan "Ada fruit juice apa saja?"

Tamu memesan untuk jam setengah Sembilan pagi.

b. Untuk mengakhiri percakapan

Room Service : And would you like something to drink, sir?

Guest : Yes, two coffee please.

Room Service : two coffee. Will that be all sir?

Guest : Yes, thanks.

Room Service: So that's one ham omelet, one Club House Sandwich, and two coffee for bungalows 15. Is that correct?

Guest : Yes, that's right. When will it be ready please?

Room Service: In about fifteen minutes, sir.

Guest : I'm very hungry. Can you be quick please.

Room Service: We'll do our best sir.

Guest : Thank you.

Room Service: Thank you sir. Goodbye.

Situation:

Tamu memesan kopi, waiter : sudah cukup? (ya)

Tamu: Kapan dibawa? Waiter: Lima menit lagi.

Tamu: Tolong ceopat-cepat.

3. Expressions

a. Menanyakan pilihan tamu

Would you like (orange juice) or (fresh papaya)?

What would you (like /prefer), sir? Orange juice or papaya?

b. Sudah cukup? (Tidak ada pesanan lagi?)

Will that be all (madam/sir)?

c. Kapan bisa siap? (Tamu : “When will be ready?”) It= pesanannya.

In about (ten) minutes.

It'll be ready in about (ten) minutes.

We'll bring it up as soon as possible (bring up = membawa untuk gedung bertingkat)

We'll bring it over right away / at once. (bring over = membawa untuk gedung yang tidak bertingkat).

d. Pesanannya untuk kapan?

When would you like it?

What time would you like it?

e. Jika tamu meminta pertolongan khusus

We'll do our best (sir/madam).

f. Sebelum menutup telepon

Thank you sir, goodbye.

4. Susunlah kalimat-kalimat berikut, supaya menjadi percakapan

- Thank you sir, Goodbye.
- Good evening. I'd like to order an omelet please.
- Room 3102.
- In about 15 minutes sir.

- Yes thanks When will it be ready?
- An omelet. Yes sir. May I have your room number please?
- Will that be all?

5. Giving Information “Can you tell me...?”

a. Room Service : Good morning. Room service.

Guest : Hello. Can you tell me what time room service operates, please?

Room Service : We're open 24 hours in a day sir.

Guest : I can't find it.

Room Service : I'll send the menu up to your room sir, if you like.

Guest : Yes please. My room number is 789.

Room Service : I'll send someone up at once sir.

Guest : Thank you.

Room Service : Thank you, sir. Goodbye.

b. Expressions

1. Jam berapa buka?

We are open 24 hours a day.

We operate 24 hours a day.

We are open from (6 a.m.) until midnight.

We operate from 5 o'clock in the morning until one o'clock at night.

2. Dimana menunya?

It's near the phone.

It's beside the phone.

It's in the folder near the telephone.

It's in the drawer beside the telephone.

It's in the drawer in the desk.

3. Menanyakan untuk mengirim menu / waiter ke kamar tamu.

I'll send a menu (up/over).

I'll send the menu over, if you like.

I'll send someone up (at once / straight away / right away).

c. Situation

Tamu menanyakan jam buka dari Room Service. (Dari jam enam pagi sampai jam satu malam). Dimana menunya? (Di dalam map, di dalam lemari).

Tamu tidak menemukannya. Room Service menawarkan untuk mengirim menu.

6. The wrong number

Room Service : Good afternoon Room Service.

Guest : Hello. Reception?

Room Service : I'm sorry, madam. This is Room Service here.

Guest : Pardon?

Room Service : I'm sorry you have the wrong number, madam.
Reception is 54.

Guest : Oh I see. I'm sorry to disturb you.

Room Service : That's quite all right madam. Goodbye.

Situations :

a. Menjelaskan nama departemen

This is Room Service here.

I'm sorry this is Room Service here.

b. Anda "salah putar"

I'm sorry. You have the wrong number.

c. Kalau tamu minta maaf (I'm sorry to disturb you).

That's quite all right, sir/madam.

That's quite all right, sir.

7. Complete the conversation below!

Room Service :

Guest : Good evening.....open now?

Room Service :24 hours.....

Guest : Good.....some supper please.

Room Service :room number, please?

Guest :793.

Room Service :order, sir?

Guest :omelet please.

Room Service : How.....cooked?

Guest : With.....please.

Room Service :?

Guest : A large bottle please.

Room Service :all?

Guest : Yes.....ready?

Room Service :ten minutes, sir.

Guest : Thank you.

Room Service :

EXPLAINING THE MENU I

1. Conversations

a. In the Lumba-Lumba Restaurant

- Waiter : I recommended the Crayfish Bisque, sir.
Guest : Which one is that? (mencari-cari di menu)
Waiter : Excuse me sir, this one. It's a thick crayfish soup. It's served with cream and a dash of cognac. (menunjukkan daftar menu).
Guest : What's it like?
Waiter : It's delicious, sir.
Guest : Is it Indonesian cooking?
Waiter : No, it's French dish, sir.

Questions

1. What is Crayfish Bisque?
2. What is it served with?
3. Where is it from?
4. What's it like?

b. In the Coffee Shop

- Guest : What is Nasi Goreng?
Waiter : It's fried rice, sir. It's garnished with a fried egg.
Guest : What's it like?
Waiter : It's very good sir.

Guest : Where's it from?

Waiter : It's an Indonesian dish, sir.

Situations:

1. "The sea hunter bowl"? A clear fish soup.
It's served croutons. Indonesian? No, European. It's very popular.
2. "Soto Madura"? A delicious chicken broth.
Served with kerupuk. From? Indonesian dish from Madura.

c. Kerupuk

(Tamu menanyakan makanan yang dibawa ke meja yang lain)

Guest : What is that?

Waiter : It's kerupuk.

Guest : "Kerupuk". What are they?

Waiter : They're a type of prawn cracker sir.

Guest : What are they like?

Waiter : They're delicious.

Guest : Where are they from?

Waiter : They are from all over Indonesia.

Situation:

Tamu melihat lychees. Sejenis tropical fruit. What are they like? Lezat.
Sangat manis Dari Bali.

2. a. Where is it from? Where are they from?

It's from /	Indonesia
	Italy
	Europe
	France
They're from	Japan
	China
	Java
	Bali

It's /	Indonesian
	Italian
	European
	French
They're	Japanese
	Chinese
	Javanese
	Balinese

Please make questions and answers as same as the example above!

1. Lasagna
2. Croissants
3. Chop Sticks
4. Ketupat
5. Burgundy Wine
6. Bantal Cakes
7. Sukiyaki
8. Kuaci

b. What is it?

It's	Indonesian	cooking food wine
	Italian	
	European	
	French	
	Japanese	
	Chinese	
	Javanese	
	Balinese	

It's	An Indonesian	Dish delicacy, wine, beer, etc.
	An Italian	
	A European	
	A French	
	A Japanese	
	A Chinese	
	A Javanese	
	A Balinese	

Please make questions and answers as same as the example above!

1. Fuyung hai
2. Gado-gado
3. Lawar
4. Champagne
5. Spaghetti
6. Gudeg
7. Tempura
8. Steak and chips

3. a. What is Crayfish Bisque?

Crayfish		thick	crayfish	soup
Bisque	It's a /	delicious	chicken	broth
Soto				
Madura				
Mornay	It's a	local	cheese	sauce
Sauce	type of			
A Kakap		sweet	sea	fish
A Papaya			fresh	fish
			water	melon
			tropical	
		Salted		

b. What is French Fries?

French Fries		fried	potato	chips
Profit Roles	They're /	smell	pastry	shells
Kuaci		salted	watermelon	seeds
Papayas	They're a type of	delicious	tropical	fruit
Krupuks			prawn	cracker
Vermicelli			italian	noodle

1. Chasseur Sauce is a white wine sauce.....
2. The mushroom crepe is.....mushrooms.
3. French onion soupcheese croutons.
4. Our apple pie isa scoop of ice – cream.
5. The crepe Suzette arecognac.
6. The frilled snapper is.....parsley potatoes.
7. Lembar are.....sticky ricemeat.
8. Madura lobster delight isbrandy sauce anda young coconut.

4. Complete this conversation

Guest : Idecide.

Waiter : Have you.....sir?

Guest :gado-gado?

Waiter : It's.....garnished with.....sauce.

It's.....specialty

of.....

Guest :from?

Waiter :dish, sir.

Guest :with?

Waiter :

Guest :dessert?

Waiter : Iour lychees.

Guest :lychees?

Waiter :

EXPLAINING THE MENU II

1. How is it made?

- a. Waiter : Would you like a drink before your meal, sir?
Guest : “Singapore Sling”. What’s that like?
Waiter : It’s very good, sir. It’s one of our specialties.
Guest : How is it made?
Waiter : I beg your pardon, sir?
Guest : What’s it made from?
Waiter : It’s made from gin, cherry brandy, and lime juice with
soda and a dash of grenadine.

- b. Guest : What’s the Club House Sandwich made of?
Waiter : It consists of chicken, bacon, lettuce, tomato, and
mayonnaise, sir.
Guest : It sounds good. I’ll try it please.

c. Expressions

1. Guest: How is it made?
a. How is it cooked? / prepared?
What is it made from? (Dlbut dari bahan apa saja?).
b. It’s made from ... (Bahan sudah berubah. They’re made
misalnya kue, roti, from...minuman yang dicampur, etc.).
It consists of ... (bahan masih utuh, misalnya sate, salad,,
etc.).

They consist of...

2. What's it like?

It's delicious / very good / very popular.

It's one of our specialties.

It's a specialty of the restaurant.

2. Menerangkan proses memasaknya

a. Waiter : I recommend today's special, madam.

Guest : What's that?

Waiter : Sate Kambing. It's lamb dish, madam. It's typically Indonesian.

Guest : How is it made?

Waiter : It consists of cubes of lamb, grilled on skewers over the fire. It's very good.

Guest : What's it served with?

Waiter : I beg your pardon, madam?

Guest : Is it served with a sauce?

Waiter : It's served with peanut sauce, madam.

b. Waiter : Have you tried Escabeche of fish, sir?

Guest : What's that?

Waiter : It consists of pieces of fish, fried, and then marinated with herbs for twenty four hours. It's served cold, with the marinade as a sauce.

c. Expressions

What is it served with?

It's served with...

It's garnished with...

3. What is Baba au rheum?

Baba au rheum	It's	a light yeasty cake	soaked in	a rum syrup
Minestrone		a thick vegetable	cooked with	spaghetti and herbs
Consomme aux profit roles		a clear bee soup	garnish ed with	small pastry shell
Chasseur sauce		a white wine sauce	made from	white wine, mushrooms, shallots, and tomatoes

		Main component	Process	Other ingredient descriptions
Noisette Potatoes	They are	Small nut sized pieces of potato	Sautéed	To a golden brown
Jardiniere Vegetable		Different kinds of vegetable	Cooked in	Butter
Lyonnaise Potatoes		Slices of potato	Sautéed with	Onion

4. Active and Passive Forms

a. Examples

1. The cook makes bread (active form)
Bread is made (passive form)

2. The cook boils bananas (active form)
The bananas are boiled (passive form)

NB. "The cook" tidak perlu disebut dalam kalimat passive. Bentuk kata kerja passive juga disebut bentuk ketiga.

b. Example of Verb 3

1. cooked, garnished, dressed, tossed, sliced, wrapped, poached, stuffed.
2. fried, boiled, marinated, flamed, sautéed, grilled, broiled, roasted, served, baked, filled, prepared.
3. beaten, eaten, cut.

c. Complete the sentences below with the proper verb!

1. Eggs are.....for 3 minutes.
2. Rice is.....in a frying pan.
3. The frog legs are.....in butter.
4. The soup iswith croutons.
5. The salad is.....mayonnaise sauce.
6. The cakes are.....in banana's leaf.

Complete the sentences below using "is" or "are"!

7. The oysternatural with a slice of lemon.
8. Chicken cordon blue.....with ham and cheese.
9. The squid.....in herbs for 24 hours.
10. The squid potatoes.....with parsley.

11. Our omelet'swith your choice of ham.
12. The fish.....in white wine.

d. Complete the sentence into passive form!

Eat, flame, cut, wrap, wash, dress, beat, fry, fill

1. Ricethree times a day in Indonesia.
2. The crepes.....with cognac.
3. The fish filletsand then.....in banana's leaf.
4. The lettuce leaves.....then.....with vinaigrette.
5. First, the eggsthen.....then.....with mushrooms.

5. Recipes

Dalam resep, bentuk perintah dari kata kerja selalu dipakai untuk menerangkan proses memasaknya.

Soft boiled egg.

Boiled a fresh egg for three minutes. Serve with toast.

Tetapi waiter harus memakai bentuk passive untuk menerangkan proses memasaknya.

Guest : How is it cooked?

Waiter : It's boiled for three minutes, and then it is served with toast.

a. Kalimat di bawah ini dari buku resep. Tulislah kalimat yang akan dipakai oleh waiter jika ditanyakan mengenai proses memasaknya.

1. (Recipe) : Cook the gurami is white wine and serve with rice

Waiter : The gurami.....

2. (Recipe) : Garnish the first with mushrooms and glazed onions.

Waiter : The fish.....

3. Cover the fish with red wine sauce.

Waiter :

4. Season the fillets with salt, pepper, and lemon juice.

Waiter :

5. Toss the crabmeat with horseradish cream and mustard.

Waiter :

6. Fill the avocado with crabmeat.

Waiter :

6. How is it made? (proses/tahap pembuatan makanan)

- a. Recipe (Escalope de pork cordon bleu)

Stuff two pieces of pork with ham and cheese.

Bread them and then deep fry.

- b. In the restaurant

Guest : What is escalope de port cordon bleu?

Waiter : It consists of two pieces of pork/ stuffed with ham /
breaded, and then deep fried. It's delicious.

Guest : And beef sate?

Waiter : It consists of cubes of beef / skewered on bamboo / and
the grilled over the fire. It's one of our specialties.

c. Terangkan jenis-jenis makanan berikut berdasarkan resepnya.

1. Russian Salad : Blanch different kinds of spring vegetable, then
dress with mayonnaise sauce.

Guest : What is Russian Salad?

Waiter : It consists of.....
And then,.....
.....popular.

2. Florentine Oysters : Poach oyster, then dress on spinach. Coat
with money sauce and garnish with grated cheese.

Guest : What are Florentine Oysters?

Waiter : They consist
of.....
.....specialties.

3. Pepes Ikan : Wrap fillets of fish with spaces in banana's leaf, then
grill and serve with steamed rice.

Guest : What?

Waiter :very good.

4. Semur Daging : Cook top-side beef with spices in beef stock.
Garnish with fried potatoes and glass noodle.
Guest:?
Waiter :
.....of the restaurant.
5. Lumpia: Wrap a stuffing of diced chicken and vegetable in this
sheet of pastry, then deep fry. Serve with a sour peanut sauce.
Guest : What are Florentine Oysters?
Waiter : They consist of.....
.....typically Indonesia.

EXPLAINING THE MENU III

Conversations

1. a). It's typically Indonesian

Guest : I'd like to try some Indonesian food please.

But I'd like something to drink please.

Waiter : Our gado-gado is typically Indonesian, madam.

Guest : What's that?

Waiter : It consists of different kinds of blanched vegetable, served with peanut sauce.

It's very popular, madam.

Guest : Is it hot? I don't like hot food.

Waiter : No madam. It's a mild dish. All our Indonesian dishes are mild, madam.

Guest : Is it served with rice?

Waiter : Yes, madam. It comes with steamed rice.

Guest : Well. I'll have one gado-gado and one portion of steamed rice please.

NB. Bermacam-macam sayuran = different kinds of vegetables, dan bukan any kinds or vegetable.

b). Situations:

1. Guest : Some Javanese food. Something mild. Rice?

Waiter : Ayam Goreng. It's a mild dish. The rice is extra.

2. Guest : Local food please. Don't like spicy food.
 Waiter : Mie Goreng? It's not usually served with rice.

c). It's typically Indonesian

Guest	I want to try	some	Indonesia Balinese Javanese	cooking cuisine Food
		a/ an	Indonesian Padang Chinese	dish

Waiter	Our	Gado-gado Lawar Gudeg	is typically	Indonesian Balinese Javanese	
	or Our	Gado-gado Lawar Gudeg	is typically	Indonesian Balinese Javanese	dish

1. Using these structures, make conversations about these foods:

1. An Indonesian dish
2. Some Balinese cuisine
3. A Javanese dish
4. Some Padang cooking
5. Jakarta cooking
6. Chinese food
7. An Italian dish
8. French cuisine

2. "What does it come?"

It comes with rice.

Baby Guling comes with rice, sir.

Minute Steak comes with French Fried and salad.

2. *"It's a Javanese Specialty"*

Guest : I want to try something typically Javanese.

Waiter : Have you tried Nasi Rawon, sir? It's Javanese specialty.

Guest : How is it made?

Waiter : It consists of piece of beef stewed in a blend local spices and served with been sprouts.

Guest : It's not too spicy, Is it? I don't like hot food.

Waiter : No, don't worry sir. It's quite mild.

Guest : Does it come with rice?

Waiter : Yes sir. It's served with rice.

a. Situations:

1. Guest: Something typically Balinese.

Don't like spicy food. With rice?

Waiter : Babi Guling? It's quite mild.

Roast suckling pig, dengan bumbu-bumbu Bali.

2. Guest : Something typically Indonesian. With rice?

Waiter : Chicken Sate. Rice Extra.

b. It's a Javanese Specialty

It's specialty of the restaurant (Handout X)

It's one of our specialties (Handout X)

It's a	Indonesian	Specialty
	Italian	

It's a	Indonesian	Specialty
	Italian	

Conversation

Guest : I want smething typically Javanese.

Waiter : Have you tried Nasi Rawon, sir?

It's Javanese Specialty

Make conversation like this about:

1. Bali Guling
2. Beef Rendang
3. Rujak Cingur
4. Sayur Asin
5. Puyung Hai
6. Bebek Betutu
7. Spaghetti
8. Cap Cai

3. Put these conversation in the correct order.

- a. - It's not too hot, is it?
- Yes, that sounds good.
 - Bebek? What's that?
 - I want to try some meal.
 - Balinese cooking
 - How is it prepared?
 - It's Balinese style roast duck.
 - We have Bebek Betutu.
 - It's a Balinese spacialty.
 - It's baked with local herbs and spices.
 - No sir, it isn't chillies.
- b. - This sambal is very mild sauce sir.
- Most Westeners like it.
 - It's chili sauce.
 - It's always served with rice, sir.
 - Oh no thanks. It's too hot for me.
 - No sir, there are many kinds of sambal. Some are hot, but some are very mild.
 - Would you like some sambal with your meal, sir?
 - I thought chili sauce was always hot?
 - Sambal? What's that?

4. *Is it hot? Is it very spicy?*

Most Westerners do not like hot (spicy) food.

It's not	hot spicy
It's not a	hot dish spicy

- Don't worry, sir/madam.
- It's mild.
- It's mild dish.
- It doesn't contain chillies.
- All our Indonesian dishes are mild, sir.
- Javanese cooking is usually very mild.

Complete the following dialogue:

1. Guest : I'd likemild
please.

Waiter :Gado-gadomild sir.
It doesn't.....

2. Waiter : have you tried Ayam Goreng madam?

Guest :spicy, is it?
I don't

Waiter : Don'tAll our.....
.....

3. Waiter : Perhaps you'd like to try Sate Kambing, sir?

Guest :hot? I.....

Waiter : It'sdish, sir.

All.....

5. Complete this conversation.

Waiter :order now.....

Guest : I can't

Waiter :like.....try.

Guest : Yes.....suggest?

Waiter : Today'san Indonesian

.....madam.....

Tahu Telur.....very.....

Guest : How.....?

Waiter : It's an omelet.....bean-curd.

And.....a spicy sauce.

Guest : Itdelicious,

but.....too spicy.....

I don't

Waiter : Don't

Guest :I'll

that, please.

Waiter :drink.....

THE BILL I

1. Paying in Cash

- a. Waiter : Is everything all right, sir?
Guest : Yes, thanks. Could we have the bill now, please?
Waiter : Of course, sir. One moment please.
Here is your bill.
Guest : Thanks. 13.500 rupiah. I only charge. (The guest gives him two Rp 10.000 notes).
Waiter : Thank you sir.
Here is your charge, sir. So that's 13.500. (Waiter gives him a Rp 500 note) Fourteen Thousand (gives a Rp 1000 note) Fifteen Thousand (gives a Rp 5000 note) Twenty Thousand.
Guest : Thank you.
Waiter : Thank you, sir. I hope you enjoyed your meal.
Guest : Yes, it was very nice thank you. Goodbye.
Waiter : Goodbye sir. Goodbye madam.

Giving Change

Perhatikan cara memberikan “change” (uang kembali) pada tamu. Pertama-tama waiter menyebut jumlah yang harus dibayar (Rp 13.500). Kemudian waiter mengembalikan “change” (Rp 6.500) selembat demi selembat. So that's Rp 13.500 (ditambah selembat Rp 500 = Rp 14.000) (ditambah selembat Rp 20.000). embaran (atau coin) yang paling kecil (Rp 500) diberikan lebih dulu, kemudian yang lebih besar (Rp 1.000), kemudian yang paling besar (Rp 5.000).

b. Situation:

Buatlah percakapan seperti 1 (a).

1. Bill Rp 750. Tamu membayar dengan selebar Rp 1.000.
2. Bill Rp 425. Dibayar dengan selebar Rp 5.000
3. Bill Rp 10.125. Dibayar dengan dua lembar Rp 10.000

c. Expression

1. Could we have the bill/check now? Check = bill (Bahasa Amerika)

Here's your bill, sir/madam.

Here you are, sir/madam.

2. Here you got any change? (uang kembali)

We have plenty of change.

I'm sorry, we are out of change.

Do you have anything smaller, sir? (minta uang lembaran yang lebih kecil nilainya)

Here's your change, sir.

3. Goodbye

Thank you, sir. Thank you madam.

I hope you enjoyed your meal.

Thank you for coming.

2. Signing for the Bill in a Hotel

- a. Waiter : Would you like some more coffee, madam?

Guest : No thanks. Can I pay now please?

Waiter : Of course, madam. One moment please.

Here you are, madam. (He gives her the bill).

Guest : What's this for?

Waiter : That's for the wine, madam.

Guest : I see. And what about this?

Waiter : That's for the service and government tax.

Guest : Fine.

Waiter : Would you like to sign for it, madam?

Guest : Yes, please. (The guest signs).

Waiter : I'm sorry, madam. I can't read your name.

How do you spell it please?

Guest : W-I-L-D-E. (The waiter writes the name clearly on the bill).

Waiter : And is this room 315 or 316 madam?

Guest : It's 316.

Waiter : Thank you madam. I hope you enjoyed your meal.

Guest : Yes. It was delicious. Thank you.

b. Situations

1. Guest : The check please. What's this for?

Waiter : Extra portion of rice. Sign for it? (Yes).

Guest : Can't read name. Spell?

Waiter : W-A-S-H-I-N-G-T-O-N

Guest : Room 213 or 413?

2. Guest : Bill, please...this...?

Waiter : Service and tax. Sign for it? (yes)

Guest : Can't read name. Spell?

Waiter : F-U-L-B-R-I-G-H-T

Guest : Room 19 or 79?

c. Expressions

1. What's this for? (Tamu menanyakan sebuah angka di bill).

That's for...(The drink / the extra rice/ the dessert)

2. Signing for it

Would you like to sign for it, sir?

Would you like to sign for it, or pay in cash, madam?

Could you sign here, please (menunjukkan tempat)

3. Asking for information

Could I have your room number please?

Could I have your name please?

Could you spell that please?

How do you spell that please?

4. If the waiter can't read the guest's writing.

I'm sorry sir. I can't read your name / writing.

How do you spell your name please?

I'm sorry. I can't read your room number.

I'm sorry. Is this room number 213 or 218, please?

3. Complete these dialogues:

a. Waiter :everything?
Guest :pay now.....
Waiter :Here.....
Guest :?
Waiter :service
and.....
Guest : Fine.
Waiter :sign.....?
Guest :pardon?
Waiter :or.....?
Guest :cash
please.....same change?
Waiter :lefty.....

a. Guest : Couldsign.....
Waiter : Yes, of.....pen.
Guest : Thank you. (He signs the bill)
Waiter : I'mI'm
number.....38 or 39, sir?
Guest : 38.....

Waiter : Thank you. And.....name?
 Guest : Q-U-A-N-T
 Waiter :I hope
 you.....
 Guest :

Expressions

1. Keep the change (uang kembali ibrikan kepada waiter sebagai tip)

Thank you. It's very kind of you.
 You're very kind, sir.

2. It was a delicious meal.

I'm glad you enjoyed it sir/madam.

I hope we see you again, sir.

Please come again, sir.

3. Put this conversation in the correct order.

- Thank you, madam. I'm glad you enjoyed it.
- That's for the drink's madam.
- Yes, madam. Service is included.
- Thank you madam. You're very kind.
- What's this for?
- Well, this is for you.
- It was an excellent meal.
- Oh yes. So that 10.000 rupiah all together.
- Is service included?

THE BILL II

1. Paying by Travelers' Cheque

a. Waiter : Here's your bill, sir. That'll be 27.500 rupiah please.

Guest : Thank you.

Waiter : It depends, sir. What kind of travelers' cheques do you have?

Guest : I've got Thomas Cook cheques. (Waiter asks his supervisor).

Waiter : Yes sir. That's fine. Do you have some identification please, sir?

Guest : Yes, here's my passport. Let's see. The bill is 27.500 rupiahs.

What's that in American dollars?

Waiter : Rp 27.500 in dollars... One moment sir, I'll get the calculator.
It's \$28.60 sir. (twenty eight dollars sixty)

Guest : Well, I'll give you \$30 in traveler's cheques.
(He sign the cheques. And gives them to the writer).

Waiter : Could I borrow your passport for a moment please, sir?

Guest : Oh yes, of course. Here you are.

Waiter : Thank you sir. Here is your change, Rp 1.350. That's \$1.40 in dollars.

b. Expressions

1. Asking for money (Untuk minta uang dengan sopan)

That'll be \$ 50 please.

2. Do you (accept / take) traveler's cheques?

It depends sir.

What kind of traveler's cheques have you got?

Yes, we (take / accept) Thomas Cook cheques, sir.
I'm sorry we don't accept Thomas Cook cheques, sir.

3. What's the exchange rate for the French Fries?

The rate is 970 rupiah to the dollars.

It's 330 rupiah to the French.

The rate has gone up. The rate has gone down.

4. What rate do you give for the yen?

We give 5 rupiah to the yen.

Our rate is 5 rupiah to the yen.

5. What's 10.000 rupiah in dollars?

10.000 rupiah is \$10.50 (ten dollars fifty)

I'll pay in cash. Here's \$ 20 in traveler's cheques.

6. Change

So that's 5000 rupiah change.

Here is your change.

c. Situations

Imagine these conversations:

1. Bill Rp 9.700. Guest pay with American Express traveler's cheques (in US dollars).
2. Bill Rp 9.700. Guest pay with Thomas Cook traveler's cheques (in sterling 1 = Rp 1.500).

d. Put this conversation in the correct order.

- Thanks. Rp 5200. Do you accept traveler's cheques?
- One moment please, I'll find out.
- It's \$ 6.50 madam.

- I'm very sorry madam. We don't accept traveler's cheque.
- That's OK. Rupiah will do.
- Well. Here's \$ 10.
- Here's your change madam.
- That's OK. I'll pay in cash. Let's see Rp 5200. What's that in Australian dollars?
- Here's your bill, if you'd like to check it madam.
- So that's \$ 3.50 change. I'm sorry we have no small change in Australian currency's.

2. The guest with a credit card

- a. Waiter : Here's your bill sir, if you'd like to check it.
 Guest : Yes, that's fine. Can I pay with a credit card.
 Waiter : It depends sir. What kind of card have you got?
 Guest : Visa.
 Waiter : I'm very sorry sir. We only accept Diners Club or American Express Card.
 Guest : That's fine. I have a Diners' Club Card too.
 Waiter : Well. There's no problem then, sir. Could I borrow it for a moment please?
 And do you have some identification too please? Your passport perhaps.
 Guest : Of course. Here you are.
 Waiter : Could you sign here please, sir?

b. Asking for identification

Do you have some identification please?
 Could I have some identification please?
 Could I borrow your passport for a moment please?

c. Situation. Imagine this conversation.

The guest wants to pay with a credit card.

The restaurant doesn't accept dinners' card.
 The guest then asks if he can pay by travelers cheques.
 He has American Express cheques.
 Yes, he can.

3. Complete this conversation.

Waiter : Here.....bill, if you'd.....
 Guest : Yes, that'sdo.....
 Bankcards?
 Waiter : No, I'm.....only.....
 Diners Cards or Carte Blanche.
 Guest : Well, whattravelers'
 Waiter : It.....sir. What.....have?
 Guest : Bank of Tokyo.
 Waiter : Oh yes, sir. No problem.....
 Guest : Identification?
 Waiter : Yes, your.....perhaps?
 Guest : Oh yes, herewhat.....
 for the Yen.
 Waiter : It's 5.....rupiah.
 Guest : Let's see14.500
 rupiah.....yen?
 Waiter :please, sir.
 Guest :3000 Yen in.....
 Waiter :

4. Personal Cheques

Guest : Can I pay cheque please?
 Waiter : It depends sir. What kind of cheque is it?
 Guest : Bank Bumi Daya. I have a cheque account with them in Jakarta.
 Waiter : I'm very sorry, sir. We can't accept personal cheques.

It's the management's policy.

Guest : But I always pay by cheque in Jakarta.

Waiter : I'm really sorry sir. The house rules is no personal cheques.

Guest : Well. I'm afraid it's all I've got.

Waiter : Perhaps you'd like to discuss it with the manager, sir?

Guest : Yes, please.

Waiter : One moment please. I'll get him.

Guest : Yes sir. Can I help you? What's the problem?

a. Expressions

1. We (can't / don't) accept personal cheques.

It's the management's policy.

It's the restaurant's policy.

The house rule is no personal cheques.

The restaurant's policy is no personal cheques.

2. Would you like to discuss it with the manager?

Perhaps you'd like to discuss it with the head writer?

Bartender



Learning Objectives:

1. Be able use the basic terms for bartender.
2. Be able to break the ice in conversation when handling guests

BASIC TERMS FOR BARTENDER

Dirty	When a drink is served with juice from bar olives mixed in
Dry	when a drink is served mixed with vermouth. (Usually associated with gin or vodka martinis)
Mixer	Non-alcoholic substances added to drinks
Neat	Served not chilled prior or over ice. Straight from the bottle to the glass
On the rocks	Served with ice
Virgin	Served with all mixer, no alcohol included

1. Conversation

After a stressful day, Mr. Jackson relaxes at the bar. The bartender, Mark, responds to a few complaints while he serves Mr. Jackson his favorite cocktail.

Mr. Jackson : Bartender, could I have a drink? What's taking so long?!

Bartender : Excuse me, sir. Yes, what can I get you?

Mr. Jackson : I'd like a whiskey sour.

Bartender : Certainly sir, I'll get that straight away.

Mr. Jackson : What a day! My feet are aching! Where's an ashtray?!

Bartender : Here you go sir. Did you have a busy day?

Mr. Jackson : Yes, I had to walk all over town to get to meetings. I'm exhausted.

Bartender : I'm sorry to hear that, sir. Here's your drink. That should help.

Mr. Jackson : (takes a long sip) That's what I needed. Much better. Do you have any snacks?

Bartender : Certainly, here are some peanuts and some savory crackers, and a napkin.

Mr. Jackson : Could I have a stir stick?

Bartender : Coming up... Here you are.

Mr. Jackson : Thanks. You know, I'm sorry to say this, but these snacks are awful.

Bartender : I'm terribly sorry about that, sir. What seems to be the matter?

Mr. Jackson : The peanuts are stale!

Bartender : I apologize sir, I'll open a fresh can immediately.

Mr. Jackson : Thanks. Sorry to be in such a bad mood.

Bartender : That's quite alright. Can I get you another drink? This one's on the house.

Mr. Jackson : That's kind of you. Yes, I'll have another whiskey sour.

Bartender : Right away, sir. Do you have any preferences on the whiskey?

Mr. Jackson : Hmmm, what's that bottle over there?

Bartender : That's Jack Daniel's, aged 12 years.

Mr. Jackson : That sounds good. I'd also like to smoke. Is that possible?

Bartender : Unfortunately, we don't allow smoking in the bar. You'll have to step outside.

Mr. Jackson : No worries. I can wait. So how long have you worked at this bar?

Bartender : It's been about three years now. I love the challenges of this job.

ICE BREAKING USED IN BAR CONVERSATION

No	Dos' & Don'ts	Description	Example of Conversation
1	Never say "NO" to the guest	If we are out of stock, we never say "no" to the guest then recommend the special drink of the day or similar drink.	"Jhon we are out of gin for your Tom Collin. We can make special Whisky Sour to satisfy your thirst."
2	Recommend the special of the day	If the guest looks confused in ordering drink so we recommend the special drink of the day by telling our birthday. Usually, the guest doesn't want to refuse recommendation of someone who is on birthday.	"Jhon...today is my birthday what if I recommend you to have Margarita which is my favorite cocktail with rich taste of Tequila?"
3	Funny phrases	Funny phrases can be said to attract the guest attention so the guest wants to buy the drink.	<p>"Stay thirsty and keep me busy."</p> <p>"When my grandpa was young, he had Sex on the beach" (sex on the beach is name of cocktail)</p> <p>"Alcohol makes you tall. The more you drink the better I looked. I'm sorry we are open."</p> <p>"It is a dizzy day as world is spinning. Let's slow down with alcohol."</p>

			<p>"Don't trust me. I'm the worst bartender."</p> <p>"It is hot because of global warming. So let's save water and start drinking alcohol."</p>
4	Call the guest like a friend	As bartender or bar waiter, you need to be creative in talking to the guest so that they want to buy the cocktail. Call guest like a friend at the second meeting and so on. In bar, the situation will be less formal than in dining room so that the guest prefers to be called as friend by saying their name directly without Mr/Mrs. You also may say. The guest will feel more comfortable and secure.	"Please feel free, anything for you, give me sign any time you ready, I'm always around."
5	Care with guest preference	If the guest doesn't like our menu, we need to say to the guest if we can make the drink based on guest's preference.	"I can customize your cocktail as per your preference."
6	Appreciate guest's choice	When the guest chooses the drink, appreciate the guest if we also like the guest's choice	"You have a good choice. I like Margarita too."
7	Marketing phrases	Say the words that can attract guest's imagination to the	"The exotic Cosmo, mind freaking long island ice tea, smooth friendly Daiquiri."

		situation they like	
8	Suggest them to have more	You need to make the guest order drink more	"I think you need more and another shot is waiting for you."
9	Positive closing	Closing statement need to be said to guest for retaining the guests as your customers	"It is very happy to have you with us. Please come here anytime you want. This is your place. We will always wait for your next coming."

Food Product



Learning Objectives:

1. Be able to differentiate cooking methods.
2. Be able to differentiate cooking tools.
3. Be able to differentiate types of meat.
4. Be able to differentiate types of breakfast.

COOKING METHODS



peel



slice



grate



pour



mix



whisk



boil



fry



roll



stir



simmer



poach



bake



roast



grill

No	Methods of Cooking	Description
1	Peel	Remove the outer covering from a fruit or vegetable
2	Slice	Cut a thicker piece of food into slices
3	Grate	Rub food against a grater so it is cut into a lot of small pieces
4	Pour	Pour the water, milk, etc into the bowl
5	Mix	Combine food/liquid together so it becomes one
6	Whisk	A utensil needed for whipping eggs or cream very quickly
7	Boil	Heat a liquid until it boils
8	Fry	Cook food in a very hot oil
9	Roll	Rolling pin used for making pastry flat and making cake shapes
10	Stir	Move s spoon around in a pan in a circle
11	Simmer	Liquid or food just below boiling point and bubbling only gently
12	Poach	Cook an egg in or over boiling waiter. Fish can also be poached.
13	Bake	Cook food without a flame, in an oven
14	Roast	Cook meat a long time in an oven or over a fire
15	Grill/Barbecue	Cook food under heat from a metal bar or flame
16	Layer	A cake made in layers , with a cream, jelly, or other filling between them
17	Melt	Become liquefied by using a form of heat
18	Scramble	To cook the mixed whites and yolks of eggs by stirring them while frying.
19	Serve	To bring / present the food to a person who order the food
20	Simmer	To cook food gently and slowly in liquid, or even just cooking the liquid itself, at a temperature just below the boiling point.
21	Spread	A food that can be spread with a knife onto a bread
22	Taste	To eat of drink a little of
23	Blend	To thoroughly combine 2 or more ingredients, either by hand with a whisk or spoon, or with a mixer
24	Sauté	To cook food in oil or fat over heat, usually until it is brown

COOKING TOOLS



Stock pot



Saucepan



Sheet pans



**Non-stick frying pan
or Wok**



Glass baking dish



Frying pan



Cooking pot



Wooden spoons



Knives (chef, serrated, paring)



Measuring spoons



Measuring cups



Whisk



Peeler



Fish turner



Tongs



Spatula



(Potato) peeler



Pizza cutter



Rolling pin



Ice tray



Cookie cutters



Pizza tray



Pot holder



Oven mitt



Salad spinner



Colander



Cutting board



Prep bowls (collapsible or glass)



Immersion /
stick blender



Can opener



Microplane
zester

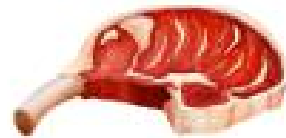
TYPES OF MEAT



LAMB CHOP



SIRLOIN



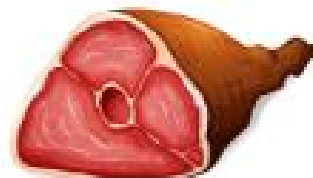
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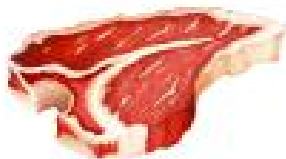
LEG OF LAMB



BACON



PARMA HAM



T-BONE



PORK BELLY



MEATLOAF



SALAMI



PEPERONI



ROAST CHICKEN



SAUSAGES



DICED BEEF

TYPES OF BREAKFAST

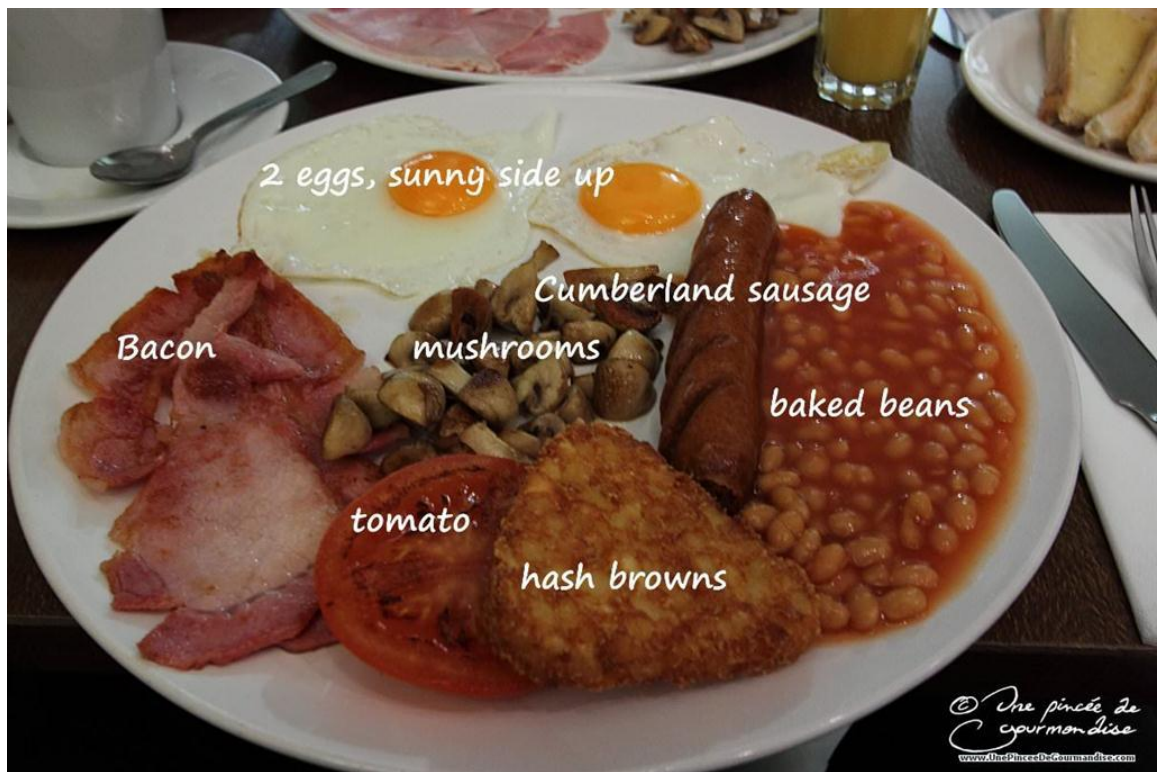
1. American Breakfast



Descriptions:

1. Toast bread
2. Poached egg / scrambled egg / egg roll
3. Bacon
4. Sausage
5. Potatoes
6. Tomatoes
7. Orange juice / coffee / tea / milk
8. Fruit

2. Continental Breakfast



Descriptions:

1. Bread
2. Egg
3. Hash brown
4. Mushroom
5. Baked beans
6. Bacon
7. Cumberland sausage
8. Tomatoes